**Feroz Vahora**

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| Professional Summary |

* 8+ years of Experience in **Quality Assurance Methodologies** using **HP/Mercury** Interactive Tools mainly **HP Load Runner**, **Quality Center** (QC).
* Extensive experience with HP Load Runner tool for monitoring, testing of Web based as well as client Server systems on multiple platforms such as in **.NET, Java, SQL**.
* Worked with Agile project development lifecycle in different cross-functional teams as well as strong experience in **Software Development Life Cycle** and Testing Methodologies from project definition to post-deployment documentation.
* Developed **Scripts** to meet load-testing requirements according to the **SLA** (Service Level Agreement) agreed upon.
* Excellent working knowledge in Developing & Implementation of complex **Test Plans, Test Cases and Test Scripts** using automated test solutions for Client/Server and Web-based applications.
* Enhanced Vuser script in Load Runner with **Parameterization, Correlation, Transaction point, check points.**
* **Very strong in custom coding, error handling, file handling etc**
* Excellent knowledge of software development and testing life cycles, **SQA methodology and test process documentation and End user training.**
* Developed **Vuser scripts using Web (HTTP/HTML), AjaxTruclient, Citrix and Web Services protocol.**
* Experience in understanding **Business Process** from the requirements.
* Knowledge on Manual and Automated **testing of applications** developed on Windows environment.
* Extensive experience with **Load, Stress** and Performance testing using Load Runner and developed **Vugen test scripts**.
* Expert in finding performance **bottlenecks** both in client side and server side and making recommendations for **Performance Profiling or Tuning**.
* **Analyze the CPU Utilization, Memory usage, and Garbage Collection and DB connections to verify the performance of the applications.**
* **Developed vugen script formatting tool using Python programming language.**
* **Good knowledge on JVM, Garbage Collection, Heap Dump, Thread Dump.**
* Hands on experience in **creating Restful service** to avoid requests going to the production during performance test.
* **Good in Linux commands** to stop and start services, to change property files for services, to delete log files after performance test using **putty and winscp**
* Good experience in entering into servers using winscp and looking at logs, changing property files
* Good experience in working with **SQL Developer, writing sql queries.**
* Good experience working on monitoring tools like **HP Sitescope, HP Diagnostic, HP Dynatrace, FogLight, Perfmon**
* Hands on experience in**configuring DynaTrace for IIS servers, installing .Net and IIS agents in servers.**
* Expert in Analyzing results using **HP Load Runner Analysis tool** and analyzed Oracle database connections, Sessions, Log files.
* Basic knowledge on JMeter
* Expertise in writing reusable modular scripts for automation testing for various Business Applications like **Banking& Finance.**
* Comfortable with various Industry Leading Operating systems

**(Windows NT/98/95/2000/XP/Vista/Windows 7 and UNIX).**

* Experience in Installation and Configuration of **Software and Hardware** in testing environment.
* Excellent inter-personal abilities and a self-starter with **good communication & presentation skills,** problem solving skills, analytical skills and leadership qualities.
* Experience in coordinating **on shore and off shore** resources.

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| Technical Skills |

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| **Testing Tools** | HP Load Runner tool, JMeter, SOAP UI, QualityCenter, Performance Center. |
| **Languages** | Core Java, C, C++. |
| **Database** | MySQL, DB2, Oracle, SQL Server |
| **Web Technologies** | HTML, VBScript, JavaScript. |
| **Environment** | Windows7/2003 server/95/98/NT/00/XP, UNIX, Soap UI. |
| **Communication** | MS-Outlook2003, MS-Office. |
| **Methodologies** | Water fall, Agile methodologies (SCRUM). |
| **PL/SQL** | Oracle PL/SQL. |
| **Browsers** | IE 8/9/10/11, Firefox, Chrome, Safari. |

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| References |

* References are furnished upon request.

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| Work Experience |

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| **Client: Comcast, Philadelphia, PA**  **Role: Senior Performance Engineer Nov 2015 to Present** |

**Responsibilities:**

* Gathered Test Plan and Test Specifications based on Functional Requirement Specifications and System Design Specifications.
* Responsible for creating test scripts using Load Runner using various protocols including Web Http/Html, Web service, Citrix etc.
* Planned and generated Vuser scripts with VuGen and enhanced them with correlation, parameterization and functions.
* Working on **Dynatrace** to get the response time at the server level
* Challenge of **creating Restful service** to avoid request going to the production during performance test.
* **Good in Linux commands** to stop and start services, to change property files for services, to delete log files after performance test using **putty and winscp**.
* Hands on experience in executing **sql queries**.
* Expert in developing Work load Model for performance testing.
* Good experience in using JIRA
* Good experience in using GrayLogs
* Working on HDFS, KAFKA, ODS services
* Parameterized large and complex test data to accurate depict production trends.
* Scheduling the scenarios using the Load Runner's Controller and analyzing the results using Analyzer.
* Monitoring the servers and logging the metrics using the monitoring tools.
* Identified Disk Usage, CPU, Memory for Web and Database servers and how the servers are getting loaded using Sitescope
* Worked in association with the DBAs in making sure that the databases are re-pointed to the original environments once we are done with the environment for the load test in question.
* Created test cases based on the requirements and the test conditions in Mercury Quality Center and identified test data in order to match with requirements.
* Executed SQL Queries for backend testing of the application to ensure business rules are enforced, and data integrity is maintained.
* Performed usability and navigation testing of web pages and forms.
* Analysis of cross results, cross scenarios, overlay graphs and merging different graphs.
* Responsible for database rolled back after the load tests are completed.
* Independently executed the test scenario, analyzed the execution statistics by monitoring the online graphs
* Coordinated with Technical Teams to monitor Database Query, CPU Utilization and Memory.
* Worked closely with the Development team in the performance tuning efforts of the various sub systems.

**Environment:Load runner 12.02, performance center 12.02, HP Dynatrace, Java, SQL, Mercury QC.**

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| **Client: JPMC, Wilmington, DE**  **Role: Senior Performance Engineer July 2014 to Nov 2015** |

**Responsibilities:**

* Gathered Test Plan and Test Specifications based on Functional Requirement Specifications and System Design Specifications.
* Responsible for creating test scripts using Load Runner using various protocols including Web Http/Html, Web service, Citrix etc.
* Planned and generated Vuser scripts with VuGen and enhanced them with correlation, parameterization and functions.
* Working on **Dynatrace** to get the response time at the server level
* Expert in developing Work load Model for performance testing.
* Working on Jmeter for poc.
* Parameterized large and complex test data to accurate depict production trends.
* Scheduling the scenarios using the Load Runner's Controller and analyzing the results using Analyzer.
* Monitoring the servers and logging the metrics using the monitoring tools.
* Identified Disk Usage, CPU, Memory for Web and Database servers and how the servers are getting loaded using Sitescope
* Worked in association with the DBAs in making sure that the databases are re-pointed to the original environments once we are done with the environment for the load test in question.
* Created test cases based on the requirements and the test conditions in Mercury Quality Center and identified test data in order to match with requirements.
* Executed SQL Queries for backend testing of the application to ensure business rules are enforced, and data integrity is maintained.
* Performed usability and navigation testing of web pages and forms.
* Analysis of cross results, cross scenarios, overlay graphs and merging different graphs.
* Responsible for database rolled back after the load tests are completed.
* Independently executed the test scenario, analyzed the execution statistics by monitoring the online graphs
* Coordinated with Technical Teams to monitor Database Query, CPU Utilization and Memory.
* Worked closely with the Development team in the performance tuning efforts of the various sub systems.

**Environment:Load runner 12.02, performance center 12.02, HP Dynatrace, Java, SQL, Mercury QC.**

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| **Client: MSSB, NY**  **Role: Senior Performance Engineer Apr 2013 to June 2014** |

**Responsibilities:**

* Gathered Test Plan and Test Specifications based on Functional Requirement Specifications and System Design Specifications.
* Responsible for creating test scripts using Load Runner using various protocols including Web Http/Html, Web service, Ajax Truclient etc.
* Planned and generated Vuser scripts with VuGen and enhanced them with correlation, parameterization and functions.
* Working on **Dynatrace** to get the response time at the server level
* **Challenge of allocating LGs** for increasing number of users with more work flows coming in for load test.
* Trying to bring **browser monitoring** using DynaTrace.
* Expert in developing Work load Model for performance testing.
* Used Ramp Up/Ramp Down, Rendezvous point, Start and End Transaction, Parameterization, Correlation features of Load Runner.
* Maintained Defect Log, Test Log and Status Report, Traceability Matrix, which gives a clear indication of quality and stability of product for UAT.
* Executed in Load, Stress and Endurance Testing to simulate a process, which allowed using more 1000 virtual users.
* Parameterized large and complex test data to accurate depict production trends.
* Scheduling the scenarios using the Load Runner's Controller and analyzing the results using Analyzer.
* Monitoring the servers and logging the metrics using the monitoring tools.
* Identified Disk Usage, CPU, Memory for Web and Database servers and how the servers are getting loaded
* Worked in association with the DBAs in making sure that the databases are re-pointed to the original environments once we are done with the environment for the load test in question.
* Studied application performance and maximum scalability, critical parameter such as number of users, Response times, hits per seconds (HPS) and Throughput using Load runner.
* Created test cases based on the requirements and the test conditions in Mercury Quality Center and identified test data in order to match with requirements.
* Executed SQL Queries for backend testing of the application to ensure business rules are enforced, and data integrity is maintained.
* Performed usability and navigation testing of web pages and forms.
* Analysis of cross results, cross scenarios, overlay graphs and merging different graphs.
* Responsible for getting the database rolled back after the load tests are completed.
* Independently executed the test scenario, analyzed the execution statistics by monitoring the online graphs
* Coordinated with Technical Teams to monitor Database Query, CPU Utilization and Memory.
* Worked closely with the Development team in the performance tuning efforts of the various sub systems.
* Accurately produce regular project status reports to senior management to ensure on-time project launch.
* Actively participated in Defect Review meetings involving Test Coordinator, Developers, Business Analysts and Project Managers to report the status of defects to the management.
* Prepare testing status report every week.

**Environment:Load runner 11.52, performance center 11.52, HP Dynatrace, Java, SQL, Mercury QC.**

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| **Client: SouthWest Airlines, Dallas TX**  **Role: Performance Tester Oct 2011 to Apr 2013** |

**Responsibilities:**

* Assisted the team lead in the preparation of the Test Plan and Test Strategy documents.
* Responsible for Load Testing Co-ordination with various other projects involved in load testing activity.
* Developed Scripts in HTML/HTTP, web services for Load runner.
* Analyzed graphs and reports to check where performance delays occurred, network or client delays, CPU performance, I/O delays, database locking, or other issues at the database server.
* Analyzed Performance Bottlenecks using Load Runner Monitors, Dynatraceand HP Site scope.
* Also involved in Vuser Setting for different scenarios and business processes in Controller and analyzed graphs to find out the performance of the system.
* Presenting the results to the team and analyzing the bottle necks and resolving the issues from their end.
* Responsible for scheduling the Load tests using HP Performance center involving a variety of load scenarios combination.
* Using Load Runner, execute multi-user performance tests, used online monitors, real-time output messages.
* Executed different Scenarios for different applications in controller and created Load Runner Analysis Reports and Graphs.
* Interacted with developers during testing for identifying memory leaks, fixing bugs and for optimizing server settings at web and App levels.
* Analyzed results using HP Load Runner Analysis tool and analyzed sessions and log files.
* Responsible for generating and publishing Load Test Results and publishing the results in share point.
* Worked closely with development team to narrow down defect reproduction cases and scenarios.
* Responsible for performance monitoring and analysis of response time & memory leaks using throughput graphs.
* Responsible for configuring and installing the Performance center Infrastructure for executing and scheduling the load tests.
* Gathered user requirements and designed the Test Plans and Test Scenarios accordingly.
* Responsible for coordinating the new Transports to the Performance testing environments.
* Analyzed the server resources such as Available Bytes and Process Bytes for Memory Leaks.
* Interacted with developers to Report and Track Bugs using Quality Center.
* Analyze, interpret, and summarize meaningful and relevant results in a complete Performance Test Report.
* Interacted in Daily standup meetings with the Management and report day-to-day activities and updates.

**Environment:Load Runner, Quality Center, Agile, HP Dynatrace Performance Center, SQL.**

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| **Client: Kaiser Permanente, MD**  **Role: Performance Tester Sep 2008 to Aug 2011** |

**Responsibilities:**

* Involved in developing the scripts to check the Servers connectivity.
* Importing the WSDL’s and performing the unit tests using the SOAP UI project.
* Worked with business analyst in gathering the requirements and the SLA details from the client.
* Developed Load Runner test scripts according to test specifications/ requirements.
* Involved in full life-cycle of the project from requirements gathering to transition using Agile Methodology.
* Worked extensively on HP Diagnostic and HP Sitescope to find out the performance issues at the server side and application code level
* Involved in getting performance metrics using perfmon when the access to server was provided
* Involved in getting the application logs from IIS servers.
* Develop and implement load and stress tests with Load Runner, and present performance statistics to application teams, and provide recommendations on how and where performance can be improved.
* Developed and enhanced scripts using Load Runner VuGen and designed scenarios using Performance Center to generate realistic load on application under test.
* Logging defects in QC and updating test cases with respective defect ids.
* Coordinated with Functional Teams to Identify the Business Process to be Performance Tested.
* Inserted Transactions, Checkpoints into Mercury Load Runner Web VuGen Scripts and parameterized & correlated the scripts.
* Monitor and administrate hardware capacity to ensure the necessary resources are available for all tests.
* Customized scripts for error detection and recovery.
* Worked in shared environment and tested different applications.
* Independently executed the Mercury Load Runner test scenario, analyzed the execution statistics by monitoring the online graphs.
* Involved in planning and coordination effort throughout QA life cycle.
* Designed tests for Benchmark and load testing.
* Ability to diagnose Web/App server performance issues/troubleshooting using Load Runner J2EE Diagnostics/Deep Diagnostics.
* Worked with Load Runner in analyzing application performance for varying loads and stress conditions.
* Responsible for the generation of the Load Runner Analysis files based on the Load Runner.
* Results file generated by the load test and filtering the analysis file data based on the durations required.
* Generated detailed test status reports, performance/capacity reports, web trend analysis reports, and graphical charts for upper management.
* Assisting the QA Lead with administrative tasks such as meeting notes, defect database clean up.
* Provide daily/weekly application availability reports to the management.

**Environment:Load Runner 9.52, HP Performance Center, Layer 7, WebLogic App Server,XML, Web Services, HP Diagnostics, HP Sitescope, Oracle 10g/9i, SharePoint, Windows 2000/XP.Vista.**

**Education:**

* B.Com from India
* LLB from India

**Visa Status: US Citizen**