**Akhila**

**SUMMARY:**

* Over **8 years** of IT experience as **Quality Analyst (Manual & Automation) and Developer/Analyst(C# .NET & SQL Server)** in **Insurance, Banking, and Healthcare and Retail IT Industries.**
* Strong knowledge of **Business Intelligence** and **Data Warehousing (SQL Server, SSIS, SSAS, SSRS).**
* Experience in testing of Client Server and Web based applications using **Manual testing techniques and Automation Tools (QTP, VSTS).**
* Involved in entire Software Development Life Cycle (SDLC) – **Requirement Design and Analysis, Development, Testing, Deployment and Support phase and also in QA Life cycle which includes Designing, Developing and Execution of the entire QA Process.**
* Expert in **Black-box, white-box, functional, negative, regression, system integration (SIT), User acceptance (UAT), end-to-end (E2E) application testing including Front-end testing (GUI), Back End (DB) and Browser compatibility testing.**
* **7+** years’ experience in **FunctionalAutomation** ofweb applicationsas well as automating **web services** using **Selenium RC/Webdriver, SoapUI and QTP**
* Experience in test case creation, test execution, bug reporting & bug tracking using test management tools such as **Visual Studio** – **Microsoft Test Management (MTM) and HP Mercury Quality Center (QC)/ALM.**
* Expertise using automation testing tools such as **Quality Center, Quick Test Pro and Load Runner, SOAP UI.**
* Extensive experience of almost **7** years in working with Automation tools like **Selenium Webdriver**, **QTP 11.0, UFT 11.5, ALM** and **Quality Center 10.0**
* Hands on experience in Manual and Automated testing using Quick Test Professional, **Cucumber** Visual Studio – **Coded UI Framework and Exposure on Load Runner, Rational Tools.**
* Proficient in Automation testing using automation testing tool – **QTP and Performance testing using the performance testing tool - Load Runner.**
* Experienced in Performance/Load/Stress testing with JMeter.
* Experienced in testing web based applications using JMeter and SOAPUI.
* Used **Visual Source safe (VSS)** and **Team Foundation Server (TFS)** as a version control system.
* Expertise in Database Testing which includes data testing, data types, database performance, stored procedures, joins, views, aggregate functions etc.
* Experience in creating Requirements Traceability Matrix to ensure comprehensive test coverage of requirements.
* Prolific user of open-source tools like **Selenium,Jenkins**, **Hudson**, **Bugzilla, Mantis** and **Rally**.
* Experience in .NET development environment. **Worked in .NET/C#/JavaScript/HTML/ Visual Studio/ SQL /VSS/IIS environment as developer.**
* Good working knowledge of major Operating Systems and tested applications on Windows and UNIX environments.
* Excellent communication skills, self-motivated, detail oriented, time bound, responsible team

**TECHNICAL SKILLS:**

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| **Test Management Tools** | VSTS 2010/2012 - Team Foundation Server (TFS),Selinium, MTM, HP Mercury QC 9.2, jira, Cucumber, ALM, jmeter,Test Director |
| **Languages** | C, C#, ASP.NET, ADO.NET, XML, HTML, ruby, Java Script SQL/PLSQL & VB Script, Shell Scripting |
| **Database Tools** | Oracle 9i/10g, Sybase, SQL Server 2008/2010/2012, DB2, HP3K, MS -Access, TOAD, MS-Excel, Oracle 10g |
| **Project planning** | MS-Project, MS-Office, MS-Visio, and Windows Share Point |
| **Web/Application servers** | Internet Information Service (IIS), Web Sphere, Citrix, Tuxedo 8.1, Apache Server, Tomcat 5.x , Struts 1.x  Web Services Testing **SOAP UI, REST API.** |
| **Operating System** | Win XP/Vista/7/8, Server 2003/2008/R2, UNIX, Linux |

**PROFESSIONAL EXPERIENCE:**

**CVS Caremark, Scottsdale, AZ Mar15-Till Date**

**Sr.Quality Analyst**

**Responsibilities:**

* Analyzed the Business, Functional Requirements and Streamlined the Testing Activities
* Identified test cases to automate. Automate those test cases using Selenium WebDriver, TestNG and Java technologies (Eclipse IDE). Contributed in framework creation.
* Developed Test Plans, Test Scenarios, and Detailed Test Cases based on the Use Case Documents, Business Requirements, and Functional Specifications.
* Integrated Style Cop analysis into the MS Build process (Style Cop, MS Build, **TFS**), helping to improve the quality of all code checked in to source control.
* Prepared and executed test scripts using Selenium WebDriver with Java
* Working closely with Business Analysts on ambiguities in the FRDs.
* Responsible for writing the Test Cases and Test Scenarios based on the Functional Requirements and Use Case documents and documenting them in HP Quality Center & Excel.
* Extensively involved in Manual/Functional Testing of the Web Based Applications
* Extensively tested Functionality of the Web Based applications, and UI Screens.
* Create and execute test scripts, cases, and scenarios that will determine optimal system performance according to specifications.
* Performed manual testing on some modules Create **automation** scripts using Jmeter Testing
* Tools used: -Jmeter.
* Experienced in Selenium Webdriver using C# .
* Have got experience in testing web based applications built on **Java, pega .Net , across different Browser combinations and windows based applications built on Java and .Net**
* Protractor Provides the means to test angularjs and non- angularjs out of the box.
* Protractor gives you access to the console log while it is testing. This functionality could be used to verify that no errors are occurring, or other similar things you might want to test.
* Experience in UNIX shell scripting and configuring corn-jobs for performance Loads.
* Automated Java, .net, web and Mainframe applications.
* Developed and executed automation test scripts using VSTS C# – **Coded UI** framework
* Handled Defect life cycle process independently and handled issues by interacting closely with Business Analysts, Developers, Performance Testers, end users and other members of the Team.
* Used the **Coded UI** Test Builder to add the Web UI Objects (Controls) and Validation Code (assertion methods) to verify the dynamic output values and validate the test results.
* Performed all phases of End-to-End testing which includes Functional, Regression, GUI, System and Smoke testing of the application and its interfaces Client-Server Utilities Prepared detailed Test Plan and Test Cases by understanding the business logic and user requirements
* Performed data integrity and data validation by writing SQL queries in TOAD for RDBMS Oracle.
* Defect detection, reporting and tracking was done using Rational Clear Quest.
* Tested Functional Requirements manually to check the website performance.
* Used Quality Center for generating Requirements, Test Sets, and Test Plan and for reporting defects.
* Using **Page Objects Pattern** with **Cucumber** JVM framework.
* Trained and obtained certificate in Perfecto Mobile automation testing using Selenium
* Exported Test Requirements and Test Cases from Microsoft Excel and MS Word to Quality Center/JIRA.
* Responsible for Device Testing in Android and iOS Native/Mobile application and Web browser testing and executing test cases.
* Lead the test team to achieve web service testing by developing test applications in C#.
* Ran Automation Scripts using **Quick Test Pro** (QTP) for Regression Testing and the additional scripts are generated for each version as per the need.

**Environment:** Automation Testing, Windows XP, **Coded UI**, Oracle 9x, MS Access ,.net, Protractor, VB,TFS 2010, Selenium, SQL,**C#** TAD, RTM, Clear Quest, Req. pro, MS Office, Quality Center10, Agile, shell Scripting,Cucumber,PVCS, Jira, MS-Excel, MS-Word.

**Citizens Bank, RI May14-Feb15**

**Sr.QA Tester**

**Description:**This application is designed for the customers of both banks to manage their finances through Online Banking (example: view transactions, pay bills and transfer money from wherever the customer wants, online bill pay, etc.). This application provides four category selections: 1. Online Services Home 2. Online Banking 3 . Online Bill Pay 4.Online Brokerage. Each of the modules stated above gives different facilities to the customers of the bank after proper login information is provided.

**Responsibilities:**

* Designed and Documented Test Procedures and Test Cases for user acceptance, functional and integration testing.
* Proficient in creating queries in **TFS** to validate results of **TFS reports.**
* Experience with Web services testing SOAP UI/REST. Testing Tools used: Jmeter, iMacros, Selenium, SoapUI
* Experience with issue-tracking and Agile/Waterfall project management systems such as **Jira,** Rally, quality Center & Clear Quest.
* Used Quality Center, Clear Quest &**JIRA** for creating test plans and report bugs on all development environments.
* Identified and segmented the application into various “zones” to check partial functionality of the application and search for errors and/or performance improvement.
* Identified test data based on specifications (example. user interface, compatibility with browsers/environment, database response, security, network criteria) of the product.
* Parameterized the scripts to avoid code redundancy and avoid hard coding of frequently changing values.
* Proven ability in designing and creating automation frameworks for J2EE based applications using Java, Selenium WebDriver/IDE/RC, QTP, Quality Center, JUnit, TestNG, Maven, ANT, Jenkins, Hudson, Jbehave, Cucumber and SOAP UI.
* Mobile App testing in Android Environment
* Data Connectivity in Mobile application.
* Prepared test status reports and actively participated in **Defect** Review meetings to remain supportive, involved & aware of progress on the resolution of the issue using Jira /Rally.
* Experience Functional and Nonfunctional testing using browser (web), iOS& Android native apps and Mobile Simulators.
* Experience to test Mobile/Native Applications on Android, iOS and other Devices.
* Performed database testing using SQL DML commands to test the state of data in the DB after front end operations using SQL queries and Stored Procedures in SQL Server 2008.
* Extensively created Data Driven Test scripts to read data from text files for data validity testing. Checked for data boundaries/limits, incorrect input of data.
* Got experience in web services testing with XML and SOAP-UI for information exchange across applications for the functionalities like Login Credentials validations etc.
* Automated performance test scripts and verified the response time under different load conditions using Load Runner.
* Work experience in integrating Automation scripts (Selenium WebDriver API) on Continuous Integration tools Hudson/ Jenkins for nightly batch run of the Script.
* Parameterized and Correlated the Virtual User Script and simulated the real user environment.
* Analyzed the reports and graphs in Load Runner controller to understand and remove bottlenecks.

**Environment:** QTP, VSTS C# –, TFS,Load Runner, PVCS Tracker, Java, ASP, .NET, UNIX, Oracle, Windows NT/2000, SQL Server 2008.API.

**Citi Group, Warren, NJ Jun13-Apr14**

**Sr.QA Tester**

**Responsibilities:**

* Performed both manual and automation testing and created various test results to track the testing results.
* Analyzed the business requirements and wrote a Test Strategy and Test Plan.
* Was involved in the complete Software Development Life Cycle (SDLC)
* Created Test plans, Test Cases in Test Director as per the business requirements and executed them. Involved in writing and implementation of the various test cases and test scripts created for Functional testing using Win Runner.
* Involved in testing GUI applications in client/server system
* Test results and bugs are reported to the development team.
* Involved in testing all stages of GUI tests. Performed database integrity check using SQL Performed User Acceptance Testing
* Developing selenium automation scripts in ruby and executing them
* Used **Visual Source safe (VSS)** and **Team Foundation Server (TFS)** as a version control system.
* Upgrading the gems and their version by implementing dependencies in ruby gem repository
* Performed **functional** and **regression** testing using **Selenium Webdriver**tool.
* Involved in System testing and Performance testing.
* Performed automation feasibility using Selenium Web Driver Java/ruby and demonstrated Proof Of Concept
* Identified test automation scope and **developed Automation framework** and executed automated test scripts using **HP UFT.**
* Developed Automation test scripts using VB script and **HP UFT** for Micro Strategy reports test execution.
* Interacted with developers, Business & Management Teams and End Users
* Interacted with programmers to identify and resolve technical issues
* Conducted integration, functional, Validation, regression testing
* Extensively worked on Test Director for bug reporting/tracking.
* Conducted Regression Testing upon the change control request feedback from clients.
* Used **SOAP UI** tool to test SOAP services & REST API.

**Environment:** Automation Testing,Quality Center,ruby, Windows XP, .Net,Selenium,TFS, Web Sphere, JavaScript, XML, HTML, VB Script,**HP UFT**, and Oracle, SQL.

**Mercury Insurance, CA Jun12-May13   
Sr.QA Analyst**

**Description:** The main applications in scope for System Integration Testing are Quicksilver (QS), Agent Broker Zone Application (ABZs), and Web Telephony. Quick silver is an insurance application developed on Visual Basic 6.0 provides easy access for getting quotes for the desired type of insurance for the customers intended to apply for insurance. It also supports various other features for the insurance agent such as Rewrite, E-check, Endorsements, Web telephony and IVR telephony

**Responsibilities:**

* Involved in analyzing the Business requirements and System specifications to understand the Application.
* Prepared automation test scripts to validate various functionalities using Selenium Web Driver using ruby.
* Developed Test Plan and Test Strategy document.
* Involved in extensive DATA validation using SQL queries and Database testing of different modules of the application.
* Involved in Automation testing for Quick Silver application to perform Regression testing for every modification in the application & new builds using QTP.
* Extensively worked with GUI, Functional testing, Regression testing, System Integration Test (SIT), Regression, smoke testing of the modified build, and Load Testing.
* Prepared the Test Scenarios and Test Cases for the AUT using Quality Center.
* Used UNIX commands to access and update files.
* Performed Data Base testing to verify data integrity after every transaction using SQL query in SQL Server.
* Knowledge of **Mercury Interactive Quick Test Professional (QTP), UFT.**
* Checked database to determine successful transaction of test data from the application by establishing database connectivity and by using T-SQL commands.
* Conducted bug triage meetings with developers and business teams.
* Created and managed the bugs found in the application using Quality Center (QC).
* Attended sprint review with BA, DEV & SCRUM MASTER to understand the functionalities of the stories and give estimation on testing.
* Used the ‘Firebug’ tool for xpath navigations using DOM object model in selenium
* Categorized defects based on severity and reported them assigning the appropriate priority to developers for resolution and followed through and Interacted with Developers in fixing the bugs and logging them in Quality Center.
* Recorded and plays back test in Fire fox using Selenium IDE.
* Performed **functional** and **regression** testing using **Selenium RC, Webdriver**and **QTP/UFT** tools.
* Used Selenium tool (selenium IDE is a plug-in to Firefox) to record and playback tests and then export the recorded test in other language e.g. html, Java. The Exported test can be run in any browser and any platform using "Selenium Remote control".
* Interacted with end users for UAT and further modified the application based on user requirements. Assisted in documenting the user manual for end users.
* Prepared weekly status on Testing with the help of QC 9.0 to show the progress of testing effort.

**Environment:** QTP, Load Runner, PVCS Tracker, Java, ASP, .NET, UNIX, Oracle, Windows NT/2000, SQL Server 2008.

**Barclaycard US, Wilmington, DE Oct11-May12**

**QA Analyst**

**Description:** Barclaycard, part of Barclays Retail and Business Banking, is a global payment business. It is a leading issuer of credit cards with over 10.4 million customers.

**Responsibilities:**

* Implemented and involved in various phases of STLC, including Requirement Analysis, Test Planning, Test Cases and Scripts Development, Test Execution, Test Reporting, Test Result Analysis, and Defect Tracking.
* Performed various types of testing including Functional, Integration and ETL Testing in Agile Methodology.
* Involved in formulating Test Plan, Test Strategies, Test Scenario, Test Cases based on functional requirements using Quality Center.
* Performed the Back-End Testing to ensure data consistency by writing and executing SQL statements on Oracle Database.
* Wrote standard and complex SQL queries to perform data validation to make sure test results matched.
* Involved in ETL testing, executed SQL queries to validate the data in target database.
* Checked the data flow through the Front-End to Back-End and used SQL queries to extract the data from database.
* Worked with UNIX environment and Oracle databases as back end and performed End-to-End Testing.
* Responsible for analyzing ETL system specification and transformation requirement.
* Performed ETL Testing to test the extraction of the data, transformed the data from data warehouse and confirmed the data loads from source files into the target database as per the requirement.
* Worked on Integration of Selenium RC/WebDriver with existing API to test Framework.
* Manual tested Web Services using SOAPUI tool.
* Validated Web Services request and response XML using SOAPUI tool.
* Executed UNIX commands in UNIX environment.
* Created Multiple & reusable Actions using UFT.
* Conducted Data-driven testing using parameterization in UFT.
* Developed Hybrid Automation Framework with VBScript in UFT.
* Enhanced the recorded scripts to resolve synchronization. Enhanced recorded test scripts using VB Scripts in UFT.
* Extensively utilized Quality Center for requirements management, test planning, test plan implementation, defect tracking and defects management.
* Worked closely with project managers and development team in resolving defects and closed Defect Reports once they are resolved.

**Environment:** JAVA, SQL, PL/SQL, HP Quality Center/ALM 10.0, Oracle Database 11g, SQL Server 2008, Windows XP, UNIX, Agile, MS Office, ETL, SOAPUI, XML,HP UFT.

**HDFC Bank, Hyderabad, India Dec10-Sep11**

**QA Tester**

**Description:** HDFC Bank Limited is an Indian financial services company. It offers a wide range of banking products and financial services to corporate and retail customers through a variety of delivery channels and through its specialized subsidiaries and affiliates in the areas of investment banking, life and non-life insurance, venture capital, asset management and information technology.

**Responsibilities:**

* Analyzed Business Requirements document and Functional Design document.
* Involved in analysis and reviews of Software Requirement Specifications (SRS).
* Writing and execution of Test scenarios, Participation in Peer Reviews and preparation of Test data.
* Written Test Cases from business and functional requirements and performed Manual Testing like Positive Testing and Negative Testing.**.**
* Performed UI Testing, Web service testing, Functional testing, Regression testing and System testing on the various phases of the application.
* Creating Test Scripts for Web services testing using Soap UI.
* Responsible for preparing the test data for Web Service Testing.
* Executed SQL queries using DDL, DML commands to compare the expected results with database.
* Performed manual back end testing by writing SQL queries and validating against Web Service Response using TOAD and SOAP UI.
* Mapping Test Cases to the Functional and business requirements creating a traceability matrix.
* Involved in writing functions test scripts using Quality Center (QC) for manual testing.
* Database Validations in Oracle and Conducted Back-end testing using SQL query analyzer to validate the data in the back-end Database.
* Perform Multiple Browser/ OS Compatibility testing for project Application.
* Reporting and Tracking the defects using Quality Center (QC).
* Interacted with Developers for defect analysis and investigating the software faults.

**Environment:** Oracle 9i/10g, Quality Center 9.0, Automation and SOAP UI testing, Manual Testing, C++, J2EE, JAVA, Web services, XML, , XSD, WSDL, Windows XP, MS Office, TOAD, Java.

**Value Labs, India  Aug08-Nov10**

**Software Tester**

**Description:**Asurion Handset Protection Application is an automated claim center to file a claim against the loss/stolen/damage of Handset.

**Responsibilities:**

* Understanding Business Requirements and Functional Specifications of the Application and wrote the technical specification.
* Worked initially on the development of various modules of the Asurion Handset Protection Application (ASP.NET 2.0, C#, HTML, ADO.NET, XML, and Oracle).
* Worked on creating a deployment process (MSI) and undertook the deployment of new features and bug fixes to streamline the maintenance
* Later was involved in the testing of the application.
* Decomposing Test Conditions/Scenarios to Test Cases
* Prepared Test Data for positive & negative testing to check functionality of the application
* Developed and executed test cases & verified actual results with expected results
* Defects were tracked using Test Director.
* Involved in Functional Testing and Integrated System Testing
* Manually performed Security Testing of the application.
* Attended Walk through, Meeting with Project manager & QA team.
* Responsible for sending Daily & weekly status report using MS-Office tools.
* Involved in the code review process with other developers.
* Defect tracking and reporting used by Test Director.
* Reported bugs using Clear quest/JIRA.
* Participated in weekly meetings for status updates and changes on the project.

**Environment:** ASP.NET, HTML, jira, Oracle, Windows NT, XML, Quick Test Professional, Test Director, Bugzilla, MS Word & MS Excel

**Education:** B.Sc. in computer Science (2007)