**Priyanka**

**Sr.Performance Engineer**

**PROFESSIONAL SUMMARY**

* Over **8** years of IT experience with skills in Performance testing and using **HP LoadRunner, HP Performance Center, Microsoft VSTS 2008, Apache JMeter**
* Experience in Functional and non-functional testing, Load testing, Stress testing, Soak testing, Volume testing, Scalability testing, Integration testing, Regression testing, GUI testing, Back-end testing, Browser Compatibility testing, Black Box Testing, and System Testing.
* Experience working in multiple Software Development Life Cycle methodologies like **Waterfall,Agile** with specializing in Software **Quality Assurance** testing, proficient in testing on Web Application.
* Extensively used **HP LoadRunner, Performance Center and Apache JMeter**.
* Design and execute scenarios like **Stress test**, **Capacity test** and **Endurance test** using **LoadRunner controller**.
* Experience in enhancing the **VuGen Scripts** by **Manual and Auto correlation** technique, **Parameterization** and **Synchronization**.
* Well versed with all the functionalities of **Virtual user Generator** and correlating statements. Configuring Run time settings for HTTP, iterations, Simulated Modem speeds to bring the testing scenario to real world.
* Execution of manual test scripts and responsible to track and log the defects using **Quality Center,ALM.**
* Experience in monitoring Web servers and Application servers such as **Microsoft IIS, Web logic,Web sphere** and Database servers such as **SQL server and Oracle** during the Performance test with and without firewalls.
* Expertise in **SQL queries** to perform Back-end testing.
* Experience with the object oriented concepts and worked on **Java, J2EE.**
* Very good knowledge on **Fiddler** in manually composing the request and monitor the **client network traffic**.
* Experienced in using **SOAP UI** for testing **SOA** environment.
* Strong Knowledge of using single and multiple protocols in **LoadRunner VuGen** like **Web HTTP, Web Services, Ajax Truclient, Web Click and script, ODBC and Oracle NCA.**
* Analysed the results using LoadRunner Analysis and various monitoring tools like **Dyna Trace, Wily Introscope & AppDynamics, HP Sitescope.**
* Experienced in monitoring **CPU, Memory, Network, Web connections and throughput** while running Baseline, Performance, Load, Stress and Soak testing.
* Experience in assisting the **developers team** in order to identify the bugs during the **performance testing**.
* Excellent ability to understand complex scenarios and business problems, and transfer the knowledge to other users/developers in the most comprehensible manner.
* Expertise in problem solving and bug tracking reports using Bug tracking tools like **BugZilla, JIRA**.
* Delivering the status reports like testing status, defect tracking status & weekly status reports to the test manager.
* Good team player with excellent **communication, analytical, interpersonal** and **technical writing skills**.

**TECHNICAL SKILLS**

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| --- | --- |
| **Testing Tools** | Test Director, HP Quality Centre, HP Quick Test Professional, LoadRunner, WinRunner, ALM/QC, Performance Centre, VUGEN, JMeter, Neoload |
| **LoadRunner Protocols** | Web(http/html),Truclient, MQ Client/Server, Winsock, Web/Citrix Dual Protocol, Database Protocols, SAP GUI, Click &amp; Script. |
| **SOA Technologies** | SOAP, REST, SOAP UI, Web Services |
| **Web Technologies** | JSP, ASP, HTML, DHTML, XML, VBScript, JavaScript, JDBC |
| **Programming Languages** | C, C++, SQL, PL-SQL, Java, VB, C#,.Net |
| **Web/App Servers** | Web Logic, IIS, Apache Tomcat, IBM WebSphere |
| **Databases** | MS Access, Oracle 8i 9i 10i, SQL Server |
| **Version Control** | GIT, SVN |
| **Operating System** | Windows NT / XP / 2000 / 95 / 98/2000/2003/2007/8/10, LINUX and UNIX |

**PROFESSIONAL EXPERIENCE**

**Client**: **Fanniemae, Reston, VA.** **Jan’16-Present Role**: **Sr. Performance Engineer**.

Fanniemae is a leading global financial services firm with assets of $2 trillion and operations in more than 60 countries. The firm is a leader in investment banking, financial services for consumers, small business and commercial banking, financial transaction processing, asset management, and private equity.

**Responsibilities**:

* Interact with business leads, Solution architects and application team to develop production usage models by collecting non-functional requirements.
* Conducted work group meetings across all areas of the product organization to identify, prioritize, and mitigate risks to the responsiveness and scalability of our offerings.
* Followed **Agile (Scrum)** process, the **performance validation** process goes by the **'Work Done & Ready to Go' approach** from time to time, release to release and in specific **sprint by sprint**.
* Organized status meetings with the stakeholders for **Performance Testing** in the project.
* Ensure processes and content of all **Performance testing** artifacts are documented, maintained and transitioned to the client teams as per the Client's Retention and Transition policy.
* Created **Performance Load Test** detailed plan and **Test Case Design** Document with the input from developers and functional testers.
* Used **HP Load Runner and Performance Centre** to do the performance testing and to find the response time, throughput for the application transactions.
* Developed robust scripts using **HP Load Runner, Web (HTTP/HTML), Truclient, Web Services, protocol** based on the user workflows.
* Used **REST** protocol to test some of the Integration services.
* Performed various customizations to the scripts by using **correlation, parameterization** and pass data to the **VTS**.
* Executed **Baseline, Load, Stress, and Combined Testing** using **HP Performance Centre**.
* Customized scripts for error detection and recovery.
* After test execution collaborated with the development, solution engineering, and technical architecture and release management teams in the client organization, to analyze performance results and identify fixes for the findings and for effectively identifying **potential bottlenecks**.
* Reported various **Performance Analysis** Graphs and Reports collected from various Performance Tools and discuss its **bottlenecks such as Memory Leaks, JVM Heap, CPU Utilization, Network time.**
* Application server, Database, Network and **Web Logic** monitors are utilized during execution to identify **bottlenecks, bandwidth** problems, and infrastructure, scalability and reliability benchmarks.
* Configured and used **Dyntrace, Appdynamic** for Performance monitoring for monitoring CPU and memory, **JVM** and **thread**, **MIPS**.
* Used VTS for test data creation to avoid data mismatch.
* Analyzed the **AWR** report after each test to identify any bottlenecks in the DB.

**Environment:** Java, J2EE, JVM, JavaScript, Oracle, Windows, Agile.

**Protocols:** Web Applications (HTTP/HTML),Web Services, Ajax Protocol, REST, Truclient.

**Tools:** Load Runner, Performance Center, Vugen, Controller, Analyzer, Dynatrace, Appdynamics, AWR, ALM, VTS, Weblogic.

**Client: Cisco, Buffalo, NY Nov’13 – Dec’15**

**Role: Sr. Performance Tester**

A small group of computer scientists from Stanford University founded Cisco in 1984. Since the company's inception, Cisco engineers have been leaders in the development of Internet Protocol (IP)-based networking technologies. Today, with more than 71,000 employees worldwide, this tradition of innovation continues with industry-leading products and solutions in the company's core development areas of routing and switching, as well as in advanced technologies such as home networking, IP telephony, optical networking, security, storage area networking, and wireless technology. In addition to its products, Cisco provides a broad range of service offerings, including technical support and advanced services.

**Responsibilities:**

* Involved in various meetings with development team to gather **performance requirements** and **SLAs** before the testing.
* Prepared Test Cases, Test Strategy, and Test Plan based on the non-functional business requirements to meet **SLA**.
* Worked with development, users and support groups to understand the application architecture, use and current production issues to simulate the best possible real time scenarios for load and stress testing.
* Developed Load Runner test scripts in **Vugen** according to the test specifications/Requirements using **HTTP/HTML, Web services Protocol** in **Load Runner**.
* **Correlated and parameterized** test scripts in **Vugen** to capture Dynamic data and input various test data as per business requirements.
* Conducted several **Load tests** such as one Hour peak production load, **Reliability and Stress** tests to identify the performance issues.
* Developed and implemented **load, capacity and stress** tests with **Load Runner** and **Present performance statistics** to application teams and provided recommendations of performance improvement.
* Captured the traffic through **Fiddler** manually and imported it to the Load Runner machine.
* Tested web, Client server &amp; web service based applications, using various workloads as demanded by the application.
* Monitored the **CPU, memory** and **network utilizations** using **Site Scope monitor, Appdynamics**.
* Performed in-depth analysis to isolate points of failure in application.
* Worked with solution architects and **DBAs** to identify and resolve bottlenecks.
* Hands-on coding experience in VB scripting.
* Proficient in Functional testing tool **Quick Test Professional (QTP/UFT)** and the various frameworks in QTP/UFT.
* Identified **Memory Leaks, Protocol to Protocol** Response times analyzed, Web Page break downs, Web logic log files.
* Experienced in executing **SQL** queries in order to view successful transactions of data and for validating data.
* Issues relating to Indexes, Connection Pools, Thread size and **Garbage collections, Memory heap size**.
* Develop and implement **load, capacity and stress tests with Load Runner** and Present performance statistics to application teams and provided recommendations of performance improvement.
* Developed various reports and metrics to measure and track testing effort. Created Test Matrix, Traceability Matrix and performed Gap Analysis.
* Participate in Weekly Meetings with the management team and Walkthroughs.
* Detected defects and classified them based on the severity in **Quality Center/ALM**. Provided
* Screenshots/Instructions to identify &amp; reproduce the bugs in **QC/ALM**. Interacted with the development team to fix the defects as per the defect report.

**Environment**: C, Agile, Windows, Sql server, Microsoft IIS.

**Protocols:** Web Http/html, Webservices.

**Tools:** Load Runner, ALM, Appdynamics, Sitescope, Fiddler, Vugen, Analyzer, QTP/UFT.

**Client: Shop N Save, St.Louis, MO Jun’11 – Oct’13 Role: QA Automation Tester**

Shop 'n Save was founded in 1979 as a grocery store in Belleville, Illinois, near St. Louis, Missouri. The chain now includes thirty-eight stores in the St. Louis metropolitan area, and three additional stores in Springfield, Illinois.

**Responsibilities**:

* Worked closely with Business Analysts and Developers to gather Application Requirements and Business Processes in order to formulate the test plan.
* Developed scripts using **LoadRunner** by recording/playback and as well as by writing custom functions.
* Involved in test environment build and designed Load, capacity model on the basis of current volume and projected percentage increase in volume.
* Developed **Vugen** test scripts in **LoadRunner** for **Oracle forms** and **JSP pages** using **NCA** and **HTTP** protocols.
* Interacted directly with developers, project managers for the development, execution and reporting of all testing efforts.
* Actively took ownership of defects and coordinate with different groups from initial finding of defects to final resolution.
* Analyzed **Load Runner** on-line graphs and reports to identify network/client delays, CPU /memory usage, I/O delays, database locking and other issues at server level.
* Performed both **automatic and manual correlation** using the options in **LoadRunner**.
* Analyzed system usage information such as task distribution diagram and load model to create effective test scenarios
* Configured Web/Application/Database server monitoring setup using **LoadRunner Controller**.
* Used **IP spoofing** to generate and associate different **IP addresses** to **Virtual Users** to emulate real-time scenarios for load balancing issues
* Activating / configuring monitors and adding desired performance counters into the Graphs
* Performed **SQL querying** to validate the data in the back end data base, and also to check the data flow between different modules
* Monitored the CPU, memory, and network utilization on the Unix server using **Site Scope monitor, Wily**.
* Analyzed results of Transactions Response time, Transaction under load, Transaction Summary by **Vusers, Hit per Second and Throughput.**
* Tested Custom Screens, Views and Applets in **Siebel** to suit the business requirements
* Responsible for complete functional and regression testing, the **Siebel application** used to manage and maintain the leasing data in the company.
* Determined the source of bottlenecks by correlating the performance data with end-user loads and response times.

**Environment:** C, Windows, Oracle forms, Siebel, Sql, JSP.

**Protocols:** NCA, Web(Http/Html), Siebel

**Tools:** Load Runner, Vugen, Controller, Analyzer, Sitescope, Wily, IP spoofing.

**Client: Quicken Loans Inc., Detroit, MI                 March’10 – May’11**

**Role: Performance Tester**

Quicken Loans Inc., headquartered in Detroit, Michigan, is the large ston line retail mortgage lender and the

second largest overall retail lender in the United States. Quicken Loans offers residential mortgages in all 50 state and provides such financing options as fixed- and adjustable-rate mortgages, reverse mortgages, and refinancing through its website.

**Responsibilities**:

* Created Test Plan, which includes Testing Resources, Testing Strategy and testing of end-to-end scenarios.
* Created automated scripts by including timers for recording response times, and test checks for confirming the retrieval of the correct page.
* Involved in performance testing of server’s load and scalability by creating multiple **Virtual Users** by using **HP Load Runner Virtual User Generator component**.
* Designed multiple **LoadRunner scripts (Vugen)** with different protocols like **Web, Siebel, RTE, Citrix, Web services and Winsock** for load testing different applications.
* Created detailed test status reports, performance capacity **reports, web trend analysis reports, and graphical charts for upper management using Load Runner analysis** component.
* Created, Executed and Monitored the feasibility of various **manual and goal oriented scenarios** of an application with **Load Runner Controller**.
* Run full formal performance test including **Peak, Breakpoint, Burst, Longevity and Failover**.
* Effectively used all the components of **Loadrunner** including the **controller**, **remote command launcher** and efficient in writing **Loadrunner** functions.
* Identify system/application **bottlenecks** on Dynatrace and work with Bottom-line to facilitate the tuning of the application/environment in order to optimize capacity and improve performance of the **J2EE** based application in order to handle peak workloads generated via **Mercury Interactive LoadRunner** tool to simulate activity.
* Configured Web, Application, and Database server performance monitoring setup using **LoadRunner Controller** & **Performance Center**.
* Created Vusers to emulate concurrent users, inserting **Rendezvous points** in the **Vuser scripts** and executed the Vuser Scripts in various scenarios which were both **goal oriented and manual using Load Runner.**
* Configure the **LoadRunner controller** for running the tests. Verifying that the **LoadRunner** scripts are working as expected on different Load generator machines
* Added various **monitoring parameters** (CPU, Memory) to the LoadRunner controller for monitoring.
* Monitoring the various machines during load tests and informing the corresponding teams in case of issues.
* Created detailed test **status reports, performance capacity reports, web trend analysis reports, and graphical charts and perl scripts** for upper management using Load Runner analysis component.

**Environment**: Perl, Windows, J2EE, Java.

**Protocols:** Web (http/html), Siebel, RTE, Citrix, Web services, Winsock.

**Tools:** Load Runner, Performance Center, Vugen, Controller, Analyzer, remote command launcher, Dynatrace.

**Client: Sprint, Kansas, MO Jan’9 – Feb’10**

**Role: QA Performance Analyst**

The project is termed as “Provide IP” which works for a major account of a leading telecom company. It is a Web based ordering system to sell Btnet’s VPN, Dial, Broadband and secure products to its customers. PIP enables creating/managing products/workflows using SKUW Builder tool. This is done by designing workflows, which process the orders giving messages and notifications to various operators. There are two of operators: One who enter orders, process them, check the status of them and send correspondence to customers with the help of various notifications are termed as PIP web operators &amp; the other kind being SKUW Commissioners who deal with workflow templates, create products and manage them.

**Responsibilities:**

* Prepared Test Automation Project Milestones and deliverables.
* Prepared Project Schedule, Attended the Project Status Meetings.
* Designing, developing and the execution of reusable and maintainable automated scripts.
* Created and executed scenarios that emulated typical working conditions using **LoadRunner VuGen**.
* Used Window socket Protocol to upload the **GL Records** Through **Excel into PeopleSoft and RTE**
* Protocol to test the mainframe application. Used **Loadrunner PeopleSoft Protocol** to test PeopleSoft Application
* Planned the load by analyzing **Task distribution diagram**, Transaction Profile and User profile and executed Performance Testing using **Mercury performance center**.
* Conducted Performance testing and analyzed various graphs against product requirements.
* Tested functionality of the application using Mercury **QuickTestPro**.
* Written scripts and automated using **QTP.**
* Added various monitoring parameters (CPU, Memory) to the **LoadRunner** controller for monitoring.
* Setting run-time parameters (Think time, Pace time, Replay options etc.).
* Monitoring the various machines during load tests and informing the corresponding teams incase of issues.
* Created detailed test status reports, performance capacity reports, **web trend analysis reports**, and graphical charts for upper management using **Load Runner analysis** component.
* Participated in discussions with the QA manager, Developers and Administrators in fine-tuning the applications based on the Results produced by **Mercury Analysis**.

**Environment:** C, Windows, MS Excel.

**Protocols:** People soft, RTE, Winsock.

**Tools:** Load Runner, Performance center, Vugen, Controller, Analyzer, Quick Test, Mercury Analysis, Excel.

**Education: Bachelor’s in Computer Science Engineering. India.**