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**Summary**

* Around10 years of Quality Assurance experience with strong expertise in Performance/Load & Stress Testing using HP Performance Center/Load Runner/Jmeter.
* Extensive experience in automated testing of Web based and Client/Server applications with proficiency in Load and Performance Testing.
* Proficient in writing test plans, test cases, test scripts and test result reports.
* Performed Performance Testing, Functional Testing and Regression Testing using automated testing tools including HPLoadRunner, HP Performance Center, Quick Test Pro, HP Quality Center, WinRunner and Test Director.
* Significant experience Load testing various applications including .Net, J2EE, CRM, Business Objects and Citrix implementations.
* Extensive experience using HP LoadRunner for Performance Testing, Stress Testing, Longevity Testing and Regression Testing.
* Proficient in Creating and Enhancing scripts, Executing Tests and Analyzing results using LoadRunner and Performance Center.
* Experienced in Design and Execution of Test criteria, Scenarios, and Scripts from requirements.
* Well versed with all functionality of Virtual User Generator and Correlating Statements, configuring Run time settings for HTTP, iterations, Simulated Modem speeds to match the testing scenario to real world scenario.
* Experienced in monitoring CPU, Memory, Network, Web connections and through put while running Baseline, Performance, Load, Stress and Soak testing
* Experienced in Planning and Translation of Software Business Requirements into test conditions; execution of all types of tests; and identification as well as logging of Software bugs for business process improvement.
* Experience writing SQL queries for back-end testing, Unix shell script for automating tasks, and verifying log files.
* Extensive experience using Load Runner, JMeter for Performance Testing, Stress Testing, Longevity/Endurance Testing and Load 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.
* Experience in HP tools Quality Center (QC), HP Performance Center, HP ALM, JMeter and Silk Performer.
* Extensive experience in Quality Assurance methodologies and strategies with better understanding of Software Development Life Cycle (SDLC).
* Able to work under pressure to meet deadlines and the ability to work in a cross-functional environment. Effectively able to work as a team member as well as independently.
* Excellent verbal and communication skills with the ability to successfully work with all levels of IT professionals and end users.
* Experienced in supporting the team of on-site and off-shore which provides performance testing services for 24/7 for internal client applications.

**Skills Inventory**

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| --- | --- |
| **Tools** | Loadrunner, Winrunner, Quicktest Pro, Quality Center. Selenium, Jmeter, SOAPUI, Remedy,CVS |
| **LoadRunnerProtocols** | Web (http/html), MQ Client/Server, Winsock, Citrix, Web/Winsock Dual Protocol, Citrix ICA, Ajax TruClient, GUI, Click & Script, Siebel, Oracle, Web Services. |
| **Databases** | Oracle, MS SQL Server, MS Access |
| **Languages** | SQL, PL/SQL, C/C++, HTML, Visual Basic, Javascript, Python |
| **Web** | Java Web Server, Microsoft Personal Web Server, Web Logic Server5.x, HTTP. |
| **Operating Systems** | Sun Solaris, HP-UX, IBM AIX ,MS-DOS, Win 3.x/95/98/XP/7/8, Win NT 4.0, Win 2000,Unix |

**AT&T, Seattle, WA June 2014 – present**

**Sr. Performance Engineer**

AT&T, Inc. provides telecommunication services and products, including wireless communications, local exchange services, long-distance services, data/broadband and Internet services, video services, telecommunications equipment, managed networking and wholesale services.System X is a mobility Point-of-Sale retail web application that allows users to process wireless activations, equipment upgrades, rate plan and feature changes and other customer service functions.

**Responsibilities:**

* Involved in various meetings with customers/Development team to gather performance requirements and SLAs before the testing.
* Prepared Test Cases, Test Strategy, and Test Plan based on the non-functional business requirements to meet SLA.
* Developed Load Runner test scripts according to the test specifications/Requirements using HTTP/HTML, Web services Protocol, Citrix ICA in Load Runner
* Responsible for writing startup scripts and compiled module functions for the front and backend validation. Customized scripts for error detection and recovery
* Conducted several Load tests such as 1 Hour peak production load, Reliability and Stress tests to identify the performance issues.
* Worked with solution architects and DBAs to identify and resolve bottlenecks.
* Monitored the CPU, memory, and network utilizations using Site Scope monitor.
* Involved in analyzing the problems using transaction breakdown, Network monitoring and Resource monitoring to find the performance bottlenecks.
* Develop and implement load, capacity and stress tests with Load Runner and Present performance statistics to application teams and provided recommendations of performance improvement.
* Performed in-depth analysis to isolate points of failure in application.
* Worked with development, users and support groups to understand the application architecture, use and current production issues to simulate the best possible real time scenarios for load and stress testing.
* Correlated and parameterized test scripts to capture Dynamic data and input various test data as per business requirements.
* Accurately produce regular project status reports to senior management to ensure on-time project launch.
* Extensively used JMeter for Webservices Testing and also WebApplicationTesting.
* Tested web, Client server and web service based applications, using various workloads as demanded by the application.
* Identified Memory Leaks,Protocol to Protocol Response times analyzed, Web Page break downs, Web logic log files. Issues relating to Indexes, Connection Pools, Thread size and Garbage collections, Memory heap size.
* Developed various reports and metrics to measure and track testing effort.Created Test Matrix, Traceability Matrix and performed Gap Analysis.
* Participate in Weekly Meetings with the management team and Walkthroughs.
* Detected defects and classified them based on the severity in Quality Center.Provided Screenshots/Instructions to identify & reproduce the bugs in QC.Interacted with the development team to fix the defects as per the defect report

**Environment/Tools:** JMeter, LoadRunner 11.x, HP ALM Quality Center, SiteScope, UNIX, SQL Server, Oracle, TOAD, CVS, UNIX, Remedy, SoapUI, JAVA, J2EE, AJAX

**Georgia Department of Labor, Atlanta, GA Sept. 2012 – May 2014**

**Sr. Performance Tester**

Middle Ware Upgrade is an existing mainframe application is being re-engineered to Web Application with several enhancements. This application allows claimants to file Un-Employment Insurance, job seekers to register online for employment services, employers to post jobs online, and both parties to perform confidential job matching.

**Responsibilities**:

* Worked as an independent consultant for performance testing and coordinated with multiple teams as this is an Upgrade project.
* Worked closely with Development team to discuss the Design and Testing aspects of the applications to design the Test plans.
* Independently developed LoadRunnerVugen scripts according to test specifications/requirements to validate against Performance SLA.
* Executed multi-user Performance tests, used online monitors, real-time output messages and other features of the LoadRunnerController,Vugen,Analyser.
* Analyze, interpret, and summarize meaningful and relevant results in a complete Performance Test Analysis reports
* Designed multiple LoadRunner scripts (VuGen) with different protocols like Web (Http/Html), Ajax, Web services for load testing different applications.
* Monitored Average Transaction Response Time, Network Data, Hits per Second, Throughput and Windows resources like CPU Usage available and committed bytes for memory.
* Actively participated in the daily project meetings and walkthroughs.
* Involved in preparation of estimation, capacity matrix, performance strategy docs and conducted assessments and data modeling using excel.
* Experience in Testing the Web applications using Apache JMeter
* Create automation scripts using Jmeter Testing Tools
* Experience in using SOAP UI for testing the Web services.
* Used IP spoofing to generate and associate different IP addresses to Virtual Users to emulate real-time scenarios for load balancing issues.
* Designed performance test suites by creating VUser test scripts, workload scenarios, setting transactions, rendezvous points and inserting them into suites using Load Runner.
* Responsible for testing the applications in different scenarios like Average load test, Spike test, Endurance test, Volume test and Peak Load test.
* Implemented manual testing and automated testing to perform functional, usability, performance and regression testing using automated tools including Quick Test Pro and Load Runner.
* Used SiteScope to monitor server metrics and Performed in-depth analysis to isolate points of failure in the application. Monitored system resources such as CPU Usage, % of Memory Occupied.
* Analyzed JVM Heap and GC logs in Web Sphere during test execution.
* Conducted result analysis and communicated technical issues with developers and architects
* Involved in defect tracking, reporting and coordination with various groups from initial finding of defects to final resolution.
* Created comprehensive test results report.

**Environment/Tools:** Load Runner 11, Site Scope, HP Diagnostics, Excel, JMeter, Oracle, MS SQL Server, QTP, Web logic, JAVA, J2EE, AJAX, ASP.NET, Quality Center, Diagnostic Tool, web, Windows 2000/XP, SOUPUI.

**Southwest Airlines Dallas, TX Oct. 2009 to July 20 12**

**Sr. Performance Tester**

TRAX Maintenance System is a fully integrated MRO software solution, which allows complete information flow between the modules of the system. The software TRAX provides the means to manage and maintain all information generated by the maintenance organization. The system will reduce compliance risk through a complex component configuration management system, and the use of bar code technology for components and tooling. The transition to TRAX is the first step in enabling wireless devices and a true paperless environment on the shop floor.

**Responsibilities:**

* Involved in performance testing of server’s load and scalability by creating multiple Virtual Users by using HP Load Runner Virtual User Generator component.
* Designed multiple LoadRunner scripts (Vugen) with different protocols like Web, Siebel, RTE, Citrix, Web services and Winsock for load testing different applications.
* Created detailed test status reports, performance capacity reports, web trend analysis reports, and graphical charts for upper management using Load Runner analysis component.
* Created, Executed and Monitored the feasibility of various manual and goal oriented scenarios of an application with Load Runner Controller.
* Identified system/application bottlenecks and worked with Bottom-line to facilitate the fine tuning of the application/environment in order to optimize capacity and improve performance of the J2EE based application in order to handle peak workloads generated via 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
* ConfiguredLoadRunner controller for running the tests, verifying that the LoadRunner scripts are working as expected on different Load generator machines
* Added various monitoring parameters (CPU, Memory) to the LoadRunner controller for monitoring.
* Identified performance problems or bottlenecks and recommended possible steps for remediating using HP Diagnostics
* Using LoadRunner executed multi-user performance tests, used online monitors, real-time output messages and other features of the LoadRunner Controller
* Identified the Memory leakage or Garbage collection on HP Diagnostic and worked with middleware team on heap size.
* Responsible for performance testing using Loadrunner and Jmeter.
* Created detailed test status reports, performance capacity reports, web trend analysis reports, and graphical charts for top level managers.
* Coordinated with offshore team in India for performance testing activities, communicated with them regularly using email/video conference/messenger apps.

**Environment/Tools:**Load Runner 9.5, Quality Center 9.5 , Windows NT/2000/ XP, SQL, VBScript, SQL Server 2005/2008,Oracle 10g/11g, HP Diagnostics, Java, Ajax, RMI java, DNS, POP3, ODBC.

**AllState Insurance Buffalo Grove, ILNov.2008to Aug. 2009Performance Analyst**

Customer Care Center (CCC) is a Web based application used to enroll Users Online and register their policies. Using CCC, customers can enroll their Auto, Property Insurance Policies, report a claim and view the status of their claims online. Online Bill Payment and policy renewals can be made via CCC Application.

**Responsibilities:**

* Analyzed Business Requirement Documents (BRD), Functional Required Document and entered all requirements in Quality center’s Requirement tab to verify the Requirement Traceability Matrix
* Independently developed LoadRunnerVugen scripts according to test specifications/requirements to validate against Performance SLA
* Executed multi-user Performance tests, used online monitors, real-time output messages and other features of the LoadRunnerController,Vugen,Analyser.
* Worked on different protocols like Web (HTTP/HTML), Web services, Windows socket
* Developed and implemented load and stress tests with HP LoadRunner and presented performance statistics to application teams, and provided recommendations of how and where performance can be improved
* Monitored Average Transaction Response Time, Network Data, Hits per Second, Throughput, and Windows resources like CPU Usage available and committed bytes for memory using HP Sitescope.
* Verified that new or upgraded applications met specified performance requirements
* Participated in all meetings planned for particular release and obtain necessary technical requirement and such meetings includes, design review, test execution timeline etc.
* Preparation and execution of test scripts using JMeter to perform Web Services testing
* Analyzed results and provided Developers, System Analysts, Application Architects and database administrators with information resulting in performance tuning of the application
* Defects were tracked in Quality Center and communicated with clients
* Configured all necessary hardware and software to support Load Runner.
* Worked in Quality Process - Preparing the Monthly Quality Reports, Benchmarking Reports.

**Environment/Tools:**Windows server 2008, HP-Unix, Web services, DB2,Load Runner 9.5, MS Visio, MS project, HP Site Scope.

**Wellpoint, Richmond, VASept.2007 to Oct.2008Performance Tester**

The company provides a wide range of health insurance products and related services to some 7 million members in Richmond. Its health plans include group and individual HMO, PPO, traditional indemnity, and supplemental Medicare policies, accident and dismemberment, long-term care, dental, disability, life, and workers' compensation insurance. This project scope include module like Billing, Eligibility, Enrollment and Maintenance transaction coming from Siebel HIPPA Gateway. The gateway will accept 834,835 format file for enrollment and maintenance of large, small corporate groups, Enroll members, validate the enrollment and further maintaining the contracts and groups. Manual enrollment of member, validating the enrollment and sending the contracts to Regular Business management system (RBMS System) for maintenance.

**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 for OMSI, Data warehouse Refresh, Forms center and Application processes as mentioned in the operational profile.
* Designed performance test suites by creating Web (GUI/HTTP/HTML), Siebel, 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.
* Generated Load test summary reports for each run comparing the results with previous runs.

**Environment/Tools:**.Net,J2EE,Java, Mainframe, Windows 2000/XP Professional, UNIX,DB2,Oracle 10g, Quality Center 9.0, LoadRunner 9.1/9.5, Apache Tomcat 5.5, Test Manager, MS Visio, MS Project, Webservices, Java RMI, ODBC

**Sprint, Kansas City, MOOct. 2006 to Aug.2007Load Tester**

The project is termed as “Provide IP” which works for a major account of a leading telecom company. It is a Web Based ordering system to sell Btnet’s VPN, Dial, Broadband and Secure products to its customers. PIP enables creating/Managing products /workflows using SKUW Builder tool. This is done by designing workflows which process the orders giving messages and notifications to various operators. There are two kinds of operators: One who enter orders, process them, check the status of them and send correspondence to customers with the help of various notifications are termed as PIP web operators & the other kind being SKUW Commissioners who deal with workflow templates, create products and manage them.

**Responsibilities:**

* Prepared Test Automation Project Milestones and deliverables. Prepared Project Schedule, Attended the Project Status Meetings
* Designing, developing and the execution of reusable and maintainable automated scripts.
* Created and executed scenarios that emulated typical working conditions using LoadRunnerVuGen.
* Used Window socket Protocol to upload the GL Records Through Excel into peoplesoft and RTE Protocol to test the mainframe application. Used LoadrunnerPeoplesoft Protocol to test PeopleSoft Application
* Planned the load by analyzing Task distribution diagram, Transaction Profile and User profile and executed Performance Testing using Mercury performance center
* Conducted Performance testing and analyzed various graphs against product requirements.
* Tested functionality of the application using Mercury QuickTestPro.
* Added various monitoring parameters (CPU, Memory) to the LoadRunner controller for monitoring.
* Set run-time parameters (Think time, Pace time, Replay options etc.).
* Monitored the various machines during load tests and informed the corresponding teams in case of issues.
* Created detailed test status reports, performance capacity reports, web trend analysis reports, and graphical charts for upper management using Load Runner analysis component.
* Participated in discussions with the QA manager, Developers and Administrators in fine-tuning the applications based on the Results produced by Mercury Analysis.

**Environment/Tools:**Windows 2000/XP Professional, Oracle 8i,UNIX,Quality Center 8.2, VuGen 7. 8, Load runner 7.8, Quick test pro 8.2, C&S for PeopleSoft, webservices(http/html)

**Education :**BachelorsinMechanical Engineering, India