**Lakshmi Swapna Puligilla**

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**PROFESSIONAL SUMMARY**

* Over 7 **+ years** of experience in Automation Performance testing of both client/server and Web applications for various clients.
* Highly proficient in working with automated testing tools like Mercury (HP) Interactive Test Suite **(LoadRunner**, **WinRunner**, **QTP, Test Director, Quality Center** and/or **ALM 11.0**).
* Experience in complete SDLC process (planning, designing, developing, **testing** and deploying) strategies for large-scale **Web** applications and **Client/Server** systems.
* Experience in developing and implementing load and stress tests with Load Runner, and present performance statistics to application team, and provide recommendations of how and where performance can be improved.
* Extensive knowledge of QA methodologies.
* Have the ability to elicit, understand and articulate business requirements and perform detailed analysis to map them to technical and functional requirements.
* Experienced with **V-Model, Agile** model and **Water fall** approach
* Inserted **Rendezvous Points** in **Load Runner** script to perform Load Testing on the AUT.
* Performed **Parameterization** to test the AUT with multiple values using the place holder in

**Load** **Runner**

* Experience in diagnose and resolve **performance bottlenecks** for high **transaction processing** Environment.
* Created various **Scenarios** using **Load Runner** Controller.
* Experience in **release management** and **defect control management**.
* End to End responsibilities to ensure the defects are closed and **fixes** have been implemented.
* Hands on experience with all phases of Software Development Life Cycle (SDLC)
* Strong experience in testing tools like **Test Director**, **Quality Center**, **Quick Test Professional and**
* **Load** **Runner.**
* Experience in testing and writing **SQL** and **PL/SQL** statements.
* Good understanding of object oriented methodologies and very proficient in software testing methods.
* Extensively worked in **Performance Testing**, **Stress Testing**, **Regression Testing**, and **Functional Testing**.
* Extensive knowledge to create functionality and performance test scripts using **LoadRunner Vu Gen**.
* Involved in System Testing, User Acceptance Testing (UAT), Black Box Testing, White Box Testing, Integration Testing, Database Testing.
* Have good experience in Load, regression, system and End to End testing of application.
* Self-starter and ability to adapt and learn new things quickly and work very efficiently by multi tasking.
* Excellent communication, documentation and interpersonal skills.
* Good team playerwith good project management skills, and ability to work independently in a time sensitive environment.
* Excellent Analytical and trouble shooting skills.
* Ability to work in tight schedules and on different applications concurrently and in teams.
* Programming skills in C, C++, Java, VB.Net, MS SQL, PL/SQL, and scripting skills in UNIX, VB Script.

**TECHNICAL SKILLS:**

**Automation Tools:** WinRunner, LoadRunner, QTP

**Defect Tracking Tools:** Test Director, Quality Center, ALM

**Operating Systems:** MS-DOS, MS Windows 95/98/NT/2000, UNIX (HP, Sun Solaris)

**Languages:** C, C++, SQL, PL/SQL, PERL, J2EE/Java 2.0, COBOL, Shell Scripting.

**Web Technologies:** HTML, DHTML, XML, SOAP, JavaScript, VBScript, ASP.

**Databases:** Oracle 8i, MS-SQL Server 7.0/2000/ 2005, Sybase, MS-Access 97/2000

**GUI:** Visual Basic 5.0/6.0, Developer 2000 (Forms & Reports), Power builder 6.5/7.0

**Testing methodologies:** Agile (SCRUM), Waterfall model

**Web / App Server:** IBM Web sphere Application Server, Web Logic, IIS, Apache web server

**EDUCATIONAL QUALIFICATION:**

**Bachelor of Engineering, India**

**PROFESSIONAL EXPERIENCE:**

**CDS Global, Des Moines**, **IA Jan 2013 – Oct 2013**

**Performance Engineer**

CDS Global is one of the leading magazine subscription fulfillment companies, which serves for around 400 largely circulated national magazines. It delivers an array of innovative and flexible e-Commerce, [order management](http://www.cds-global.com/about/), fulfillment, payment processing, warehouse distribution and marketing services. It hosts website for their magazine, designed to meet the requirements of customers who do online payments, subscriptions, renewal orders, e-Editions etc.

**As a team member my job responsibilities are; but not limited to:**

* Responsible for identifying and gathering test requirements from users/ stakeholders to decide on the technical test architecture and infrastructure to be used and come up with a test design process.
* Attending meeting with architecture and application teams to discuss performance objective, strategy and progress.
* Worked with development, users and support groups to understand the application architecture, to simulate realistic production scenarios for load and stress testing.
* Analyzing the requirements, preparation of Test Scenarios based on requirements and risks.
* Extensively worked on **Load Runner**, created scripts based on prioritized/critical scenarios and scattered the peak load over the production like distribution ratio.
* Defining the test scenarios and making sure that the scripts are working according to planned scenario.
* Responsible for conducting the Load, Stress and Performance testing using LoadRunner and developed Vu Gen test scripts and scenarios.
* Enhancing the scripts using VU Generator and performed Parameterization and Correlation to meet the requirements.
* Manually correlated the dynamically changing server responses by going to the body of the server response in the Load Runner.
* Created various scenarios in **Load Runner** for performing baseline, stress tests and endurance tests.
* Scheduling and Time tracking utilization and scheduling of Controllers and **VU Generators** for each individual engineer testing needs in the group.
* Monitored the metrics such as **response times**, **throughput** and server resources such as **CPU** **Utilization, Available Bytes and Process Bytes** by using Load Runner monitors for IIS server.
* Designed the **Load Runner** scenarios with various user-mix incrementing in constant ratios, till the peak load is achieved.
* Experience in Performance Testing using **Web Services** protocol.
* Configured Web/Application/Database server monitoring setup using LoadRunner Controller.
* Generating, Analyzing and interpreting the reports post the performance test execution
* Used SQL queries to verify the data from the SQL Server database.
* Reported, tracked, reviewed, analyzed and compared bugs using a Defect Tracking Database in Quality Center.

**Environment:** LoadRunner, Quality Center, UNIX, Windows NT, Oracle, HTML, XML/SOAP, Web Services, C#, .Net ,Java script, JSP, IIS, Java, J2EE

**PNC Financial Services, Pittsburgh, PA July 2010 - Nov 2012**

**Performance Engineer**

PNC Bank Corporation is one of the largest diversified financial service organizations in the US. Its major businesses include Corporate Banking, Private Banking, Mortgage Banking, Secured Lending, Asset Management and Mutual Fund Servicing. PNC Bank’s Treasury Management division offers a comprehensive portfolio of electronic and paper based receivables, payables and information and investment solutions, as well as global product offerings.

**Responsibilities:**

* Worked closely with Production Managers, Technical Managers and Business Managers in planning, scheduling, developing, and executing performance tests.
* Develop performance test plans for new application releases and coordinate the Performance engineering team through completion of performance testing projects.
* Act as Load Runner expert, meet with SDC engineers to determine performance requirements and goals, determine test strategies based on requirements and architecture.
* Performed Performance testing using LoadRunner and developed test scripts and scenarios.
* Created test script for the application using the web protocol in the VuGen component of LoadRunner.
* Enhancing the scripts using VU Generator and performed Parameterization and Correlation to meet the requirements.
* Created various checkpoints in the script using LoadRunner.
* Inserted start and end transaction points in the scripts.
* Created test scenarios for running the testing using LoadRunner.
* Inserted rendezvous points to emulate the behavior of the browser under heavy load conditions.
* Profiled slow performing areas of the application, system resources and identify bottlenecks and opportunities for performance improvements.
* Execute performance test scenarios and analyze results
* Identified functionality and performance issues, including: deadlock conditions, database connectivity problems, and system crashes under load.
* Supported in developing testing efforts, project transactions, setting up testing network, functional, integration, regression test and test automation.
* Responsible for writing Test Plans for Internal and Integration Test environments
* Performed High Level Design document reviews. Participated in Feature Design review meetings and presented test case review, strategy and feature functionality.
* Responsible for load tests using LoadRunner by creating scenarios for performance testing of the application by simulating real-time user load.
* Performed Load and Performance testing using LoadRunner to validate system response time for designated transactions or business functions.
* Configured Web/Application/Database server monitoring setup using LoadRunner Controller.
* Generating, Analyzing and interpreting the reports post the performance test execution.
* Analyzed results of Transactions Response time, Transaction under load, Transaction Summary by Vusers, Hit per Second and Throughput
* Activating / configuring monitors and adding desired performance counters into the Graphs
* Used the Transactions and Web Resource monitors to pinpoint bottlenecks.

**Environment:** Unix, LoadRunner, Shell Scripting, Oracle, HTML, Quality Center, J2EE, C#, .Net, Java Servlets, JSP, JavaScript, Web Sphere, XML, Perl, Solaris, Oracle 9i, SQL/PL SQL, SQL server database, ASP, Windows XP, MS Office.

**Chubb Insurance, Whitehouse Station, NJ Dec 2008 – June 2010**

**Performance Tester**

Chubb Insurance provides specialized insurance solutions for individuals and businesses around the world. Chubb offers high range of precision insurance solutions providing policy holders access to convenient, personalized online services.

**Responsibilities:**

* Closely worked with business analysts & project management to help make technical decisions.
* Participated in planning and directing quality assurance schedules and assignments, and monitoring project status in comparison to cost/time projections.
* Interacted with stakeholders and Technical team in providing clear solutions to requirements.
* Involved in System, Integration, Data & Regression testing.
* Developed and executed Unit, System, Integration and regression test scenarios.
* Developed LoadRunner scripts for performance validation.
* Enhancing the scripts using VU Generator and performed Parameterization and Correlation to meet the requirements.
* Created various checkpoints in the script using LoadRunner.
* Inserted start and end transaction points in the scripts.
* Created test scenarios for running the testing using LoadRunner.
* Inserted rendezvous points to emulate the behavior of the browser under heavy load conditions
* Using LoadRunner, execute multi-user performance tests, used online monitors, real-time output messages and other features of the LoadRunner Controller.
* Generate, analyze, interpret and summarize meaningful and relevant results in a complete Performance Test Report.
* Lead Defect meetings and coordination with development team and tech support team.
* Investigate and troubleshoot performance problems in a test environment. This will also include analysis of performance problems in a production environment.

**Environment:** LoadRunner, Oracle, SQL, HTML, Quality Center, SQL Server, .Net, VB and Windows 2000.

**Client: Interface Cybertech (P) Ltd, India Dec 2005-March 2007**

**Role: Manual and Performance tester**

As a tester, worked on Mayata Vehicle Insurance for Interface Cybertech (P) Ltd. Mayata Insurance is concerned with the Insurance on vehicles processed by each employee of the company. The two types of Vehicle Insurance are Comprehensive and Third Party. The Comprehensive vehicle insurance is nothing but ordinary insurance i.e. the money will be reimbursed if the possessor’s vehicle is repaired, damaged due to accident or lost etc. Whereas third party insurance tells that if an accident has occurred with possessor’s vehicle done by some other person then the insurance company will fight for the possessor.

**Responsibilities:**

* Involved in Whitebox, Regression, System Integration testing and User Acceptance Testing (UAT)
* Involved in preparing Test Plan, Test Methodology, Test Cases, Test Script based on Business Requirements Document (BRD).
* Participated in requirements gathering, requirement analysis, business analysis and Use-Case analysis.
* Reviewed Business Requirements Documents and the Technical specifications.
* Designed and developed Test plan and Test specifications based on Functional and Non-Functional requirement specifications
* Performed all types of testing viz., Functional, System, Integration, Backend, End to End and Regression testing.
* Developed Test Cases based on the technical specifications and business requirements
* Tests were planned and managed using Test Manager and performed Manual Testing on basic functionalities of the application.
* Wrote the Test Plan, test cases and test scripts using Test Director.
* Used Mercury Quality Center for organizing Requirements, Test Cases and Defects
* Manually ran the QC test scripts for basic functional, integration and component testing for both existing and new data center builds.
* Logged, Prioritized and reported the defects using Quality Centre and assigned them to the developers.
* Generated Defect reports for further analysis.
* Worked on Performance test using HP LoadRunner.
* Used LoadRunner Vu Gen for generating the automated test scripts.
* Inserted Transaction and Rendezvous points to calculate transaction response time under load.
* Measured Response times at sub transaction levels at web, App servers and database server levels.
* Responsible for analyzing application and components behavior with heavier loads and optimizing server configurations.
* Worked with LoadRunner specific monitors like the SQL Database monitor, System monitors, Web/App Server monitor, Firewall Monitors etc.
* Analyzed various graphs like Transaction Response Time, Hits per second graph, Pages download per second, Throughput, Network Delay Time graph and generated reports using LoadRunner Analysis.
* Interacted with developers during testing for identifying memory leaks, fixing bugs and for optimizing server settings at web, app and database levels.

**Environment:** Quality Center**,** Test Director, Load Runner, ASP.NE,T, C#.Net, IIS, XML, SQL Server 2005, Java Script, VB Script , WINDOWS XP