**Harsha**

**PROFESSIONAL SUMMARY**

* Over 8 years of Quality Assurance experience in Performance testing and Test Automation using **LoadRunner/ HP Performance Center**. Mentored other Performance Engineer’s on Vugen Scripting, Root cause analysis and Server monitoring. Worked on Diversified data distribution and application platforms.
* Experienced in using wide varieties of toolsets to include Microsoft Visual Studio (C# in .Net), Test Manager, Rational Performance Tester (RPT), HP Performance Center and Load Runner, **HP ALM**, SoapUI Pro and UNIX shell scripts. Excellent knowledge of Oracle and Microsoft SQL server, programming languages like C, C# and VBScripts.
* Applied end to end Performance Test Life Cycle for numerous projects Developing Vugen Scripts for Web/Web services/Citrix and Winsock Protocols, Monitoring IIS, Weblogic and Tomcat servers on Simulated load, Capacity Planning and executing Baseline, Load and Endurance tests in **Java and .Net** platforms.
* Monitored Web servers, Application Servers, Network and DB layer using **Perfmon, HP Sitescope, HP Diagnostics, Profiler and Java Diagnostics** to keep track of the test performance and identify various bottlenecks.
* Comprehensive understanding of **Software Development Life Cycles** (SDLC), Software Testing Life Cycle (STLC) as well as Performance Test pre-production validation process.
* Proficient in creation and execution various nonfunctional testing using HP Performance Center, **HP Load runner**, VSTS 2010 and **Jmeter**.
* Strong experience in using Single and Multiple protocols in LoadRunner Vugen like **Web Http, Web Services, Ajax TruClient, Web Click and Script, Citrix ICA, ODBC** and **Oracle NCA.**
* Involved in developing load and performance test scripts using Web (HTTP/HTML), SAP web/GUI, **Web Services**, Java, Flex protocols.
* Strong programming skills in **UNIX, C, C# and Java.**
* Execution of Manual Test Scripts and responsible to track and log the defects using **Quality Center, ALM.**
* Expertise in Backend Testing & Test data for Performance testing using **SQL** queries.
* Involved in Performance tuning of database Servers and Expertise in creating Stored Procedures, triggers, cursors, tables, views, joins and statements for applications.
* Proficiency in interacting with Oracle 11g and SQL Server databases.
* Knowledge on Object Oriented Programming (OOP) concept. Extensively used Java and Ruby for test case automation.
* 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.
* Analyzed the results using **LoadRunner Analysis** and various monitoring tools (Transaction's per second, Hits/second, and Transaction response time).
* Hands on experience with **.Net & Java** Applications in testing the applications compatibility on UNIX and Windows platforms
* Experienced in monitoring **CPU, Memory, Network, Web connections and through put** while running Baseline, Performance, Load, Stress and Soak testing.
* Identified performance bottle necks causing latency, using **J2EE** and **.Net** Diagnostics, application server logs and database stats pack reports to provide tuning recommendations for resolution.
* Good Experience in analyzing server side problems using **CAWily Introscope**, **HP Diagnostics, HP Site scope** and identifying **performance bottlenecks** in Web/ App/ Database & MQ servers.
* Excellent ability to understand complex scenarios and business problems, and transfer the knowledge to other users/developers in the most comprehensible manner.
* Excellency in creating detailed test report for business and stakeholder’s presentation purposes
* Worked closely with management in evaluating current system performance and making decisions on future development.

**Qualification:**

**B.Tech in Electonics and Communications – JNTU, India**

**TECHNICAL SKILLS**

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| --- | --- |
| **Operating Systems** | Windows, Solaris and Linux |
| **Languages** | Java, JSP, Html, DHTML, Visual Basic, Oracle, C, C++, SQL, Ruby, .Net, C #, ASP. |
| **Databases** | Oracle 9i/10G, DB2, MS SQL Server, MS- Access, My Sql |
| **GUI** | VB, JSP, ASP, HTML |
| **Web Related** | XML, XSLT, XPATH, XSL, IIS (7.0/6.0/5.0/4.0), XHTML, SOAP, WSDL, UDDI, XML Web Services, DHTML |
| **Testing Tools** | LoadRunner 8x/9x/11x/12x, HP Performance Center, HP Quality Center ALM, Jmeter, Web load Quick Testpro and Win Runner, QTP |
| **LoadRunner Protocols** | Web (Http/html), Web Services, Citrix, Oracle NCA, SQL Scripting, JAVASCRIPT, ADO.net, Ajax TruClient and Mobile HTTP/HTML |
| **Web/ Application Servers** | MS IIS, Apache Tomcat, Websphere, Web Logic |
| **Monitoring Tools** | HP Sitescope, HP Diagnostics, Wily Introscope, PerfMon, and Dynatrace |
| **Other tools** | MS Project, MS Office, MS Visio |

**PROFESSIONAL EXPERIENCE**

**Client: DaVita, Nashville, TN Duration: 10/16 - Till Date**

**Role: Sr. Performance Analyst**

DaVita Kidney Care is a division of DaVita HealthCare Partners Inc., a Fortune 500(r) company that, through its operating divisions, provides a variety of health care services to patient populations throughout the United States and abroad. A leading provider of dialysis services in the United States, DaVita Kidney Care treats patients with chronic kidney failure and end stage renal disease. DaVita Kidney Care strives to improve patients' quality of life by innovating clinical care, and by offering integrated treatment plans, personalized care teams and convenient health-management services.

**Responsibilities**:

* Created automated scripts by including timers for recording response times, and test checks for confirming the retrieval of the correct page.
* Recording, Debugging, correlation and Parameterization of LoadRunner scripts.
* Correlated and parameterized test scripts to capture Dynamic data and input various.
* Work with QA Manager and Automation Lead to Define and Establish automation strategy and Process.
* Provide Programmable solutions to support Automation Infrastructure Framework
* Worked with QA Manager and Automation Lead to develop a framework for central repository
* Worked with QA Manager, Automation Lead and Dev to identify coding standards around third party controllers and key word standards to establish automaton coding guidelines.
* Provide Programmable solutions to support OOP scripting.
* Provide Programmable solutions to support Dynamic SQL.
* Developed tools using C# and Java for updating properties of APIs during deployments.
* Create new stored procedures and modify existing ones using T-SQL to support business reports and processes
* Reviewed and analyzed Web Services contracts, WSDL, XSD and XML files.
* Monitored and analyzed system's performance during performance test and in debug sessions.
* Responsible standards around the Code Versioning Repository.
* Identify system/application bottlenecks and work with Bottom line to facilitate the tuning of the application/environment in order to optimize capacity and improve performance of the application in order to handle peak workloads.
* Created JMeter Scenarios and automated Performance tests using Jmeter.
* Extensively used SQL queries to query Database for data validation.
* Created detailed test status report and Error Reports with graphical charts and tables explaining test execution for upper management using Load Runner analysis component.
* Identified performance problems or bottlenecks and recommended possible steps for remediating using HP Diagnostics
* Experience in breaking tasks down, estimating timelines, and delivering quality results on time.
* Ability to analyze root cause of a problem precisely and effectively quickly.
* Prepared Performance Test plan and Test specifications based on Functional Requirement Specifications and System Design Specifications for the application.

**Environment**: .Net, Windows, MS SQL and IIS.

**Tools:** HP Performance Centre 12.02, HP Quality Center (ALM), Postman, HP Diagnostics Server, HP Site Scope and Dynatrace .

**Protocols**: Web Services, Web (HTTP/HTML), Mobile Application – HTTP/HTML.

**Client: State of Tennessee, Nashville, TN Duration: 07/14 to 10/16**

**Role: Sr. Performance Engineer**

The project is to maintain and improve the health and human services system in Tennessee and to administer its programs in accordance with the highest standards of customer service and accountability for the effective use of funds. 

**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
* Working with different type of protocols like - Http/html, web Services, Ajax TruClient, .Net, RTE, CITRIX.
* Developed and executed performance tests (Iteration-Based process) using inhouse test automation framework (built in C#),
* Developed Load Runner test scripts according to test specifications/ requirements.
* Worked close with clients Interface with developers, project managers, and management in the development.
* Enhanced Vuser scripts by introducing the timer blocks, by parameterizing user id's to run the script for multiple users.
* Provide Programmable solutions to support OOP scripting.
* Migrated some of the low level application from C# to VB.net to make application stable.
* Involved in writing different Stored Procedures, Joins depends on the requirement.
* Performed Application level tracing, debugging.
* Responsible for testing 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.
* Developed and tested web services applications using SOAP UI as well as Load Runner by using WSDL Files.
* Responsible for testing Web, Web Services and Java Vuser request.
* Identify and eliminate performance bottlenecks during the performance lifecycle
* Verify that new or upgraded applications meet specified performance requirements.
* Analyzed results of Transactions Response time, Transaction under load, Transaction Summary by Vusers, Hit per Second and Throughput.
* Used HP Sitescope APM for day-to-day monitoring in different environments.
* 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. Responsible for functional/regression, performance, stress and capacity testing assessments.
* Coordinating with Functional Teams to identify the Business Processes to be Performance Maintained defect status and reported testing status weekly and monthly using defect tracking tools.

**Environment**: Unix, Windows, Sharepoint, C, C#, VBScript, TSL, XML, HTML, MS Office, SQL, IIS, WSDL, Oracle, SOA.

**Tools:** HP Performance Center 12.2 (Controller, Vugen, Analysis), HP Sitescope, Jmeter and HP ALM.

**Protocols**: Web (HTTP/HTML), WebServices, Siebel – Web, Ajax Truclient.

**Client: T-Sys, Atlanta, GA Duration: 12/12 to 06/14**

**Role: Sr. Performance Engineer**

The project at T-sys involved enhancement to their Online Payment features. The main focus of the project was to upgrade the existing system by enhancing the functionality like Online Bill Pay, User Interface change, Search Functionality, Online money transfers between different accounts, etc.

**Responsibilities:**

* Defining the performance goals and objectives based on the client requirements and inputs.
* Ensure the compatibility of all application platform components, configurations and their upgrade levels in production and make necessary changes to the lab environment to match production.
* Design, build and maintain story based test automation scripts for UI validation using Cucumber and Ruby with watir web driver through business, functional, and technical expertise.
* Enhanced Vusers Scripts by correlation, parameterization, transaction points, rendezvous points and various Load Runner functions.
* Worked with JMeter for configuring and execution of performance test scenarios with multiple virtual users and virtual user scripts, managed and collected metrics for the various system monitors.
* Responsible for Developing, enhancing and customizing Jmeter and LoadRunner scripts for Java based web applications, JSON and XML based web services.
* Responsible for developing and enhancing Jmeter scripts for multiple business flows covering .NET and Java based applications.
* Created and executed JMeter scripts that simulated 4 times the current production load and monitored logs.
* Developed and enhanced Jmeter scripts by using assertions and Custom Functions.
* Created automated scripts using Vugen in LoadRunner11 (web services protocol/Portal, Frontend Web HTTP/HTML protocol) for regression scenarios.
* Using LoadRunner created scenarios and set up monitors to track load generator for performance testing.
* Performed correlation by rightly capturing the dynamic values and parameterize the data dependencies that are always a part of Business process.
* Conducted several Load tests such as 1 Hour peak production load, Reliability and Stress tests to identify the performance issues.
* Responsible for designing and executing performance and stress tests.
* Developed test scenarios to properly load / stress the system in a lab environment and monitor / debug performance and stability problems.
* Conducted software performance testing using HP LoadRunner to execute baseline, stress, & longevity tests on web applications consisting of HTML, JavaScript, XML, PHP and Ruby on Rails for purposes of capacity planning.
* Utilize TestNG-XSLT/JMeter plugins to report automation results to stakeholders
* Used Dynatrace APM monitoring tool to monitor different applications in the development side.
* Created Agent Group in Dynatrace and JVM argument/string for implementation purposes.
* Analyzed the response times of various transactions load using LoadRunner Analysis and found the bottlenecks in the application using the monitors such as application server, database (oracle) and the network monitors.
* Written high-level LoadRunner scripts by using virtual user generator for single User, Base Line Soak (Endurance test) scenarios by storing dynamically varying object IDs in parameters and validating correct downloads of HTML, pages by validating content in sources.
* Monitored the network and conducted performance analysis using Sitescope.
* Developed and maintained test scripts to support regression testing.
* Manually tested the application by using functional test cases.
* Involved in preparing Client Support Document (CSD).
* Involved the daily status of each team member and conduct regular team meetings to drive continuous improvement in process of product delivery.

**Environment**: Java, Oracle DB, J2EE, Ruby Language, Ruby on Rails framework, WebLogic.

**Tools**: HP Performance Center 11.0, HP ALM Quality Center 11.0, Dynatrace, HP LoadRunner, JMeter.

**Protocol**: Web HTTP/HTML, Web Services, Oracle NCA, Java over HTTP Vuser

**Client: L.L Bean, Freeport, ME Duration: 03/11 to 11/12**

**Role: Performance Test Engineer**

LL.Bean is an American private manufacturer of shoes and sporting goods, which privately maintains its own stores and its orders. It is a Retail Company founded in 1912 by Leon wood Bean and currently based in Freeport, Maine, United States

**Responsibilities:**

* Responsible for developing Performance Testing Plan/strategy based on the business specifications requirements and user requirements.
* Responsible for analyzing the system specifications, business requirements for full understanding of the business.
* Reviewed and analyzed Web Services contracts, WSDL, XSD and XML files.
* Used Correlation to handle the Dynamic return values and scheduled the test under work load compositions.
* Developed load test scripts using VUGen to make them flexible and useful for Regression testing.
* Configured monitors to monitor performance of individual Hosts behavior on load.
* Created scenarios using HP Performance Center to do Load and Stress test.
* Analyzed the results and Created Analysis Report through Performance Center Analysis, prepared and submitted Exit Report with Recommendations.
* Analyzed the system resource graphs, network monitor graphs and error graphs to identify transaction performance, network problems and scenario results respectively.
* Enhanced Vuser scripts with transactions, functions, parameterization and correlation.
* Measured the response time at different points in the application using Site Scope monitoring tool.
* Configured Web, Application, and Database server performance monitoring setup using LoadRunner Controller and HP Site scope.
* Build and execute SQL queries to verify the data updates to various tables and ensure data quality and integrity.
* Acted as a go to person for providing test data for all combinations of scenarios and criteria.
* Provided test data to developers for unit testing and to business users for UAT testing before production deployment.
* Provided testing estimates to team lead when required.

**Environment**: Agile Methodology, .Net, C#, SQL, Windows XP

**Tools**: HP Quality Center (QC) 10,HP Sitescope, HP LoadRunner, SOAP UI, ruby

**Protocols**: Web Services, Web (HTTP/HTML)

**Client: Marquette Commercial Finance, MN Duration: 11/09 to 02/11**

**Role: Performance Analyst**

Marquette Commercial Finance is a leader in helping small and middle market business meet their working capital needs to drive growth, manage change or accelerate liquidity. The client needs are constantly reviewed and credit lines can be adjusted accordingly.

**Responsibilities:**

* Developing Master Test Plan, which includes entire Testing Plan, Testing Resources, Testing Strategy and testing of end-to-end scenarios
* Interacted with the Business analyst team to analyze and review the requirements document and make sure all the requirements are covered by at least one or more test cases.
* Interacted with developers during testing to identify the applications performance bottlenecks, memory leaks, and communicated with recommended settings on application.
* Participated in the design, code and walk through meetings with the development and design team members.
* Reviewed the requirements and use case diagrams to write test cases and test plan that would test all possible scenarios.
* Involved in the creation of the Test plan, Test Strategy and Test Cases as per requirements.
* Designed different load test plans to achieve desired objectives as per the production load.
* Detailed views of network utilization by subscriber, location, and application.
* Created and scheduled the scenarios using Load Runner controller.
* Configured the load generators to ramp up and exercise the application with the required number of Virtual users using LoadRunner.
* Worked closely with the QA Manager in coordination and implementation of the QA methodologies/QA Processes and generating Test Plan by analyzing the functional and business requirement.
* Generated reports/graphs using LoadRunner analysis tools.
* Monitored CPU, Memory and other system resources while performing load tests and notified performance issue to high level management and resolved the issues.
* Worked as a defect coordinator for handling of defects between both development and test team.
* Executed all Test cases in all phases of testing like GUI Testing, Functional Testing, Regression testing, Integration Testing, System testing, end-to-end testing and UAT.
* Performed manual testing and maintained documentation on different types of testing like Positive and Negative testing.
* Designed, developed and executed customized Load Runner performance tests in HP Load Runner.
* Wrote specified SQL scripts to test the areas defined in each requirement.
* Participated in Unit testing working with developers.
* Modified the Automation scripts by inserting check points to verify the object properties.
* Executed automated test scripts as batch tests, analyzed the results and reported the bugs in Quality center.
* Responsible for volume, frequency, time profile, mix and acceptable response time information was collected for each of the identified business transactions to build stress testing scenarios reflecting the production work load.
* Performed Database Validation and Integration Testing and manipulations using SQL.
* Involved in scheduling and running the Jobs on daily basis.

**Environment**: .NET, Windows, Html, VbScrpit, MS SQL Server,

**Tools**: Load Runner 9.5, QTP 9.5, HP Quality Center 9.2

**Protocols**: Web (HTTP/HTML), Web Services, JMS and AJAX True Client.

**Client: Pearson, NH Duration: 04/08 to 11/09**

**Role: Performance Tester**

Pearson is the world’s leading learning company with SaaS-based assessment, course content products and services for K-12, higher education and enterprises.

**Responsibilities**

* Developing Master Test Plan, which includes entire Testing Plan, 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.
* Recording, Debugging, correlation and Parameterization of LoadRunner scripts.
* Involved in the entire life cycle of the project including, requirements gathering, design, test and production support.
* Designed performance test suites by creating Web (GUI/HTTP/HTML), Web service and Click & Script test scripts, workload scenarios, setting transactions. Extensively used VUGen to create Load Test Scripts.
* Identify system/application bottlenecks and work to facilitate the tuning of the application/environment in order to optimize capacity and improve performance of the application in order to handle peak workloads generated via Mercury Interactive LoadRunner tool to simulate activity.
* 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.
* Correlated and Parameterized test scripts to capture Dynamic data and input various test data as per business requirements.
* Load test summary reports for each run comparing the results with previous runs.
* Configure the LoadRunner controller for running the tests. Verifying that the LoadRunner scripts are working as expected on different Load generator machines
* Identified Disk usage, CPU, Memory and other metrics for all the servers like App Servers, Database Servers, DH and EU’s and how the servers are getting loaded.
* 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.
* Identify and eliminate performance bottlenecks during the development lifecycle.
* Created detailed test status reports, performance capacity reports, web trend analysis reports, and graphical charts for upper management using Load Runner analysis component.
* Using Quality Center for complete defect management and reporting.
* Database testing using SQL queries to compare data accuracy of backend for reports.
* Monitor database while running the load, reading AWR reports and finding out the issues within database.
* Responsible to provide on call Production support for the application.
* Participate in Deep Dive meetings after each Release to work upon improvement areas in the project.

**Environment**: Java, Windows NT/2000, MS SQL Server, Web Sphere 6.0

**Tools**: Load Runner 9.0, Quality Center 8.0, Bugzilla

**Protocols**: Web (HTTP/HTML), Web Services, JMS, And AJAX True Client.