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| Preethika PERAM | | |
| CAREER PROFILE  With over fourteen years of IT experience, I have built a distinguished career as a Test Lead/Manager. My dedication to quality and proven leadership in managing diverse testing teams has consistently ensured the delivery of high-quality software solutions. Throughout my career, I have established a commendable track record in leading and managing teams of software testers, both manual and automation, ensuring the successful execution of testing activities and delivery of high-quality software solutions.  PHONE  +61 413 627 648  EMAIL  [preethi.peram@yahoo.com](mailto:preethi.peram@yahoo.com)  **EDUCATION & CERTIFICATIONS**  Bachelors in information & Technology Engineering  **Work Rights: Australian Citizen** |  | **CORE COMPETENCIES**   * Demonstrated expertise in the Agile Software Development Life Cycle (SDLC) and Software Testing Life Cycle (STLC), with a robust understanding of these fundamental methodologies. * Extensive hands-on experience in managing and leading teams of manual and automation testers, ensuring cohesive collaboration and successful project execution. * Proficient in diverse testing methodologies, including manual, automated, performance, security, and usability testing. * Comprehensive experience in Agile and Waterfall methodologies, showcasing adaptability to various project environments. * Proven expertise in test management, including planning, coordinating, and overseeing all testing activities to ensure timely and accurate delivery of software solutions. * Skilled in leveraging Test/Defect Management tools such as JIRA and SPIRA, ensuring efficient issue tracking and resolution. * Adept at interpreting complex business requirements and translating them into precise technical solutions, effectively bridging the gap between business needs and technical implementation. * Accomplished in conducting functional and non-functional testing, system and integration testing, database testing, End-to-End (E2E) testing, regression testing, User Acceptance Testing (UAT), and exploratory testing. * Proficient in leading Test Automation tools such as QTP, Selenium, Postman API and SOAP UI, streamlining the testing process by automating repetitive tasks. * Deep understanding of various testing methodologies, enhancing the quality and effectiveness of testing strategies. * Specialized expertise in technology domains, including Microsoft 365 and Azure, with a strong grasp of complex technical ecosystems. * Proficient in using commercial packages such as MS Office (Word, Excel, Visio, PowerPoint) for effective documentation and communication. * Exceptional communication and interpersonal skills, fostering productive collaborations and facilitating clear communication among team members and stakeholders. * Strong analytical and problem-solving skills, enabling the identification of defects, root causes, and potential areas for software improvement. |

**SKILLS & SOFTWARE TOOLS**

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| Microsoft Platform | Azure DevOps, Salesforce, Dynamics 365, Office 365, Visual Basic, SharePoint, Power BI |
| Databases Management | Oracle, SQL Servers, MS Access, Studio 3T |
| Operating Systems | Windows, Linux/Unix |
| Test Automation tools | Boa Constrictor, Selenium, QTP, Postman and SoapUI |
| Development Methodologies | Agile and Waterfall |
| Test/Defect Management tools | JIRA, Application Lifecycle Management (ALM), Quality Centre, Confluence, Zephyr and TestRail |
| Version Management | SVN and GIT |

**PROJECT TESTING AND CAREER EXPERTISE**

**Head of QA – Permanent**  **ME&U | Jan 2020 – Present**

**Project Description:**

ME&U has delivered a powerful solution to the hospitality industry, addressing the post-Covid staffing shortages without impacting sales. Our fast order and pay system allow customers to spend quality time at their tables, rather than queuing. I leverage tools such as Jira for sprint tracking and defect management, Zephyr for test case management, Metadata for data analysis, Salesforce to manage customer Data and marketing and Azure DevOps for deploying branches across various environments.

Tech Stack: Front-end: React JavaScript, Back-end: MS SQL server, Oracle and C#.

Responsibilities:

* Led a team of nine testers successfully delivering high revenue features in ANZ, UK and the US, resulting in a 30% reduction in reported issues and 20% increase in client satisfaction in return saving high profile clients from moving to our competitors.
* Apply different estimating methods to estimate timescales, efforts and costs for the testing phase for different projects.
* Co-ordinate UAT with stakeholders and get a go-ahead for the release.
* Streamlined the testing process by implementing automated testing tool, Boa Constrictor using C# using screenplay method and ensure regression automation suite is up to date, reducing manual testing efforts by 50% and increasing overall test coverage by 40%.
* Create Test plan and Build plans for Native app and PWA releases for Android and iOS. UAT builds are downloaded via App center and Production builds are downloaded via Test flight.
* Responsible for test deliverables such as creating Test plan, Test estimates, strategies, schedule, and test reports.
* Ensure there is good test coverage for web testing covering different browsers i.e. Chrome, Safari and Edge.
* Responsible for recruitment, allocation, and prioritization of resources in line with department requirements.
* Implementation of innovative techniques to give internal and external cost benefits.
* Co-ordinate PVT at the venue to ensure POS integration is working as expected.
* Ensuring the release is good to be deployed to Production and manage all the release management within the Tech team and SRE team.
* Manage multiple projects at the same time for delivery by practicing time management, setting realistic goals and managing risk proactively.
* Timely communication of risks and issues that may affect the delivery of the testing and/or project.
* Deploy latest build to Test environment via CI/CD and when needed Production via Azure DevOps.
* Utilizing my testing knowledge and experiences to provide guidance and advice to staff in resolving testing issues or to identify ideal testing approaches for projects.

**Senior Test Lead - Permanent** **SwitchMedia | April 2016 – Jan 2020**

**Project Description:**

Switch media has multiple clients and one of them is FOXTEL. Switch media develops OTT service to deliver Video Playback on connected devices such as Web, Smart TV's, mobile devices, AppleTV, Chromecast and consoles in the area of content ingestion, encoding, DRM, streaming and quality of service.

Tech Stack: Front-end: React TypeScript, Back-end: Oracle and Java.

Responsibilities:

* Provide guidance, mentoring, and training to QA Analysts and Engineers.
* Foster and promote a QA Engineering approach, uplifting capabilities across the QA team.
* Hands on testing complex enterprise Web application/consumer website and mobile applications (iOS/Android), PS4, TTV, Chromecast, Puck, Samsung Tv and LG TV within Media/Broadcast industry.
* Doing deployments to test devices using Xcode and Android Studio.
* Write complex SQL query to Extract different assets from the MY SQL Server Database.
* Liaise with Foxtel business analyst, project managers and UI/UX designers for GAP analysis.
* Prioritize testing tasks for the team and manage Test team and Coordinate UAT with clients.
* Develop functional and nonfunctional test cases using Test Foundation Server.
* Debugging proxy applications such as Charles Proxy, Wireshark.
* Experience with Oztam, Segment, Kibana, Selenium, Bitbucket, Telemetry, Google Analytics and in content management systems

**Senior Test Engineer - Permanent Rockend Technology | Sept 2014 – April 2016**

**Project Description:**

PropertyTree is a first Azure cloud-based property management solution in ANZ. PropertyTree Contacts is a mobile app built with Ionic framework that helps Property Managers access PropertyTree Owner/Tenant/Creditor contacts on the go and make calls easily from anywhere. The front-end been developed on typescript and back-end been developed in .Net

Responsibilities:

* Testing PropertyTree contacts App on android and iOS platforms and emulator
* Worked within an agile development process and developed test cases based on the technical specifications and business requirement using Microsoft Test Rail.
* Perform ETL testing using Microsoft SSIS to test data been migrated from REST to PropertyTree.
* Automate in sprint features using Selenium WebDriver and create regression suite using Java.
* Write Complex SQL query to perform Database testing.
* Written feature files and well versed with BDD methodologies
* Liase with developers, business analyst, UI designer for debugging bugs/defects and GAP analysis.
* Involved in tracking of defects in JIRA and involved in defect triage to ensure all the defects raised are on track and prioritized for fixes.
* Detect, Identify, analyze, document and resolve defects/bugs using JIRA in good consideration of requirements and collaboration with Stakeholders on desired outcome.
* Implemented frameworks for RESTFul API testing using Postman.
* Build and deploy to environment using Team City and Octopus Deploy.

**Test Engineer MLC Limited| Oct 2010 – September 2014**

**Project Description:**

The objective of the project was to design and develop an application for processing Employer Super Contributions to the employees through online management process. The functionality includes automated super contribution processing, ability to remit employer and member contributions via BPAY, access to account details and transactions for employees also to add new members, notify of terminations, update member details and submit contribution details, a clearing house facility to take care of payments to multiple funds in a choice environment.

Responsibilities:

* Managed entire aspects of Software Testing Life Cycle right from requirement gathering & analysis, test case creation & execution, test case review, defect logging & tracking, reporting and test result analysis for of various web based and different browser testing.
* Maintained and Managed Test Assets in Quality Center using Requirements, Test Plan, Test Lab, Defect Modules for Defect Tracking and Requirement Tractability.
* Wrote SQL queries to set and validate the data.
* Collaborated with Business Analyst to ensure a thorough understanding of the business & technical requirements to identify testing requirements and explained it to team.
* Responsible for carrying out functional, UI, compatibility, backend, system and regression testing to ensure high quality standards are achieved at all times for all releases.
* Responsible for testing all system changes effectively prior to implementation into the live environment.

Referees available upon request