**RAMU KARNALA (740) 743 – 8225** **ramak2267@gmail.com**

**SUMMARY**

Motivated, high performing IT professional with 6 + years of experience in Analysis, design and testing different applications that include **Banking, Insurance, Medicare and Telecom industry applications**, which are Client/Server and Web-based Applications. Performed as a Key technical liaison between Customer, Software Developers, DBAs, operations team members, requirement analysts and product owners.

* Expert in the **Testing Life Cycle (TLC**) - phases include: Risk Analysis, Planning Process, Test Design, Performing Test, Defect Tracking and Management and Test Reporting.
* Extensive work experience in Designing test plans, defining test cases, generating and maintaining test scripts, analyzing bugs, interacting with other team members to debug the errors.
* Expert in the different types of testing that include System testing, Integration testing, Functional testing, **User Acceptance testing (UAT),** Black Box Testing, White Box Testing, Manual and Regression testing with automated testing tools.
* Involved in developing Test Plans for **Functional, Production, Navigational, Configuration, Stress, Load and Recovery testing.**
* Expert in Mainframe testing, **Web services Testing, Client/Server testing** **and Back-end Testing.**
* Performance testing using **QTP and Rational Performance tester.**
* Expert knowledge of Software Management Systems- Visual Source Safe, **PVCS Version Manager** (PC).
* Strong knowledge of Object-Oriented software engineering methodologies, Object-Oriented Analysis and Design, Design By Contract, **UML, Use-Case-driven development**, the Unified Software Development Process, the full Software Development Life Cycle.
* Working experience with **CMMI** Level 3 Company.
* Strong working experience in **Windows NT and UNIX environments**.
* Extensively used **SQL** queries to interact with **ORACLE and SQL Server** database. Having good command in using shell scripts in **UNIX.**
* Expert in generating Scripts and Scenarios for different transactions to execute **Regression testing**, **Load Testing, Stress Testing and Acceptance Testing**.
* Expert in planning and executing **Functional Testing, Compatibility Testing, Regression Testing, Integration Testing and Negative Testing**.
* Expert using Test Director for reporting bugs.
* Strong analytical skills with excellent interpersonal and communication skills **Goal oriented**, **self-motivated**, team player, quick learner, and proficient in **handling multiple projects simultaneously**, and team handling.
* Experience in development of iterative and detailed project management plans and schedules using **Agile-SCRUM** methodology.
* Underwent extensive training in Software Analysis and Design during my Bachelors.

**EDUCATION**

* Bachelors in Computer Science from Andhra University, India.

**TECHNICAL SKILLS**

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| Languages | COBOL, JSP, HTML, Java Script, VB, ASP, Lotus Notes, SQL, PL/SQL, C, UNIX. |
| Testing Tools | QTP, WinRunner, QC, Load runner, Silk Performer, Test Director, Test MangerRational Performance tester, FitNesse (Exposure), Bugzilla, Rational requisite pro, RQM (Exposure). |
| Operating System | Windows, MS-DOS, UNIX, MVS/ESA |
| Databases | Oracle, Sybase, DB2, MS Access, Lotus Notes,  SQL Server |
| Bug Tracking Tools | PVCS, TEAM STUDIO, TEAM TRACK, and CLEAR QUEST, Bugzilla, TFS |
| App servers | Web logic, Web sphere Application Server |
| Web Servers | IIS, IBM Http Web Server, iPlanet Web Server. |
| Utilities | SPUFI, VSS, TOAD, VNC |

**PROFESSIONAL EXPERIENCE**

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| Inovalon, VA | April 2015-Till Date |
| Quality Analyst |  |

Inovalon creates a comprehensive dataset by aggregating information from health plan claims, electronic medical records, prescription, lab, emergency room, and hospital admission data, as well as from data provided directly by individual physicians and members. The system accepts available data in its native format from highly disparate electronic and non-electronic sources – both discrete and non-discrete. We then aggregate the data into our data warehouses, performing hundreds of data integrity checks focused on validity and usability of the transferred data.

#### Role:

* Involved in reviewing Business Requirements, Software requirement specifications to create test plan and test case for manual and automated testing.
* Involved in the development of test Plan along with project management plans and schedules and estimates to ensure complete testing of the application.
* Developed test cases for Functional, Integration and data driven tests based on Use cases.
* Prioritized the testing of critical test cases over others based on feedback from the requirements gathering meetings.
* Participated in user acceptance testing.
* Managed QA including writing test plans, test requirements and test cases from UML documents.
* Involved in Agile testing environment with frequent changing requirements and feature sets.
* Involved in testing Java based components and web services.
* Analyzed User and Functional requirements of the application and documented the required changes for the Business Analyst.
* Conducting walkthrough of the Validation Master Plan with the development and design teams.
* Analyzed Automated Test Scripts to check if it has covered the functionalities using QTP.
* Created and manipulated Traceability Matrices for respective modules. Involved in creating RTMs.
* Involved in testing crystal reports.
* Involved in deployments to QA Environment.
* Involved in Pre prod and post prod validation.
* Involved in testing web services using tools such as SOAP/UI
* Extensively involved in Acceptance testing, Functional testing, Smoke testing, Installation testing, Integration testing, Load testing, Error handling testing, and Regression testing.
* Extensively used UNIX commands and Developed UNIX scripts.
* Documented the tests performed, the test results and updated Detail Test Case Reports.
* Involved in creating automated scenarios for functional testing.
* Involved in Scrum model (Agile Methodology) which has daily meetings.

**Environment:** Oracle, Web sphere, QC, Test director, JAVA,J2EE,C++, QTP,VB Scripting, Selenium, JAVA, LINUX,TOAD, SQL Server, HP-Unix, XML, JCL and Windows, Clear Quest, HTML, BOXI, Crystal reports, Requisite pro ,SQL and PLSQL., TFS(Team foundation server), Agile Methodology.

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| Intersections Inc, VA | May 2014-April 2015 |
| QA Analyst |  |

#### Intersections’ business solutions are designed to help companies proactively deliver a variety of innovative and flexible solutions including identity theft protection, data breach remediation, and online brand protection. The business solutions reduce corporate risk and enhance customer loyalty while also providing companies with additional revenue opportunities by offering these protection solutions to their customers.

#### Role:

* Analyzed and reviewed the user/business requirements and functional specification documents.
* Involved in writing test plans and test cases for functional testing and stored in Quality Center.
* Involved in Unit, Functional, System and Integration Testing.
* Performed tests on various features of Agile development process.
* Used SQL scripts and verified the Oracle database for the purpose of data verification.
* Development of standard documentation package including Requirements, Specification, Design, Operations, and Quality Testing Plans.
* Involved in using UML to create Class diagrams, Activity diagrams, Sequence diagrams, and Use case diagrams.
* Write many SQL scripts to verify data in the DB and verify consistency with application UI.
* Involved in creating master test plan which enabled the introduction of various test strategies, milestones, QA team’s role, defect tracking system, deliverables etc.
* Web testing, database testing, GUI testing, end to end testing, production assurance, System testing, functionality, Regression and User Acceptance testing were performed as a part of different quality activities such as bug tracking and control.
* Define and continue to evolve QA Test strategy, performance benchmarks, and reliability testing and automation technologies resulting in scalable, reliable quality product.
* Create UAT Test Strategy, UAT Test Plans and UAT defect reporting.
* Wrote SQL Statements to extract Data from Tables and to verify the output Data of the reports
* Performed Manual System Testing to ensure that the compiled software components of the Applications adhere to Project Standards, Performance Criteria and Functional specifications.
* Data driven tests to execute the test scripts with various data, which facilitates positive and Negative Testing, to test various features, functionality and performance of the application software.
* Thoroughly analyzed the functional requirements documented in the Software Requirements Specifications to develop the corresponding test cases in Mercury/HP QC.
* Used Quality Center for Defect Tracking and Reporting.
* Interacted with the users to ensure meaningful development of the scripts and to simulate real time business scenarios.
* Actively involved in walkthroughs and meetings with development team to discuss related issues.

**Environment**: Share point, Web sphere, Test Manager, Test director, JAVA,C++,SQL, QTP,VB Scripting, JAVA, SQL Server, HP-Unix, XML, Clear Quest, HTML, BOXI, DOORs, Crystal reports, Oracle Forms, Requisite pro, PLSQL. Agile (scrum) Continuous integration.

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| ACS Education Solutions, MD | Jan2013-May 2014 |
| QA Analyst |  |

The Common Services for Borrowers (CSB) project is an effort by the Federal Student Aid (FSA) office of the U.S. Department of Education to manage more effectively and efficiently the Federal loan program by integrating its many legacy systems. The CSB project focuses on integrating servicing, loan consolidation, conditional discharge, and collections business operations and functions. The core business processes of Borrower Services are being reengineered into the CSB solution.

**Role:**

* Established test cases for new and existing features and functionality of Software
* Executed tests (manual or automated) and documented the results and prepared RTMs
* Thoroughly execute tests to ensure product functionality
* Design, develop and execute automated tests.
* Track quality metrics through development and post-release.
* Responsible for testing reports which are developed using crystal reports.
* Excellent knowledge of Windows desktop application testing (manual and automation)
* Involved in executing various types of test plans, including but not limited to functional, integration, regression, system, Acceptance, security & penetration, Section 508 compliance testing with an emphasis on Negative testing as well as performance testing.
* Proficient in creating test plans, test cases and test assets.
* Experience using test automation tool
* Involved in writing Database scripts and ran SQL queries to verify the data availability in Latest Versions.

**Environment:** Oracle, Web sphere, Siebel, QC, Test director, COBOL, JAVA,C++, SQL, MSSQL Server, DOORS, QTP, JAVA, TOAD, HP-Unix, Crystal reports, XML, JCL and Windows NT, Clear Quest, Rational Performance Tester, Auto sys, HTML, BOXI, Requisite pro, SQL and PLSQL.

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| NewHampshire Employment Security, | May 2012- Nov2013 |
| Testing Engineer |  |

Unemployment insurance payment (benefits) are intended to provide temporary financial assistance to unemployed workers who meet the requirements of state law, it is funded by taxes paid by employers .The money to pay unemployment insurance benefits comes from state payroll tax levied on employers. UIM on-line channel enables Claimants to access their account information and initiate transactions online.

**Role:**

* Involved in preparation of test plans and test data, which specifies testing overview and testing approach.
* Involved in manual testing and Automation using QTP.
* Involved in data validation, production support especially in Data Warehouse and Business Intelligence Environment
* Formulated detailed Test Plan, Test Cases and Testing Procedures, which included Test Cases/Scripts, analyzed Test Results and resolved Test Anomalies.
* Developed manual tests, executed them against builds and analyzed results.
* Divided the Graph into Phases and created checkpoints to avoid Deadlocks and also involved in Testing and debugging of the Graphs.
* Performed extensive Data Integrity testing by executing SQL Statements
* Developed UNIX scripts to run the batch jobs.
* Developed SQL queries to performed DDL, DML, DCL against Teradata
* Fired SQL queries to ensure database integrity.
* Prepared test cases to test the backend Database by retrieving the data for the tables using TOAD Software.
* Developed complex Sql queries to test various reports
* Involved in data validation, which is extracted from DB2 and loaded into Teradata.
* Executed Functional testing which included Requirements, Regression, Portability, Maintainability and Data Validation and Data Driven Testing.
* Used clear Quest for bug tracking.
* Involved in User Acceptance Testing (UAT) and Interacted with the users for the implementation.
* Executed Regression tests against build.

**Environment**: Oracle, Websphere, Co-Operating System, QTP, Test director, COBOL,SQL Server, TOAD, HP-Unix, DB2 UDB, Crystal reports, MVS, JCL and Windows

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| Bank of America, IL | **Feb 2011-April 2012** |
| Quality Assurance Engineer |  |

This application will list the portfolio of the clients on the web. It allows the Financial Institutions to manage the stock options, restricted stocks and DSP of a Client company. The clients (Employees of the company with stock options) can have their transactions done on the web and also can have interaction with the Stock Exchange. It contains different modules like ESOP, ESPP, and DSP. It also has different authentication levels with different user types. The users also can have their own information on the back end stored for them in Sybase database and can be updated whenever a transaction is done for them.

**Role:**

* Formulation of test plan for the smoke testing, navigational, usability, functional testing at the browser level.
* Analyzing user/business requirements, writing test plans for positive and negative scenarios for functional, GUI and security testing.
* Involved in creating the test data to test data storage at backend Sybase database.
* Created different generic functions to test different functionalities of application.
* Conducted regression testing using Win Runner, identified software errors and interacted with developers to resolve technical issues.
* Designed data for interpreting negative/positive results.
* Win Runner was used to write test scripts for handling complicated scenarios
* Used the Team Track bug-tracking tool to centralize the bugs and to follow up the bug’s status.
* Used QTP tool for Stability and Functional testing of applications under different testing environments.
* Tested the application in different browsers for Browser compatibility.
* Maintaining a test log reporting defects also monitored the resolutions of defects using a defect-tracking tool.

**Environment**: Windows, JAVA, JSP, HTML, SQL, Netscape, Win Runner, QTP, Test Director Web logic Server, UNIX and Sybase.

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| Alltel Communications Inc, GA | Nov 2009-Jan 2011 |
| **Testing Automation Engineer** |  |

The project name is WNP (Wireless Number Portability). The client has a task to facilitate the customer can have the same phone number even though he switch into any telecom provider. Here the client has a application (Samson) through which the customer service representative can do Port-In(PQI) requests of new customer and also Port-Out(PQO) request of existing customers. Once the process starts then the application does initial validation of user request and if the request passes the validation then it will pass the request to SMG (Service Management Gateway) and also it sends request-id with acknowledgement (PQA) for his request. Through SMG the customer request will be sent to Old Network provider to process the request. And it will act further depends on Old network service Provider Response (PRI). And also this application does credit check of the customer and address validation and deals with Result Confirmation, Delay and Resolution required process.

**Role:**

* Analyzed and reviewed the business requirements, software requirements, functional specifications and design documents.
* Developed manual tests, executed them against builds and analyzed results.
* Involved in writing Test plans, Creating Test scripts as per the business requirements.
* Involved in Functional Testing of different modules. Performed System Testing on the entire application. Involved in Integration Testing of all the systems. Performed Back-end Regression testing of the applications.
* Used Test Director for Defect Tracking, Test Management and mapping the requirements with their respective test cases.
* Entered trouble ticket information with error details, steps to reproduce the error, screenshots that explain the errors.
* Done regression testing to make sure that new functionality is not impacting existing functionality in the system.
* Automated manual test cases, modified test scripts to perform Regression Testing for various builds and versions.
* Performed negative testing, to make sure validations are done properly before submitting details to the Web Server.
* Involved in User Acceptance Testing by providing test data for users and by testing UAT defects in test environment before, the new code gets moved to UAT environment.
* Involved in User Acceptance Testing (UAT) assisting the super users with test cases, test data and requirements.
* Used QTP for regression testing.

**Environment:** Java Script, XML, SQL\*Loader, TOAD, SQL, UNIX Shell Scripts, Autosys, Test Director, HP-UX, Windows, QTP.