**HARIKRISHNA CHINTAMSETTI**

# 

**EXPERIENCE SUMMARY:**

**Sr. Quality Analyst, Team Lead with a dedicated Eleven (11) years career** in testing and delivery of quality software, products, systems and applications to meet business, customer needs with an onshore/offshore delivery model. Skilled in planning and implementing new processes, procedures and tools for quality assurance testing, defect tracking, status reporting and problem resolution. Strength in guiding the design and execution of automated and manual testing strategies to identify risks and issues, design effective mitigation solution, and enhance the on-time delivery of quality systems. Expert presenter, negotiator and communicator able to forge solid relationships with teams, business, leadership and partners, and build consensus and communication across multiple organizational levels

* Commendable skills in carrying out the **Functional Testing, Regression Testing, Integration Testing, System Testing.**
* Extensive experience to **Agile-SCRUM and V-Model**Quality Methodologies
* Experience in Agile – Scrum Masters
* Experience in **Business Process Testing** of Applications using **QC**& **QTP-UFT**.
* Strong knowledge of entire **SDLC** - **Requirement Gathering**&**Analysis**, **Planning**, **Design**, **Development**, **Testing** and **Implementation**
* Experience in preparing **Master QA Test Plan, Test Strategy**, **Test Scenarios and Test Cases, Test Data & Test Summary Reports**.
* Experience in analyzing business specification documents, developing test plans, defining test cases, developing and automating test scripts.
* Expertise in Requirements, Test Plan, Test Lab and Defect Tracking and reporting tools like **HP Quality Center/Test Director, Jira, SFDC.**
* Develop Test Scenarios, Test Scripts and QA Sign-off documents based on Requirements and Design documents.
* Experienced in Software Test Leading and Management activities of Software Applications/Productsdeveloped in various technologies
* Hands on experience using test management and automation tools like **HP - QC**, **BPT** and **QTP**
* Proficient **in VB Scripting** and all advanced features of **QTP**, **QC** and **BPT**.
* Extensive experience in generating Automated Tests for functional testing using tools like **Quick Test Pro.**
* Expertise in **Quality Center (ALM) assets including: Site Administration, Release Management, Requirements Traceability, Risk-Based Quality Management, Test Plan, Test Lab, Defects, Reports, dashboards and Ver**sion Control.
* Thorough with **ITSM Change Management Processes** with a special emphasis on **Incident Management Release Management, Problem Management, Service Level Management and Capacity Management and interactions with Change Advisory Board(CAB).**
* Skilled in conducting **feasibility studies, Deep-Dive, Root-Cause Analysis, Gap Analysis, Impact Analysis, Tracking of Project Milestones and all aspects of project Management.**
* Designing Test Cases, generating test scripts and analyzing test results.
* Good experience in GUI Testing, Functionality Testing, System Testing and Regression Testing.
* Good knowledge of Software Development Life Cycle (SDLC), Software Testing Life Cycle (STLC).
* Hand on experience using the Automation frameworks like **Keyword driven Framework**, **Data driven Framework** and also using the **Application area** using the **Business process testing**.
* Identify **Root cause of bottlenecks**, provides assistance in resolving issues and retesting the application performance.
* Proficient in **Agile Testing** Methodology.
* Proficient Experience in Salesforce, SFDC, CMT applications.
* Track and communicate **testing efforts, Define quality assurance metrics such as performance degradation, defects, defect counts,** test results and test status.
* Roles over the past 6 years have involved people management apart from technical challenges.
* Good interpersonal skills and Demonstrated ability to work as team member as well as independently, professional demeanor and a fast learner of new technologies, willing to take up responsibilities.
* Able to communicate ideas and concepts clearly and concisely while maintaining a professional and positive conduct, Personal and business integrity.
* Extracting the Execution status report and defect status report from QC and updating the same to the **Client** on every week.
* Coordination with offshore counterparts, assigning tasks and get it done on daily basis.
* Exposure to Trading and Stocks. Experience in trading stocks.

**JOB PROFILE:**

* Involved in creation and designing of B**usiness Process Components, Business Process Tests, Test Requirements** and **Defect reports.**
* Involved in performing **Test script testing and design** using **QTP** and **VBScript.**
* Analyzing the assigned projects and distributing the tasks to offshore members as per their area of expertise.
* Monitor and report on progress of Test Status
* Escalating project related issues or potential risk to the project manager
* Provide mitigation plans and solutions for the issues/risks

**TECHNICAL SUMMARY**

**Testing Tools : HP Quick Test Pro (v10.0), Win Runner, Test Director, Selenium(Beginner)**

**Bug Tracking Tools : HP Quality center (ALM), Jira, Bugzilla, Salesforce, CMT, SharePoint, SFDC**

**Scripting Languages : VB Script,**

**Database : MS-Access, SQL-Server, Oracle**

**Office tools : MS Office, MS Office Project, MS Visio, Lotus SmartSuite**

**Operating systems : MS-Dos, Windows 9x/2K/NT/XP,**

**Development Knowledge: C, C++, .Net, Java (Beginner)**

**ERP : Oracle EBS, Oracle ETPM**

**DOMAIN EXPERIENCE**

* Banking
* Insurance
* Brokerage
* Taxation

**WORK EXPERIENCE:**

**Project Name : STARS – ETPM application (April’13 – Present)**

**Client : State of Ohio, Department of Taxation, USA.**

**Role : Test Lead**

**Team : Red Bull.**

**Environment: Oracle, SQL DB Windows, Java Script, Java, J2EE, WAS, .Net, Web Services, Oracle, HP QTP, HP Quality Center, soapUI**

**Description:** ETPM is an Enterprise Taxation and Policy Management application which maintains 26 different kinds of taxations in Ohio and currently building and testing the application for Sales, Employer Withholding, Master Cumulative tax types, building the tax role, account and person information. Account , Person and Tax Role registration along with posting returns and payment for the obligation can be done from ETPM and validate the updates on the Account and Tax role.

Responsibilities:

* Work in an Agile-SCRUM methodology
* System Integration testing on Web application
* Write, Review & Execute manual Test scenarios and test cases
* Create, Review & Execute QTP based scripts
* Ensure On-time In Full quality deliveries
* Log and Track the defects for closure
* Interactions with Business and Development teams
* Publish periodical test status reports to the stake-holders
* Suggests test approaches for automation.
* Understands the systems development cycle and employs excellent problem solving skills. Assists in diagnosing issues and creating reproducible scenarios and solutions.
* Understand and prepares quality test documentation as required. Provides estimates, defining and justifying the potential work required within a provided time frame. Execute functional/system level test cases; and generates, maintains, and tracks test results. Performs system testing, database querying, light data content testing, web service testing, and light integration testing. Maintain and tracks defects, generates defect reports and issues logs, attends defect meetings, and provides defect retests and follow-ups. Reports test and work status on a daily or periodical basis.
* Integration and System Integration Testing of multiple interfaces interacting with ETPM such as OBG, IVR, Fairfax, and TOS etc.
* Assist with and/or support user acceptance test cases, as required. Work closely with the development team to test, resolve, follow-up, and retest defects and other issues. Identify common areas of concern and assist in identifying a common solution or methodology for addressing the concern

**Project : Enterprise Purchasing Program – Cloud Ignition (Dec’2012 – March’13)**

**Client : VMWare**

**Role : QA Lead**

**Testing Tools : Salesforce, Jira, CMT, Cloud Technology, SFDC, Oracle EBS**

VMware Purchasing Programs are designed to fit the purchasing needs of different customers. The Volume Purchasing Program (VPP) rewards you for making more frequent, smaller, transactional buys. The Enterprise Purchasing Program (EPP) provides incentives for larger, strategically planned purchases. VMware Purchasing Programs provide a flexible and cost effective way to purchase VMware products. The Cloud Credits Purchasing Program(CCPP) enables greater control and cost visibility of public cloud IT projects.

# Responsibilities:

* Managing the activities of setting up the Manual and automation team
* Participation in the **Walkthroughs** with client **SMEs** on specific business function.
* Review the Business/ Functional/ System requirement specs, High level Design documents, detailed design documents and Requirement Matrix.
* Initiating and sustenance of process compliance so as to improve the turnaround time
* Key involvement throughout the entire STLC
* Developed test data for the Test Scenarios as per the functionality of the application.
* Used **Jira** to report the Bugs.
* Developed Automated Test Scripts for functionality testing using **HPQuick Test Pro**.
* Performed regression, functionality, system, front end, back end, negative, positive and User Acceptance Testing using **HPQuick Test Pro**.
* Responsible in developing Test Cases with **SalesForce** using it as a Test Management Tool.
* Performed **Black Box, GUI, Smoke, Boundary, Functional, Integration, Regression, End-to-End System, Cross Browser.**
* Automated the test scripts for the **GUI**, **Functional** and **Regression** testing using **QTP.**
* Developing the scripts using **Descriptive programming** for critical functionality using **QTP**.
* Designed tests using Keyword Driven Methodology for selected areas.
* **Database** validation for end to end test scenarios using SQL queries.
* Mentor Operations and QA team on application functionality as well as on business.
* Used SQL extensively to conduct backend testing and test data management requirement
* Utilized process-based test management system in **Sales Force** for organizing test requirement's documents, test plans and test lab.

### Report defects in Sales Force, work closely with analysts, developers, SME’s to resolve the problems, and track the closer of the defect.

### Managing the few applications links in SFDC

* Coordinated efforts between offshore team and the client.
* Coordinated with multi location test delivery teams for the timely delivery.
* UAT Testing Lead support and leading issue resolving with other business partners

**Project Title : Producer Life Underwriting Service (Jan ‘2009 – Oct’2012)**

**Client : Prudential Financial, NJ**

**Role : Sr. Automation Engineer, Team lead/Test Manager**

**Testing Tools : Business Process Testing, HP QTP with Quality Center**

**Environment: IBM AIX, Windows, Java Script, Java, J2EE, WAS, .Net, Web Services, XML, Oracle, Toad, CSS, HP QTP, HP Quality Center, Cirix**

The Producer Life Underwriting Service (PLUS) project includes: integration of submission tools, case management, case status, and relationship management; establishing service level agreements as required; and recording service commitments to the business unit. It also will enable an end-to-end process, workflow and routing controls, and reporting for the New Business process from initiation through positive delivery and placement on the admin systems.

# Responsibilities:

* Managing the activities of setting up the Manual and automation team
* Participation in the **Walkthroughs** with client **SMEs** on specific business function.
* Involved in setting up the core infrastructure for script development; responsible for assigning the tasks to the team and also getting them done within time
* Manage day to day QA work intake process, including review of upcoming projects, providing initial estimates and assigning resource and scheduling of resources.
* Lead and mentor a team of QA engineer’s onsite and offshore, setting direction, revising test strategy and supporting documents.
* Reviewed the Business/ Functional/ System requirement specs, High level Design documents, detailed design documents and Requirement Matrix.
* Estimating the work allocation over every three months for the various product releases
* Initiating and sustenance of process compliance so as to improve the turnaround time
* Key involvement throughout the entire STLC
* Developed test data for the Test Scenarios as per the functionality of the application.
* Performed **Black Box, GUI, Smoke, Boundary, Functional, Integration, Regression, End-to-End System, Cross Browser.**
* Experience in testing the **XML’s**.
* Experience in comparing the **XML data mapping** with the Application.
* Automated the test scripts for the **GUI**, **Functional** and **Regression** testing using **QTP.**
* Developing external custom functions using **VBScript** for **QTP** &creation of **XML** files to store **Environment Variables.**
* Developing the scripts using **Descriptive programming** for critical functionality using **QTP**.
* Designed tests using Keyword Driven Methodology for selected areas.
* **Database** validation for end to end test scenarios using SQL queries.
* Mentor Operations and QA team on application functionality as well as on business.
* Used SQL extensively to conduct backend testing and test data management requirement
* Utilized process-based test management system in **Quality Center** for organizing test requirement's documents, test plans and test lab.

### Report defects in Quality Center, work closely with analysts, developers, SME’s to resolve the problems, and track the closer of the defect.

* Coordinated efforts between offshore team and the client.
* Coordinated with multi location test delivery teams for the timely delivery.
* UAT Testing Lead support and leading issue resolving with other business partners
* Extracting the Execution status report and defect status report from QC and updating the same to the client on every week.
* Single point of contact for the project with continuous follow up on various breadth of the project.

**Project Title: Financial Institutional channel – FIC (May 2008 to Dec 2008)**

**Client: Prudential Financial, NJ**

**Role: Senior/Lead Automation Engineer**

**Testing Tools: Business Process Testing, QTP with Quality Center**

**Environment: IBM AIX, Java, J2EE, .Net, WebSphere, Windows 2003, MQ, SQL Server, Web Services, XML, Mainframe, HP QTP, HP Quality Center**

FIC enables user to get insurance policy online without any direct involvement of prudential employees and without undergoing any physical examination for the purpose. Prudential have come with an insurance which a user can buy from the convenience of his home without the intervention of an agent or medical checkups. FIC is an online insurance application, which a user can buy online without interacting with any of the prudential employees.

**Responsibilities:**

* Involved in gathering Business specifications, functional and technical specifications.
* Participated in writing **Test Plan** and **Test cases**, software documentation from business, technical and functional requirements.
* Involved in creating required **Business Components**.
* Responsible for creating **Business Process Test** scripts in **QC 9.0.**
* Responsible for defining the **Automation framework** for the application.
* Involved in designing the Keyword driven framework along with BPT.
* Responsible for creating **User defined functions** for the framework in QTP.
* Automated the test scripts for the **GUI**, **Functional** and **Regression** testing using **QTP.**
* Developing external custom functions using **VBScript** for **QTP** &creation of **XML** files to store **Environment Variables.**
* Developing the scripts using **Descriptive programming** for critical functionality by using **QTP**.
* Execution of automation test scripts in batches using **QTP** Batch Runner.
* Analyzing and reviewing the BPTscripts and Automation test scripts.
* Responsible for Executing BPTscripts from Quality Center 9.2.
* Used **Quality Center 9.0**to log and track all the defects.
* Integration Testing – Testing integrated modules in the system to ensure that data flows correctly within system.
* Participate in weekly meeting with Client.

Project Title: Accounts Payable Manager (Sep’ 2007 to April 2008)

Client: Datamatics Technologies- India

Role: Senior Automation Test Engineer

Testing Tools: HPQTP with Quality Center, Manual Testing

Environment: VB.Net, ASP.Net, SQL Server 2000

**Description:** The web application supports on-line processing and tracking of documents in outsource business scenario. The application is highly configurable to support the varying needs of customer in an outsourcing business scenario. The Accounts Payable web application will be designed as a single uniform process, which will take care of various stages a document is passed through the application is highly configurable to suit the varying requirements of various clients. A process is a sequenced set of stages through which a document passes. The process has a start point i.e. Receive Documents and end point i.e. exporting of Data in flat files to facilitate Entry to Client’s ERP. The various stations can be called workstations, configurable unit of work activity each of which transforms or performs some meaningful activity on the document.

**Responsibilities:**

* Involved in Test cases preparing.
* Prepared Test Scripts using QTP.
* Test scripts review.
* Involved in Functional, Regression, Sanity, E2E testing.
* Participated in review meetings with project team and client interaction.
* Reported and tracked defects in the Process and Project Management.

**Project Title: Dubai Bank (Nov 2006 to May 2007)**

**Client: Dubai Bank, UAE**

**Role: Automation Test Engineer**

**Testing Tools: HP QTP and Test Director, Manual Testing**

**Environment: VB.NET, Oracle9i**

**Description:** Dubai bank offers a diverse portfolio of services and products, which include Credit cards, Educational loan for children, Personal loan, and Auto loan. The Loan Origination System (LOS) handles the credit initiation and processing from Application creation to Deal closure. LOS will enable the user to assess the credit worthiness of the customer with the help of various modules like credit scoring, de dup, and policy checks. It will also have a wide range of functionality that allows the users to manage applications effectively. The administration module allows the Administrator to configure the system to suit changing business scenarios.

**Responsibilities:**

* Involved in Test cases preparing.
* Prepared Test Scripts using VB Script.
* Test scripts review.
* Involved in Functional, Regression, Sanity, E2E testing.
* Participated in review meetings with project team and client interaction.
* Reported and tracked defects in the Process and Project Management.

**Project Title: Order 2 Cash (April 2006 to Oct 2006)**

**Client: Reuters Corporation- India**

**Role: Test Engineer**

**Testing Tools: Win Runner, Test Director**

**Environment: Test Director 8.0, Siebel 7.5, Portal Infranet 6.5, BizTalk**

**Description:** Order 2 Cash (O2C) project is an e-commerce system for Reuter’s, which enables orders to be placed for Reuter’s and third party products and then fulfilled, billed and invoiced. The overall business objective of the Reuters Order to Cash Project is to reduce operational cost in line with the cost drivers through a set of simplified processes, systems and related change management initiatives that support a global standard business process model. .

**Responsibilities:**

* Analyzed user requirements and developed test cases.
* Designing of Test data & Test Cases based on the SRS document.
* Involved in Test Case Reviews and Test case execution to check the functionality of the project.
* Performed Regression, Functionality, Sanity testing.
* Involved in discussing about Defects & Bugs with developers and team members.
* Actively participated in Review Meetings, Project Discussions & team Meetings.
* Used Test Director reporting bugs.

**ACADEMICS**

* **Masters in Electronics from MGR University, India**