Ushasri N. V. Addanki

Madison, WI

Cell: (608)-572-3709 Email: [usha.addanki@gmail.com](mailto:usha.addanki@gmail.com)

Business Analyst and Software Quality Analyst and with over 12 years of experience with increasing responsibility working in a cross-functional, collaborative, customer-focused and results oriented environment with concentration in gathering and documenting user and business requirements, automation, white, and black box testing of enterprise software products while working with technical, Business Analysts, and Product Market Engineers. Experience in working with complex client-server architecture based enterprise software products employing databases, eCommerce and internet technologies. Experience as seasoned technical lead with thorough understanding of processes pertaining to development, business strategy, and QA team interactions. Experience with: SDLC, test plan development, test case generation, testing methodologies, Quick Test Automation, and MS Team Systems Web Test tools. I am self-motivated with very good organizational and communication skills. Through experience, mastered the ability to be innovative, take customer-centric view, take data-driven decisions, surrender and lead change, manage through ambiguity, and build relationships across teams. Experienced working in a dead-line driven time-to-market customer-focused environment. Global experience working in multi-cultural and remote teams located in USA and India. **Citizenship status: Citizen of USA.**

**WORK HISTORY**

Symphony Corporation **2017 - Present**

CUNA Mutual, Madison, WI **2017 - 2017**

DXC Technology, Madison, WI **2016 - 2017**

Talisma, Bangalore, **India 2009 – 2011**

Intel Corporation, Portland, OR  **2000 – 2008**

Microsoft Corporation, Redmond, WA  **2000 – 2000**

**TECHNOLOGY:**

**Software Technologies/Processes:** Software Development Life Cycle (SDLC), Software Testing Life Cycle (STLC), Agile Methodology, Software Testing Methodologies, MS Web Test, Team Foundation Server, Quick Test Professional, Mercury Quality Center, PVCS Tracker, Test Link, Test Plans, Automation, Focus-Regression Testing, Clear Quest, and Enterprise Architect

**Software:** C/C++/C#/.Net, OOP, Visual Basic, ADO, HTML, SQL Server, XML, UNIX, and Windows.

**EDUCATION**

**Business Analyst Training:** Concepts covered: Software development methodologies (Waterfall, Agile/Scrum), Prototyping, Types of requirements (Business, Functional, Non-Functional, Transition, and UI), Tools like, Quality Center, Visio, Enterprise Architect, hands-on Manual testing, and SQL.

**Computer Science Course Work**, **August 1998** Portland State University, Portland, OR, USA.

**M.Sc.**, **Mathematics, August 1997**, Osmania University, India.

**B.Sc.**, **Computer Science, May 1992**, Andhra University, India.

**EXPERIENCE:**

* 12+ years experience in Software Quality Assurance, end user support, and Quality Control
* Excellent communication and presentation skills
* Partner with Business Analysts and System Developers for design requirements, specifications, and review
* Ability to prioritize and manage multiple projects and responsibilities at the same time
* Excellent project management skills in a cross-functional and multi-location organization
* Strong background in eCommerce and Web Applications testing
* Extensive experience in designing, documenting, implementing, and executing of test suite
* Proficient in functional, negative, regression, system integration (SIT), User Acceptance (UAT), browser compatibility, and performance testing
* Post implementation and deployment customer support
* Excellent knowledge and working experience in test planning, test execution and test results analysis
* Chairing of regular Bug Scrub meetings by involving right stakeholders to prioritize the issues
* Extensive experience partnering with stakeholders and heading Go/No-go decision making meetings
* Experience in automation of focused test suite for faster execution
* Experience with hiring, training, coaching, and co-ordination of day to day activities of new hires
* Gained efficiencies and increased productivity by cutting the regression test cycle by 30% by automation
* Enforced CMMi audit process to reduce the bug count
* Implementation of Extreme Programming techniques
* Recipient of **Intel** – 2006 Divisional Recognition Award for delivering quality products
* Recipient of **Intel** – 2007 Group Recognition Award for delivering a quality product

**Oct’17 to Present: Business Analyst & QA – Symphony Corp,** Madison, WI**:**

Involved in a team delivering products and services to National Organic Program (NOP) and Plant Variety Protection Office (PVPO) US Dept of Agriculture, Federal Govt.

* ***Responsibilities include***: Gathering and documenting requirements, reviewing requirements with customer and business, test case development and documentation, application testing, and UAT support.
* ***Few major accomplishments***: Was part of the winning team that delivered customized e-Tarde Document Exchange (eTDE) system for NOP. Enhancing CRM application for PVPO. Gained domain knowledge in eTDE and PVPO-CRM. Utilizing Agile & SCRUM methodologies for project execution. Participating in sprint planning meetings, daily SCRUM meetings, sprint review, and sprint retrospective meetings.

**May ’17 to Sep’ 17: Test Coordinator – CUNA Mutual,** Madison, WI**:**

Involved in a team delivering products pertaining to digitalizing E2E lending experience to credit union customer.

* ***Responsibilities include***: Coordinating test activities while working with external vendors, internal project teams, and clients.
* ***Few major accomplishments***: Was part of the winning team that delivered digital lending platform for auto loans for first time to one of CUNA Mutual customer. Gained auto loans domain knowledge, came up to speed on AGILE SCRUM methodologies. Participated in team daily hurdles, sprint review, retrospective, and backlog refinement meetings. Conducted weekly defect triage meetings.

**Apr ’16 to Apr ‘17: Business Analyst – DXC Technology (a.k.a Hewlett Packard Enterprise),** Madison, WI**:**

Involved in a team focused on delivering WI-Medicaid Provider Enrollment portal application pertaining to Medicaid Healthcare client consulting services in DXC Technology (formerly known as Hewlett Packard Enterprise).

* ***Responsibilities include***: Working collaboratively with the client team, development team, and Business Lead to gather business requirements and specifications. Writing and documenting test plans, test cases, and execution.
* ***Few major accomplishments***: Quickly came up to speed in learning complex database model resulting in my increased productivity. Empowered by this, I was able to contribute heavily to the project and as a team we were able to deploy a major application to production on-time.

**Jan ’10 to Jul ‘11: Sr Quality Assurance Lead – Talisma,** Bangalore, **India:**

Led a 12 member software testing team involved in testing of *Financial Aid* business process of Talisma’s *Campus Student* product that is used by universities in the USA.

* ***Responsibilities include***: Team management, resource allocation, cross training team to build capability and to ensure business continuity, escalation management, coaching, training, and mentoring. Built a high performing team by goal setting and by putting strong systems in place so that members can bring innovation and ingenuity to their work.
* ***Few major accomplishments***: Gained customer confidence by building deep product technical expertise. This enabled to bring most critical Volume testing activity from US to India operations. Increased the quality resulting in 10x increase in performance. On-time every-time release of products to meet customer Time-To-Market needs.

**Jan ’09 to Dec’10: Quality Assurance Lead – Talisma,** Bangalore, **India:**

Testing lead for Common Origination and Disbursement (COD). COD is a complex module in Financial Aid business process used by the universities in USA to determine financial aid given to a student.

* Followed AGILE Extreme Programming methodologies
* Interviewed, hired and built 15 member team from ground up and trained them to shape into testing experts
* People management experience.
* Increased quality by locating numerous show-stopper bugs before production release
* Came up to speed in record time and start contributing productively to the team’s goals
* Customer interactions to bottom-out on bug resolution

**May ’08 to Jul ‘08: Sr. Software Quality Analyst, IT - Intel Corp,** Portland, OR:

SQA lead for an ASP.Net e-commerce store front for Intel Business Exchange (IBX) targeted for SMB segment using MS Team Systems Team Foundation Server, and Mercury Quality Center. IBX is a comprehensive community-friendly online marketplace and solution portal that connects Intel customers, partners and channel providers in one easy-to-use location. Responsible for functional, regression, system, and UAT testing.

* Followed AGILE Extreme Programming methodologies
* Spearheaded design specification reviews to understand design, scope, and project schedule
* Based on requirements, designed and ratified the test cases with customer and development teams
* Chaired bug scrub meetings by partnering with business and development teams to prioritize quality issues
* Generated indicators to report test execution progress and open issues to the stakeholders

**Dec ’07 to Apl ’08: Sr. Software Quality Analyst, IT - Intel Corp,** Portland, OR:

SQA for Intel Software Partner Program (ISPP). ISPP is Intel’s program to enable Independent Software Vendors (ISV). ISVs participating in ISPP can gain insight into Intel’s upcoming innovative technology and access a variety of tools and resources to expedite their software development cycle. In addition, they can augment their marketing with customizable collateral, event resources and listing in an on-line catalog. This will enable them to participate in the Intel® Business Exchange to sell their optimized solutions to reach new customers.

* Followed AGILE Extreme Programming methodologies
* Created system test scripts for different test scenarios covering all aspects of project functionality
* Walk through of test cases with customer and development teams to gather feedback
* Performed various types of testing, such as functional, regression, user acceptance, negative and localization
* Reporting any issues and unexpected results through the bug tracking system
* Worked with development teams to investigate and correct software bugs based on the test results
* Running bug scrubs to get the status of current open and fixed issues
* Sending the test execution status reports to the entire project team
* Escalate issues to a higher level where issue resolution is not achieved within a reasonable amount of time

**Mar ’07 to Nov ’07: Software Quality Analyst , IT - Intel Corp,** Portland, OR:

SQA lead for Intel’s Channel Market Place (CMP), a JAVA application. This is Intel’s customized out of the box solution to facilitate e-commerce site for Intel channel business.

* Responsible for planning, understanding, and ratifying the requirements with business and development teams
* Understanding the scope, schedule and resource constraints for planning
* Designing the test cases according to the requirements and getting them ratified with customer and development team members
* Liaison with the development team during CMP production support by trouble shooting the issue, getting it fixed, deploying the release into production, and testing the same for quality
* Executing functional, system, UAT and localization testing
* Holding bug scrubs to get the focus of business and development teams on the status of current issues
* Sending test execution and open issues statuses to the entire project team

**Mar ’05 to Feb ’07: Software Quality Analyst, IT - Intel Corp,** Portland, OR:

SQA Lead for Corporate Internet Marketing (CIM) applications. These applications are designed to assist marketing team with tools like Processor Comparison Charts, Mother Board sector guide and Corporate Search.

* Managed a 2 member team involved in software testing using Quick Test Pro (QTP). Responsibilities: hiring, training, coaching, resource management, and co-ordinate day to day activities pertaining to software test
* Liaison with the development team during CIM production support including Web and SQL 6.0 environment by trouble shooting the issue, getting it fixed, pushing the release into production, and testing the same for quality. Used Quality Center tool for test management

**Jan ’04 to Feb ’05: Software Quality Analyst, ISTG - Intel Corp,** Portland, OR:

SQA lead for Processor Verification Tool (PVT) which is designed to verify client desktop and mobile systems meet the system requirements for eligibility to carry a particular Intel processor. Created a test harness to test the PV tool database using C#.NET and ADO. Performed performance testing for Processor Verification Tool once the functional testing is complete using eTester tool.

* Liaison with the development team during PVT production support by trouble shooting the issue, getting it fixed, pushing the release into production, and testing the same for quality

**Jan ’02 to Dec ’03: Software QA Engineer , eBG - Intel Corp,** Portland, OR:

Quality Assurance lead for Next Generation Integration Platform, NGIP's Central Services(CS) which is designed for notification management with in NGIP, and SQA for Content Delivery system which is designed to manage content delivery management. NGIP is a platform designed for any web based application to utilize its services from customer profile management to Content Management System to Content Delivery system. Central Services is an internal web service where CPM and CM use it to send notifications.

**Mar ’01 to Dec ’01: Software QA Engineer , eBG - Intel Corp,** Portland, OR:

Software QA Engineer for data migration team to develop a migration tool to migrate data from third party data base to Intel application database according to the requirements.

**Jan ’01 to Mar ’01: Software QA Engineer, IMS - Intel Corp,** Portland, OR:

Worked in a test tools development team to design and develop applications that can be used by the QA team.

* Study and documentation of requirements of the QA team. Designed the architecture of the tool
* Designed the user interface, proto typed it, and reviewed it with the QA team before implementing

**Sep ’00 to Dec ’00: Software Engineer, IMS - Intel Corp,** Portland, OR:

Worked as a software test engineer to test applications pertaining to audio & video streaming on the Internet.

* Full lifecycle testing of media streaming components like Media Mover (application which moves files to Data Centers), and NetIQ (application which monitors health of the network).
* Responsibilities: Test case designing, documenting, reviewing, implementing and bug tracking

**May ’00 to Sept ’00: Software Engineer, Microsoft Corp,** Redmond, WA:

Worked as a software testing engineer for Quality Assurance in MS Office group at Microsoft Corp., testing MS Windows 2000 products, namely: Excel, Power Point, FrontPage and Word.

* Analyze the bugs, debug the problem, file the bugs into a database, interact with design team to give feedback on bugs, to resolve the bugs, and re-evaluate the code to test the code fixes

**References**: Available upon request.