**Glory Gujjunamudi**

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**OBJECTIVE:** Active role in a progressive organization utilizing my experience and skills towards achieving the company objectives.

# **PROFILE:**

* **Eight** years of experience in software Analysis, Design and **Software Quality Assurance Testing** (**Manual / Automation)** of **Client Server, Mainframe** and **Web Applications.**
* Proficient in **Manual Testing** and **Automated Testing**
* Designing and writing test strategies (plans) for various phases of testing
* Hands on experience with all phases of Software Development Life Cycle **(SDLC)**
* Extensive experience in **White Box & Black Box Testing.**
* Experience with **Object Oriented Programming**, **UML** concepts, design patterns, and **web Technologies.**
* Extensive experience in developing **Test Plans** for Unit, Functional, Integration, Regression, User Acceptance, System, GUI, Load, Stress, Performance Testing.
* Expertise in Problem solving and **Bug Reports** using **Bug Tracking** Tools.
* Extensive experience in implementing **QA Methodologies**, **Test plans, Test cases**, test scenarios and test deliverables
* **Developed and executed SQL queries on Oracle database to validate test results**
* Well versed with **SQL** Queries
* Excellent **organizational** and inter-**communication** skills.
* Having experience with **AMDOCS OMS** product
* Good analytical skills, presentation skills with strong communication skills
* Diligent worker, self-starter and consistent performer

**ACADEMICS:**

Master’s In Computers Applications

**TECHNICAL SKILLS:**

**O/S :**UNIX, Windows XP/NT/2000/98/95, OS/400, MS-DOS, Informix.

**Language/Tools :**C++, Java, Java Script, TSL, PL/SQL

**Database :**Oracle 8i, MS-SQL Server 7.0/2000, Sybase, DB2, MS-Access.

**Web Server:** IIS 4.0/5.0, NES, Apache, PWS.

**Testing Tools :**Win Runner 7.0/6.0, QTP 8.2/6.2/6.5, and TestDirector8.0/7.6/7.0/6.5/6.0

**Networking Tools :**UNIX and NT Shell Script.

**Bug Tracking System :**Clarify, Test Director,PVS issue Tracker

**Documentation Tools :**MS Office, Adobe Tools, PageMaker,

**Scripting Tools :**SQL \* Plus, TOAD, Query Analyzer.,Queryman,SQL Connect

**Formatting Languages:**HTML, DHTML, and XML.

**PROFESSIONAL EXPERIENCE**

**Take Care Health Systems, Franklin, TN June 2012-Till Date**

**Senior Quality Analyst**

Responsible for creating and executing test strategies, reviewing test plans, test procedures, test scripts, and executing test cases at the system testing and end to end testing.

**Responsibilities:**

* Worked on multiple projects which include:
* Data Conversions: Extensively used SQL to query database and validate data between legacy systems and target system. Used **SQL Server** Management Studio to access and query the database.
* System Integration: Analyzed and functionally tested multiple applications integration for Cisco.
* Real Time Eligibility: Worked on **Real Time Eligibility** requests and responses for Cisco.
* Eligibility: Worked on in house Eligibility application to determine the eligibility of various clients which includes fulfilling their requirements.
* Data Conversions for web application: Tested Functionality of the target web application using **QTP** scripts and doing front end testing on the converted data.
* Created Test Plans and Test cases. Validated Test Cases by analyzing test requirements for **User Acceptance Testing** (UAT), functional and integration testing.
* Participated in overall **end-to-end** testing of entire application.
* Created ETL test data for all ETL mapping rules to test the functionality of the **Informatica**graphs.
* Performed **Smoke** testing on the production environment for all applications.
* Participated in meetings with the Developers, and Business Analysts to do the **GAP** analysis.
* Verified Import and Export files from eligibility system to end clients in their respective file formats which include text and **HL7**.
* Documented Defects found during test in the **Quality Center** and communicated problems to the responsible QA or development personnel.
* Expertise in writing **SQL Queries** using **Oracle**, **SQL Server**and**Teradata** in validating data into Data Warehouse/ETL applications.
* Troubleshoot new releases and production issues.
* Created **End–to–End** Test Scenarios and Test data to validate the reports in Application point of view.
* Defined the performance goals and objectives based on the Client requirements and inputs.
* Verified web conversions using mapping documents provided.
* Created QTP test scripts for all three testing stages such as **Functional** testing, **Integration** testing, and **Regression** testing.
* Recorded the application with QTP and modified the script by inserting the Check points, parameterize the input data, created the output values.
* Involved in functionality testing of web pages using different types of browsers like Firefox, IE and Chrome on different versions.
* Worked on system integration testing between various applications like Patient Portal, RTE, PrimeSuite and **Kiosk**.
* Worked on Data Conversions which helps in setting up new Take Care Clinics at Employers locations like Intel, Caesars, Disney.
* Extensively worked on backend testing by writing SQL queries for all projects.
* Generated Status Reports on daily basis from **ALM** (Application Lifecycle Management) and updated the project team with Test Execution progress, defects detail and timelines.
* Responsible for updating the Higher Management with weekly and monthly status reports on overall projects’ status.
* Responsible for establishing the Test Process and transition the Testing Activities and Functional Requirements to Offshore. And manage the project delivery from Client Place.
* Conducted Defect Resolution meetings with the development team to ensure defects are resolved in order to meet the project deadlines.
* Attended Daily stand up meetings to discuss any road blocks and issues.
* Involved in Business Requirements gathering, reviewing and sign off.
* Involved in developers **SAD** (Software Architectural Design) document review and sign off.
* Worked in **TCUP** (Take Care Unified Process) methodology which is a customization of RUP (Rational Unified Process) methodology.
* Maintained Documentation of all the Processes for future reference.
* Designed and Developed Master Test Plan and Iterative Test Plans.

**Environment:**  Quality Center 11 (Application Lifecycle Management), QTP 11.0, 7 Edit, Vision App, Notepad ++, Citrix, IIS 6.0, Web logic, JAVA, XML, Internet Explorer 7.0/8.0, Windows 2003/XP/2000, SQL Server 2005/2008, MS Office 2010, Google Chrome.

**Dendrite, NJ Feb 2011–June 2012**

**QA Analyst/Tester**

Responsible for creating and executing test strategies including test plans, test procedures, test scripts, and test cases at the integration, System, Sanity, Acceptance, regression, stress, validation, functional, performance, compatibility, installation and load tests on Dendrite’s Sales Field Force Automation and Marketing software as a Team Lead. The sales software included Client Server and Desktop GUI applications (**Web Force, Sherlock 3.1, Orion**) Web based applications (**Force Administrator, Darwin Rx 1.7**).

**Responsibilities:**

* Generated test related documents including test plans, test procedures based on the functional specifications and worked with team members to formulate, refine and distribute test plans based on the business requirements.
* Conducted manual testing of the backend database Oracle during the testing life cycle.
* Lead a team of 5 QA testers who were responsible to execute manual test scripts.
* Validated data against the backend database **Oracle 8i/9i** using complex **SQL** queries.
* Involved in writing **SQL queries and stored procedures** to access data from **Oracle 8.1.7, MS SQL Server 2000**
* Documented test failures using **Test Director**, **Clarify** tools and provided bug reports to management.
* Analyzed and designed new or modified Quality Assurance (QA) procedures and standards and assisted in the development and implementation of QA metrics for assessing the quality of the delivered software.
* Responsible for testing and setting up test environment in different operating systems for user support of the system. Experience in Ghosting and partitioning hard drives.
* Represented all testing issues in a formal sign-off process prior to production release. Ensured that releases to the field are thoroughly tested and problem-free.
* Developed **Test Plan** and Test Specifications as per user’s Business requirements
* Wrote test plan for GUI, **Functionality**, **Data Driven** and **Backend testing**
* Developed and executed Test scripts and Test Cases
* **Manually checked** the important features of the application before going for automation testing
* Recorded test scripts and customized them for Functionality testing using **QTP**
* Performed **security testing** to see how well the system is protected against unauthorized access
* Responsible for **Database integritytesting** by executing SQL statements
* **Regression testing** was implemented at various phases of the development and test cycles
* Reported and tracked testing progress in the customized bug tracking system **Test Director**
* Created Standard Operating Procedures (SOP's) for new processes, as well as update of existing **SOP**to ensure the alignment of company SOPs with FDA Guidance Documents.
* Any gaps with the compliance have been documented and the Risk has been assessed and the **RiskAnalysis** document has been prepared.
* Worked closely with the development team, DBAs, Release Management and Users on various projects. Participated in product development activities with Business analysts, developers and project managers at the planning and execution Levels.

**Environment:** Visual Studio 6.0, SQLPlus, Oracle 8i/9i, MS SQL Server 2000, TSQL, Clarify, Data Stage 4.1, Weblogic Server, Jakarta Apache Server, Active X, IIS 5.0, Sybase, Benthic Golden s/w, Test Director 7.6 and Windows NT/98/2000/XP.

**MERCK & CO INC., NJ** **Mar'10 – Jan’11**

**QA TESTER**

**Responsibilities:**

* Defined and developed test plans including the Master test plan based on the PeoplesoftFinancial functional requirement document.
* Determined the approach, scope, scheduling and time estimates for testing activities.
* Supervised the day-to-day activities of the testing team and prepared the Test matrix.
* Reviewed the defects observed and interacted with the development team to ensure that they had been removed.
* Co-ordinate all communication relative to testing.
* Worked closely with **data population** developers, multiple business units and a data solutions engineer to capture the testing requirements.
* Set up Testing Environment, Migration Standards.
* Reporting Daily testing Status to **UAT** Leads.
* Extensively worked on the testing of **Data migration**.
* Involved in the testing of **ETL, and customization of data**.
* Involved **in complete backend testing on PL/SQL stored procedures**
* Managed the test cases using **TestDirector**
* Performed **Manual testing** of the application before performing Automated testing
* Written **SQL Queries** and **Procedures** to perform **database testing**
* Performed the **Backend Testing** using SQL Navigator
* Extensively tested the process which used **ETL** to load data from **flat files** (excel/access)

**Environment:**Peoplesoft Financials 8.x( AP,AR),Windows NT, Oracle 8.x, PL/SQL, WebLogic 5.1, SQL, TestDirector 7.0, QuickTest Pro 6.0, Shell Scripts. Java, JavaScript, Microsoft Office, DB2 (Mainframes), Test Director, SQL loader, Informatica\*Power Center 6.2, Informatica Power center 5.1, Power Connect.

**ALL STATE INSURANCE, IL Feb’09-Mar'10**

**QA Analyst/Tester**

**Responsibilities:**

Understand the business process & manage testing activities.

* Formulate the Test Strategy, Designing, **System Plan** and Validations.
* Involved in functionality testing, regression testing using, performance testing, volume testing black box testing, unit testing, defect tracking and testing for accuracy in work flow plans.
* Written **System Test Plans** and **Test Cases** for Performance Metrics, which detailed the testing scope, strategy, hi-level test requirements, validation and necessary resources.
* Developed and conducted User Acceptance Test plans (**UAT**) on completion of **system testing** before installation of the product on user environment.
* Generated **Vuser scripts** for ODBC, Java, Web and RTE type using Mercury Interactive **Load Runner**
* Several **load Runner functions** were used to measure the **transaction times**.
* **Wrote Stored Procedures and triggers in PL/SQL while modifying and maintaining the CDR system**
* Developed **Unix Shell** scripts for downloading and uploading data from various servers using **FTP**

**Environment:** Oracle 8i/9i, Java 1.2, Weblogic 7.0, JDK 1.3, J2EE 1.3, PL/SQL developer 5.0, UNIX, PVCS tracker, Test Director**,** Winrunner

**Walls Fargo, Springfield, MO Oct’08-Jan 09**

**QA Analyst/Tester**

**†**

**Validation of First Assist for compliance with WallsFargo business process:**

First Assist was software used by First Card to serve credit card customers. Bank One acquired First Card and this software became part of Bank One’s operational tools. Bank One’s IT department wanted this tool to be integrated with rest of tools. First Assist processed new credit card applications, pulled credit bureau reports, generated monthly statements, processed money transfers, pulled customer’s history, processed various fees associated with transactions.

**Responsibilities:**

* Written detailed test plans and tested custom and functional enhancements on the back/end and front/end for client specific changes to program, modules or processes.
* Managed, Documented and Controlled all the test cases, test scripts and test results using Mercury **TestDirector**.
* Performed initial Manual Testing of the application after creating test scenarios.
* Working with other development team members to better understand system functionality in order to improve testing quality.
* Prepared the TCL scripts for regression testing in **Winrunner**.
* Involved in creating automated scripts to perform Cross-Browser and Cross-Platform testing.
* Creating and maintaining a test library of generic User-defined functions.
* Used bitmap checkpoints such as check\_window, win\_check\_bitmap, text checkpoints such as click\_on\_text, find\_text and database checkpoints such as db\_check, db\_execute\_query.
* Defined handler functions to handle Pop-up, TSL and Web exceptions.
* Performed Load testing using LoadRunner in the distributed environment and verified the response time of the transactions under different load conditions.
* Created multiple action files in the **VuGen** component.
* Parameterized the action for running multiple iterations of the script using unique set of data.
* Inserted verification checkpoint for the validation of the functionality under stress conditions.
* Created controller scenarios that would emulate different user groups.
* The Edit Schedule feature of the**Loadrunner** controller was used to ensure thesynchronization of the running time and intervals for the simulated **Vusers**.

†

**Environment**: J2EE, JSP, Apache Web Server, WebSphere Application Server, Oracle 7.0, IBM Visual Age for Java, Winrunner 7.0, LoadRunner6.0

**MBNA, Wilmington, DE Mar’07- Sep’08**

**QA Analyst/Tester**

MBNA is the world's largest independent credit card issuer. MBNA is First U.S. Financial Institution to Offer Consumers American Express, MasterCard and Visa Credit Cards. The company, which has operations throughout the United States and in Canada, Ireland, Spain, and the United Kingdom, also provides retail deposit, consumer loans, and insurance products. MBNA recently announced that it is moving forward as the first and the only U.S. financial institution to issue American Express-branded credit cards. The project deals with DBM data warehouse is to develop a common repository for analysis, performance tracking, and decision support to drive performance improvement.**†** The data was standardized to store various Data martdimensional models, Projects, Expenses, Engagements, Contracts, Billing, and financial operation Data marts.

**Responsibilities:**

* Defined and developed test plans including the Master test plan based on the functional requirement document.
* Determined the approach, scope, scheduling and time estimates for testing activities.
* Supervised the day-to-day activities of the testing team and prepared the Test matrix.
* Reviewed the defects observed and interacted with the development team to ensure that they had been removed.
* Co-ordinate all communication relative to testing.
* Worked closely with **data population** developers, multiple business units and a data solutions engineer to capture the testing requirements.
* Set up† Testing Environment, Migration Standards.
* Reporting Daily testing Status to **UAT** Leads.
* Extensively worked on the testing of† **Data migration**.
* Involved in the testing of **ETL, and customization of data**.
* Extensively† tested the process which used **ETL** to load data from **flat files** (excel/access) .

**Environment: Windows NT, Oracle, Java, JavaScript, Manual Testing, Microsoft Office, DB2 (Mainframes), Power Builder, Test Director, Trillium , SQL loader,SAS, Focus ,COGNOS ReportNet,**

**Fleet Bank,Rhode Island Aug’06-Feb’07**

The project involved has been extensive testing of Fleet Office Link Pro Online Banking (for Small business customers) application. With Fleet Office Link Pro Online Banking application, the customers can get the latest account balances, review the most recent transaction history including cleared checks and deposits, transfer funds between linked Fleet small business accounts, set customized balance alerts and bill payment reminders, change business address or request a stop payment on a check, and much more.

**Responsibilities:**

* As a Manual/Automation Tester, was responsible for the creation and execution of **manual**/**automated** test scripts using **WinRunner**.
* Responsible for setting up the standards and procedures for the preparation of test plans, test cases and their smooth execution throughout the company.
* **Verification/Check points** have been implemented by using **WinRunner** such as **Window/object GUI checkpoints, Bitmap checkpoints, Text checkpoints, which requires TSL**.
* Performed functionality and regression testing on the new builds using **QTP**
* Performed Data Driven Tests and Action Based Recording using **QTP.**
* Developed various test plans and test cases for different versions and applications using **Test Director**.
* **TSL** has been implemented to **enhance scriptsflow control, parameterization, data driven test, user defined functions**
* Conducted a wide range of quality tests to ensure that software meets specified standards and end-user requirements.
* Worked with developers to communicate regarding issues in the application.
* Performed all phases of end-to-end testing which includes **User Acceptance testing, Functionality testing, Regression Testing, GUI testing, boundary testing, negative testing, system testing and Smoke testing** of the Application, its interfaces and Client-Server Utilities.
* Responsible to recommend and implement changes to enhance the effectiveness of QA strategies.

**Environment:** DB2, UNIX, ClearCase, **Test Director 8.0,Java, J2EE, EJB, JSP, JMS, JDBC, HTML, and JavaScript**