

# SHANMUGA PRIYA

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## PROFILE SUMMARY

QA Automation Engineer with 7+ years of IT experience, including 3 years in Selenium and Java automation testing. Skilled in test planning, defect tracking, SQL, and Git, with a strong focus on delivering quality solutions within timelines. Includes a one-year maternity career break.

## EDUCATION

B. E in Computer Science Engineering, 2016

## SKILLS

- Java programming
- Selenium with TestNG automation testing
- Software Development Life Cycle (SDLC)
- SQL query skills
- Version control using Git

## EXPERIENCE

### QA Engineer – Cisco (Cognizant Technology Solutions)

August 2021 – Jul 2024

#### DESCRIPTION:

Cisco Optical Network Planning Tool is a web application which will be used in designing and validating the Fiber Optics Networks using Cisco provided Networking Hardware Platforms like NCS2000, NCS1010, NCS1014 etc., before deploying them in large scale for customers like Microsoft, Verizon, PLDT, Reliance Jio, etc.

#### RESPONSIBILITIES:

- Created and executed test plans for new features from Requirements (Epics)
- Developed and maintained Selenium TestNG scripts for regression and sanity testing.
- Managed defect tracking, triaging, and closure using Jira.
- Collaborated with developers and business teams to ensure product meets requirement with Quality.

## **Senior System Executive – Walmart (Cognizant Technology Solutions)**

May 2019 – Jul 2021

### **DESCRIPTION:**

Walmart engages in the operation of retail and wholesale stores, Ecommerce website worldwide. Responsible to handle the incidents on “Service Now” tool by resolving various incidents like providing access to the users, customer deletion from database...

### **RESPONSIBILITIES:**

- Managed daily activities across multiple platforms for Mexico, UK, and Canada markets.
- Assumed end-to-end responsibility for production incidents, resolving them within SLA to mitigate business impact
- Monitored scheduled reports in Looker and Tableau to support data analysis for business needs.
- Participated in weekly meeting to guide team performance and prevent escalations.

## **System Executive – GMO Client (Cognizant Technology Solutions, Pune)**

Nov 2017 – May 2019

### **DESCRIPTION:**

GMO is a global investment management firm specializing in multi-asset and focused asset class strategies. Supported portfolio management operations by ensuring system reliability, monitoring database performance, and analyzing client requirements.

### **RESPONSIBILITIES:**

- Provided production support for client servers and databases.
- Participated in client calls for requirement gathering and issue resolution.
- Prioritized incidents and ensured SLA adherence.
- Monitored database performance and optimized server usage.

## **DECLARATION**

I herewith declare that the particulars furnished above are true and correct to the best of my knowledge and belief.

SHANMUGA PRIYA.