**Harsha Patel**

**Sr Performance Engineer**

**Summary:**

* Around9 years of strong expertise in Performance/Load& Stress Testing using HP LoadRunner/ PerformanceCenter.
* Extensive experience in automated testing of Web based and Client/Server applications with proficiency in Load and Performance Testing.
* Good experience in agile methodology.
* Good working knowledge in APM tools App Dynamics for diagnosing complex Performanceproblems.
* Extensive experience in Functional Testing, System Testing, Integration Testing, Regression Testing, Interface Testing, Load Testing, SOAK Testing, User acceptance Testing, UI Testing & Sanity Testing.
* Perform the monitoring Performance of the application and database servers during the test run using tools like AppDynamics and SiteScope.
* Executed Performance tests - load, capacity and stress test using HP Loadrunner and Microsoft Visual Studio Load Test 2010.
* Strong experience with Profiling tools like Dynatrace or AppDynamics, Firebug.
* Execution of automated test scripts using Mercury Tools (Test Director/Quality Center, Loadrunner, and QTP), JMeter based on business/functional specifications.
* Good Experience on Selenium IDE and creating Scripts in selenium RC by using Java
* Expertise on various monitoring tools like HP Site scope and HP Diagnostics, to keep track of the test Performance and identify various bottlenecks.
* Good working knowledge in using the VSTS tool for Performance Testing.
* Experience in log file analysis for finding Performance bottleneck using tools like - Splunk, GC Viewer etc.
* Expertise in SQL queries to perform Backend testing,
* 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 on Web Services and experienced in using SOAP UI for testing of SOA environment.
* Participated in Integration, System, Smoke and User Acceptance Testing.
* Experience in Performancetesting of Web applications and Client/Server by using Load Runner
* Well versed with all functionality 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.
* Strong knowledge of using Single and Multiple protocols in LoadrunnerVUGen like Web Http, WebServices, Ajax TrueClient, Web Click and Script, Citrix ICA,ODBC and Oracle NCA.
* Good understanding of object oriented methodologies, software development life cycle (SDLC) and software testing methodologies
* Excellent ability to understand complex scenarios and business problems, and transfer the knowledge to other users/developers in the most comprehensible manner
* Good knowledge on Object Oriented Programming, experienced with C programming (C#), JAVA, HTML, XML, CSS.
* Experience in coding the .Net applications.
* Experienced working with developers in White Box Testing, and debugging codes for better Performance results .
* Quick learner by respect to latest technology, most excellent put into practice and system.

**Education:**

Bachelors in Computer science JNTU, Hyderabad,India.

**TECHNICAL SKILLS:**   
   
Testing Tools:HP ALM/QC, Load Runner, QTP,Qualitia, Performance Centre, Jmeter   
Loadrunner Protocols: Web-HTTP, Web Services,AjaxTrueClient, JavaVuser,Selenium,Citrix ICA, Oracle NCA Scripting JAVASCRIPT, VB Script, SHELL   
Programming Languages: Java,J2EE,C#, VB.net, ASP.net,

Web Technologies:HTML,DHTML,CSS,XML   
Web/ Application Servers: MS IIS, Apache, Web sphere, Web Logic   
Database Oracle, Db2, SQL Server   
Service Oriented Architecture (SOA) Web Services, XML, SOAPUI, WSDL, WCF.   
Monitoring tools: HP Sitescope, App Dynamics, JIRA, DynaTrace, Firebug, HP BPM, Wilyinterscope, Splunk

Operating Systems: Ubuntu,Unix, Mac IOS, Windows 98/ 2000/2003/2008 and NT.

**Professional Experience:**

**Amex, Phoenix, Arizona**

Jan2015 to Present

**Sr Performance Engineer**

Project: **Cash Rebate Refresh.**

American Express Company is a global travel, financial and network service provider. Founded in 1850, the company provides individual with charge and credit cards, Travelers Cheques and other stored value products. It also offers financial planning, brokerage services, mutual funds, insurance and other investment products.   
Cash Rebates Refresh enables On Demand Redemptions options for gift cards, statement credit, and merchandize from the cash bank, i.e. provides the Card members with the feature to redeem the cash rebate that has been accumulated over the period of time on their card account. Catalog Pages, Checkout experience, Fulfillment, Summary and Order Details Pages are being added as part of this initiative to enhance the CM experience. This project aims to reduce the overall portfolio rewards costs while increasing flexibility for the CM by building redemption capabilities for all in scope cash rebate card products.

**Roles& Responsibilities:**

* Gathered business requirement, studied the application and collected the information from Business Analysts, Project Managers, Solution Architect's, Developers, and SME's.
* Responsible for all phases, planning, developing scripts, execution of Performance Center scenarios and analysis in Agile environment.
* Responsible for Monitoring the Application's Performance under Load using the key Web Server Monitors, Web Application server monitors for WebSphere, IIS 5.0, Apache monitors and NT Performance Monitors
* Created new scripts after code drop and also debugging scripts to after maintenance.
* Worked with different teams - Micro strategy team, Portal team, DB2 and development team in debugging issues and supporting them in the process.
* Involved in writing Test Plans by incorporating Performance Testing Objectives, Testing Environment, User Profiles, Risks, Test Scenarios, Explanation about the Tools used, Schedules and Analysis, Monitors and Presentation of results.
* Worked with App-Dev, Production, Technical and Business Managers in planning, scheduling, developing, and executing Performance tests.
* Creating GUI, Bitmap, Database and Synchronization verification points in WinRunner.
* Developed Load Runner test scripts according to test specifications/ requirements.
* Responsible fortesting Web, Web Services and Ajax TruClient request.
* Extensively monitored the all the applications using HP Performance Center and Sitescope.
* Created Various Vuser Scripts basing on the Critical Transactions Used by the Real Time users using VuGen of Load Runner. Identify and eliminate Performance bottlenecks during the Performance lifecycle
* Setting run-time parameters(Think time, pace time, Replay options etc.), ramp up and load distribution.
* Worked on executing Baseline, Benchmark, Stress, Memory leak test scenarios for internal and customer facing applications based on application's work load model.
* Responsible for preparing System test environment (UNIX OS) using FTP.
* Creation of Performance scripts in JMeter, VSTS and VUGen.
* Actively involved in automating the Regression Testing process of the application using the existing manual testing scenarios using C#, ADO.Net, VSTS
* Database testing using SQL queries to compare data accuracy of backend for reports.
* Configure the Loadrunner controller for running the tests. Verifying that the Loadrunner scripts are working as expected on different Load generator machines
* Monitored different graphs like transaction response time and analysedserver  Performance status, hits per second, throughput, windows resources and database server resources etc.
* Developed load test scripts using VuGen to make them flexible and useful for Regression testing.
* Analysed the results and Created Analysis Report through Performance Center Analysis, prepared and submitted Exit Report with Recommendations.

**Environment:** SQL Server 2012, C#, HTML, HP ALM QualityCentre, SOAP UI, Load Runner(Web (HTTP/HTML, Web services, AJAX True Client, Jmeter, JavaScript Vuser), HP Performance Center 12.x.   
**Protocols**: Java over HTTP User, Web Services, Web (HTTP/HTML).

**Deloitte**, PA.

June 2013 toJan 2015

**PerformanceEngineer**

Deloitte (CTHIX) - Connecticut Health Insurance Exchange is an innovative and highly competitive market place that supports health reform efforts at the state and national level. Its purpose is to increase the number of insured Connecticut residents, improve health care quality, lower costs and reduce health disparities while providing an exceptional consumer experience. CTHIX is a web based application tool which helps CT residents (Individuals, Families, and employers etc.) to apply for health plans. This online application determines, establishes plans etc. to provide suitable health plans based on their income levels.   
   
**Roles& Responsibilities:**

* Analyzing the requirements and prepare test scenarios and test cases.
* Create and review test plans, test cases, and test specifications.
* Enhancing and updating test applications/scripts for new features.
* Managing and conducting System testing, Integration testing, Functional testing, Regression testing and UAT.
* Involved extensively in setting up the data for the CTHIX Application for the Development and testing team to test the application.
* Preparation and Review of End-to-End Automated Test Scenarios/Test Cases, Coverage and
* Test Data.
* Involved in Requirement analysis and Gap analysis of Business System Design and Functional Requirements.
* Used Jira as a defect tracking and management tool.
* Generated Performance Test plan in order to Execute Performance Testing Using  Performance center.
* Responsible for testing tasks like Performance, Endurance, Operational Acceptance by using HP Performance Center, PC and site Scope
* Expertise in Web (HTTP/HTML), Oracle NCA, Citrix ICA, Java, Web Services and SOAP protocols.
* Work closely with the Development Team, assisting in identifying and resolving complex technical issues.
* Scripted data validation scripts with Performance center for Web.
* Responsible for developing testing scenarios and establishing verification and validation procedure.
* Manipulated Test Script for Customized objects in the Application for verification of subsequent builds in the application.
* Interacted with developers during testing for identifying memory leaks, fixing bugs and for optimizing server settings at web, app and database levels.
* Reviewed manual testing methods and developed and executed automated scripts.
* Used SQL to perform Backend Testing on databases present in the Data Warehouse.
* Involved in Troubleshooting and Tuning the entire system by monitoring web, mid-tier servers, Net-work and database.
* Reviewed the analysis reports and provided the observations, conclusions and recommendations after discussing the issues with the project team and submitted final deliverables.
* Have 2 years of hands on experience using Qualitia and created 500 scripts and maintained them and ready for use for all the regression cycles.
* Responsible for Setting up Demographic data for CHTIX application for testing and load testing purposes.
* Used Selenium IDE to perform quick validation of the Application.

**Environment:** Windows 2007/08 Web Logic, Java, J2EE, SQL, PL/SQL, ETL, HTML, XML Schema, QC,HPPerformance Center 12.0, SoapUI, Selenium IDE, Qualitia 3.8/3.9, Load Runner 12.53, JIRA.

**Protocol:**Web HTTP/HTML.

**Nuveen Investment, Chicago, IL.**

**July 2012 to May 2013**

**Performance Tester**

Nuveen, formerly Nuveen Investments, is a Chicago-based company in the asset management industry. Nuveen was founded in Chicago, Illinois in 1898 and was previously named The John Nuveen Co., after founder John Nuveen. In October 2014, TIAA-CRFF completed their purchase of Nuveen.

Nuveen started in the municipal bond underwriting business and remains active in municipal bond market. Nuveen sells services including separately managed accounts, retail mutual funds and closed-end funds. Nuveen has $229.7 billion in assets under management.

**Roles & Responsibilities:**

* Worked closely with Business Analysts and Developers to gather Application Requirements and Business Processes in order to formulate the test plan.
* Worked as a liaison between business team and development team, translated business specifications and requirements into functional test cases; worked closely with the development team both onside and off shore on analysis & design to meet business requirements and site roll out
* 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.
* Used Virtual User Generator to generate VuGen Scripts for Web (Http/Html), .Net and Web Services protocol.
* 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.
* Responsible for Performance Tuning Java Application.
* 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.

**Environment:** Test Complete, HP ALM, Loadrunner, JMeter, JIRA, Microsoft, PL-SQL, Hybrid (Waterfall -Agile) Methodology, Windows 7/XP, UNIX, Linux.

**Protocols**: Web HTTP/HTML, NCA, Web services.

**Verizon/Vodafone. San Jose, CA.**

**July 2010 to July 2012**

**Performance Tester.**

Vodafone is one of the world's leading communications services company, serving the needs of customers around world. As part of performance testing Vodafone Italy I have involved in Dealer station and WEB portal applications. In addition to Performance and stress testing we are involved in End to End monitoring of OCA, CCM etc applications in Production environment 

**Roles& Responsibilities:**

* Work with developers, analysts and project managers to determine requirements (test cases, test data and bug reports).
* Interact closely with business analysts and functional experts to clarify the functional questions and find functional gaps.
* Conduct performance testing of the application using Load Runner.
* Develop test scripts using Loadrunner by recording test cases, adding checkpoints, parameterization, correlation and also custom code as needed to enhance the scripts.
* Design Manual and Goal oriented scenarios using Loadrunner Controller module.
* Perform Web HTTP/HTML, Web Services and Ajax TruClient testing through VuGen.
* Perform load, stress and volume testing, scenario creation and execution, measured throughput, hits per second, response time, and transaction time using Loadrunner components.
* Create scenarios using Controller in Loadrunner for concurrent and sequential users.
* Utilize HP Performance Center to synchronize Loadrunner Controller usage among the teammates in order to meet the software testing goals under tight deadlines.
* Making script by using vugen and executing by using performance center.
* Report and track bugs to closure using Quality Center Defect Module.
* Determine the source of bottlenecks by correlating the performance data with end-user loads and response times.
* Give feedback to the development team with discovered issues/benchmarks and possible improvements.
* Analyze graphs with project manager and prepare load testing report.

**Environment:** HP Loadrunner, System Testing, Web Testing, Web HTTP/HTML, Web Services, Quality Center, MS Excel, HP Sitescope, HP BAC Windows NT, Dynatrace.

**Protocols:**Web HTTP/HTML, Ajax trueclient,Webservices.

**Serco Group plc. Hyderabad, India.**

**Apr2008 to July 2010**

**Test Analyst/LoadRunnerTester.**

Serco Group plc is a British outsourcing company based in Hook, Hampshire. It operates public and private transport and traffic control, aviation, prisons and schools, Hospitals, Health care on behalf of its customers. It is listed on the London Stock Exchange and is a constituent of the FTSE250 Index. Serco operates in continental Europe, the Middle East, the Asia Pacific region and North America, but the majority of its turnover comes from UK.

**Roles& Responsibilities:**

* Performed review and analysis of functional requirements and test plan design documentation.
* Developed test scenarios and test cases based on functional business requirement specifications and design documents.
* Involved in specifying the functional as well as security requirements for performance testing.
* Interacting with the development and testing teams to improve overall quality of the software.
* Analyzed Extensively Used HP Diagnostic to monitor the performance bottle necks.
* Load Runner was used to simulate multiple Vuser scenarios. Defined Rendezvous point to create intense load on the server and thereby measure the server performance under load.
* Used Load Runner, to minimize testing cycles, optimize performance, and accelerate deployment.
* Executed the performance testing and Throughput Testing Using Load Runner.
* Created test cases and scripts to performance test the application using Load Runner.
* Created detailed test scenarios and test cases for the web services.
* Performed GUI smoke/sanity tests and regression tests for each test cycle, build and release.
* Logged defects in Quality Center and generated dashboard report.

**Environment:** Load Runner, VUGen, Controller, Analysis, Quality Center,.Net, Java Script, API, SOAP UI, TOAD, Waterfall, Windows, Java.