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SUMMARY:

- Software professional with around 11.9 Years of versatile experience in complete Test Life Cycle of GUI, non-GUI, Web based and Client/Server applications, **SOA** testing, **Automation** testing, ETL Testing, Agile, Water Fall model testing
- Experienced in **Leading/Managing/Testing** projects in **Agile, waterfall**
- Extensive working experience with **Unified Functional Test, HP Service Test, SOAP UI, HP Application Lifecycle Management, qTest, JIRA, IBM Rational Team Concert, Star Team, Data Validation Option(DVO), Putty, IBM DB2, SQL Developer, Squirrel SQL Client, Control M Workload Automation** and **HP Service Virtualization**
- Experience in writing Test scripts in **Cucumber**
- Experience in Modular framework, **Data Driven**, **Hybrid** and **Keyword** frame work.
- Experience in web service, REST service and MQ service virtualization
- Experience in **Workday Integration** Testing
- Expertise in **SUMTOTAL Learning** Module Validation
- Experience in **Workday Learning** Module validation
- Expertise in ETL Validation and Control M Job Validation
- Expertise in **BO Reports/Dashboard, Tableau and Salesforce Dashboards** Validation
- Expertise in **Salesforce app** validation
- Highly proficient in developing Test Scenarios, Test Cases, Reviewing Test cases, Test Execution and Executing Test cases, Defect Tracking.
- Proficient on **Defect Prediction Models, Defect Prevention and Root Cause Analysis**
- Expertise in solving the technical issues with respect to testing tools as a part of **Center of Excellence** team.
- Experience in POC, Feasibility Study, Preparing Strategy document, Estimation, Return on Investment Matrix
- Conducted trainings on the HP Unified Functional Test, IBM Rational Team Concert to different account members based on the request.
- Good knowledge in Project Management Career development program.
- Good knowledge in DMAIC six sigma concepts
- Experience in Project transition on different business applications from vendors
- Experience in preparing status report and Execution metrics.
- Excellent team Player, quick learner and self-starter with effective communication, motivation and organizational skills combined with attention to details and business process improvements.

TECHNICAL SKILLS:

QA/Software Testing Tools	Test Management Tools
	➢ HP ALM, qTest and JIRA
	Functional Automation Testing
	➢ Unified Functional Test/ QTP
	➢ Selenium

	➢ Soap ui
	➢ HP service Virtualization
	➢
	➢ ITKO Lisa
	Configuration Management Tools
	➢ Borland Star Team and IBM Rational Team Concert
	ETL Testing tools
	➢ Data Validation Option
	➢ Datastage
	➢ PL SQL
Databases	➢ ORACLE, IDM DB2, Netezza and MS Access
Methods	➢ Waterfall development
	➢ Agile Methodologies – Scrum and SAFE
	➢ Incremental development
Domain Experience	⬜ Insurance with expertise in Financial Planning / Wealth Management in US markets
	⬜ Anti Money Laundering
	⬜ Financial Crimes and Information Security
	⬜ Human Resources
	⬜ Learning and Development
Management Experience	➢ Managed the billing and accounting for 500 member strong team. Was involved in defining, monitoring and invoicing the billing each month.
	➢ Served as Defect Prevention QSPOC for Insurance vertical managing 14 clients spread across 4 locations

EDUCATIONAL QUALIFICATIONS:

- Bachelor of Engineering (Electronics and Communication Engineering)
- Master of Technology (Communication Engineering)

PROFESSIONAL CERTIFICATIONS:
Technical
- Certified in SCJP 1.5 (SUN CERTIFIED JAVA PROGRAMMER)
- Certified in Oracle (SQL/PL SQL)
- Certified in ISTQB
- Certified in HP QC
- Certified in HP QTP
- Certified in HP Load Runner

Business
- Certified in LOMA 280 - Principles of Insurance (Life, Health & Annuities)
- Certified in LOMA 290 - Life and Health Insurance Company Operation

- Certified in CF1 – Certification in financial administration
- Certified in INS 21

Process
- Certified SCRUM Master (CSM) by Scrum Alliance
- Certified SAFE Agilest

PROFESSIONAL EXPERIENCE:

Client: United Services Automobile Association SAN ANTONIO, TX   Jan'19 – Till Date
Project Name: LXP – Learning Experience Platform
Lead Software Developer Engineer in Test

USAA is replacing the LMS system from SumTotal to Workday learning this year for their compliance and noncompliance related trainings. youtube, skillsoft, Lynda.com, HMM and ABA are the external content providers as part of this conversion

Responsibilities:

- Prepared the overall testing strategy for the entire conversion of SumTotal to WD learning
- Actively involved in project planning meeting to discuss with business for the requirements.
- Involved in Release management and Sprint planning discussions and participated in daily scrum meetings and report the status of application testing.
- Helped business to prep or execute the configuration unit testing, system, UAT and Use experience testing
- Discussed with automation QA leads for the new automation framework support for Workday applications
- Involved in knowledge sharing sessions with the development teams and new QA testing team members.
- Provided recommendations to the development team on unit testing and worked with Dev teams to draw the functional and technical test scenarios.
- Coordination and Defect management support with Vendors using the test management tools like QTest, RTC & JIRA.
- Involved in performance testing with the consideration of various scenarios.
- Performed cross-browser testing using different browsers like IE, Firefox, Mozilla, Chrome and Safari
- Collected the test result data in Pre-Testing phases for both positive and negative scenarios.
- Collaborated with the QA Lead on daily QA test results, attend project status meeting and QA status meetings, analyzing the application impacts with Development team(s).
- Actively involved in Vendor discussions on testing recommendations

Training Plan Management Tool will be the source of record for the enterprise-wide Compliance Training Plan and will include documentation of training requirements based on business and regulation details, details for LMS implementation of the training plan, and ongoing validation of LMS implementation of the training plans.

Responsibilities:

● Actively involved in PI planning meeting to discuss with business for the stories.
● Involved in analyzing the business requirements and functional/technical designs with the business teams and multiple development teams across the enterprise.
● Involved in Release management and Sprint planning discussions and participated in daily scrum meetings and report the status of application testing.
● Prepared the test plans accordingly for each project assignment based on the finalized requirements.
● Designed test scenarios and test cases to perform key functionality tests on the applications like Business product/Function, Audience Rules and Training plan
● Created Automated Scripts and user defined methods for testing the Audience Rules using UFT.
● Reviewed the Selenium Scripts developed by offshore automation team and fixed the issues reported
● Performed Functional, integration, UAT and Regression testing for all the assigned applications.
● Involved in knowledge sharing sessions with the development teams and new QA testing team members.
● Provided recommendations to the development team on unit testing and worked with Dev teams to draw the functional and technical test scenarios.
● Executed the test plans and raised defects and bugs in all the testing phases (SIT and UAT).
● Effectively tracked the defects using the test management tools like QTest, RTC & JIRA.
● Involved in performance testing with the consideration of various scenarios.
● Performed both Automation and manual testing of TPMT salesforce application.
● Performed cross-browser testing using different browsers like IE, Firefox, Mozilla, Chrome and Safari

- Collected the test result data in Pre-Testing phases for both positive and negative scenarios.
- Collaborated with the QA Lead on daily QA test results, attend project status meeting and QA status meetings, analyzing the application impacts with Development team(s).

Client: United Services Automobile Association SAN ANTONIO, TX   **Jun'18 – Till Date**
Project Name: HR Data Analytics
Onsite Quality Assurance Lead

This project will update existing and create new reporting using OneSource data capabilities. New metrics and analytics capabilities from OneSource will need to be explored and the data structure for reporting will be optimized. Out of scope for this project will be items not related to the reporting capabilities of OneSource.

Responsibilities:

- Actively involved in PI planning meeting to discuss with business for the stories
- Involved in all forms of testing like Functional Testing, End to end System testing, ETL Testing and BO Reports validation
- Analysis of Business stories to come up with the test strategy/Test cases.
- Co ordinating with BI Analytics team in case of any issues/questions
- Responsible for reviewing test data for Functional & E2E testing of the applications.
- Retrieve test data using Complex SQL queries.
- Performed query operations on Oracle to do database validation. Used standard SQL functions and commands to develop complex queries.
- Running the batch Jobs using Data stage or Unix.
- Used Continuous Integration Tools Jenkins for automation script run in nightly basis and to provide quick feed back to the developers.
- Managed and executed Test Cases with qTest.
- Worked closely with developers, Business Analyst, Architects and Project Manager to understand Portal Project.
- Assisted team members and customers understanding complex application areas and functions.

Client: United Services Automobile Association SAN ANTONIO, TX   **Jan'18 – Till Date**
Project Name: LMS Upgrade
Onsite Quality Assurance Lead

Description:
Upgrade the current Learning Management System (LMS) to SumTotal' s version 2018.1 to address deficiencies as identified in the MRIA

Responsibilities:

- Involved in Application Design sessions with Technical teams in finalizing the business requirements based on the release timelines.
- Created and executed test cases for processing the data indexing on search engine to optimize the data ingestion for better performance results.
- Performed QA testing on the **SumTotal** application manually.
- Active involvement in preparing the test data and assisting team member in data mock up based on the requirements and design analysis.
- Performed User Acceptance Testing on application prior to the Learning and Development started validating it.
- Participate in reviews of system architecture, and design documents.
- Develop scripts, data sets and other programmatic test tools as required to execute Test Plans.
- Develop generic and reusable automation frameworks for regression that that are used to support LMS in future upgrades
- Perform manual testing by implementing several test cases and documented the results using qTest.
- Developed test plans based on test strategy.
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Client: United Services Automobile Association SAN ANTONIO, TX   **Mar'17 – Dec'17**
Project Name: LMS Data Mapping
Onsite Quality Assurance Lead/Automation Lead

Description:
This Project Will better use the data structures in SumTotal by mapping the data available from Workday through Operational Data Storage (ODS) in a more effective way. Ensure existing critical operational and compliance reporting is functional and accurate.
This Project Will add additional existing data from OneSource to SumTotal to improve audience rule capabilities and prepare to support position based management and ensure existing audiences continue to operate with the existing data structures

Responsibilities:

- Actively involved in PI planning meeting to discuss with business for the stories
- Involved in all forms of testing like Functional Testing, End to end System testing, Data base Validation
- Analysis of Business stories to come up with the test strategy
- Preparing Test Strategy by analyzing the existing system for new enhancements.
- Working with HR Ops team on the configuration changes and documenting it
- Troubleshooting the UFT scripts
- Trained the business team to run the automation scripts for Auto Prod validation

- Excellent business analysis skills on coming up with the process and documentation for the execution
- Co ordinating with Vendor in case of any issues/questions
- Responsible for sending daily and weekly status reports to Stakeholders.
- Involved in collecting project metrics and deriving RCA of UAT defects

Client: United Services Automobile Association SAN ANTONIO, TX   **Feb'16 – Nov'16**
Project Name: FCS (Fin Crimes Solutions)
Onsite Quality Assurance Lead

Description:
The effort will enable insights, capabilities and rules to proactively detect and prevent fraud thereby reducing the enterprise and members exposure to loss.

Responsibilities:
- Involved in all forms of testing like Functional Testing, End to end System testing, ETL Validation, Control M Job validation using Control M Workflow Automation tool
- Created the estimation of Test Efforts
- Analysis of Business Requirements and Technical Requirements to come up with the test strategy
- Preparing Test Strategy by analyzing the existing system for new enhancements.
- Managing testing activities like regression, browser, mobile and accessibility according to the testing schedules and scope.
- Actively involved in creation and review of automation test scripts using Unified Functional Test tool
- Status Reporting to clients on the progress of testing on daily basis
- Excellent business analysis skills on coming up with the process and documentation for the execution

Client: United Services Automobile Association SAN ANTONIO, TX   **Feb'15 – Jan' 16**
Project Name: FCAL (Fin Crimes Analytics Lab)
Onsite Quality Assurance Lead

Description:
The Goal of the effort is to automate the recursive analysis necessary to generate new fraud alerts after identifying suspicious activities, individuals, and related events of current fraud cases. The Aggregation of this data will prioritize alerts worked by detection analysts.

Responsibilities:
- Lead a team of 6 associates in completing this effort on time successfully.

- Involved in all forms of testing like Functional Testing, End to end System testing, ETL Validation, Control M Job validation using Control M Workflow Automation tool
- Created the estimation of Test Efforts
- Analysis of Business Requirements and Technical Requirements to come up with the test strategy
- Preparing Test Strategy by analyzing the existing system for new enhancements.
- Validated Existing Production defects fix
- Status Reporting to clients on the progress of testing on daily basis
- Excellent business analysis skills on coming up with the process and documentation for the execution

Client: United Services Automobile Association SAN ANTONIO, TX   **Sep'14 – Jan' 15**
Project Name: AML BI Reporting
Onsite Quality Assurance Lead

Description:
Develop a reporting environment to support Anti-Money Laundering, modeling after the reporting environment that is in place for Enterprise Financial Crimes and modify it to address AML requirements.

Responsibilities:
- Lead a team of 4 associates in completing this effort on time successfully.
- Involved in all forms of testing like Functional Testing, End to end System testing, ETL Validation, Control M Job validation using Control M Workflow Automation tool
- Created the estimation of Test Efforts
- Analysis of Business Requirements and Technical Requirements to come up with the test strategy
- Preparing Test Strategy by analyzing the existing system for new enhancements.
- Managing testing activities like regression, browser, mobile and accessibility according to the testing schedules and scope.
- Actively involved in creation and review of automation test scripts using Unified Functional Test tool
- Mentoring and training for associates across location in Mexico and Manila
- Status Reporting to clients on the progress of testing on daily basis
- Excellent business analysis skills on coming up with the process and documentation for the execution
- Was part of implementing RTC - ALM Synchronization and HP Quality Center Defect Synchronizer across 40 qc project instances

Client: United Services Automobile Association SAN ANTONIO, TX   **Mar'14- Jan'15**
Project Name: REQUIRED CDD OCCUPATION DATA CAPTURE & REFRESH
Onsite Quality Assurance Lead

Description:
Deliver the capability for USAA to collect 3 mandatory occupation data elements from members as a part of new Customer Due Diligence (CDD) requirements in accordance with new Financial Crimes Enforcement Network regulations.

Responsibilities:
- Accountability for Testing Deliverables on time.
- Planning and conducting the testing in the full end-to-end software delivery projects in the client engagement model
- Automation scripting using HP UFT and DVO tool
- Conducted all forms/types of testing, i.e. both Functional (SYSTEM Test/ UAT)
- Defects Management in RTC and conducting daily defect meetings
- Root Cause Analysis and Retrospectives among the teams
- Strong understanding of the Agile based Test/project delivery
- Reviewing, planning and work measurement of the ongoing testing effort - resource planning, acquisition, budgetary planning.
- Requirements design, devising test approach etc.
- Contributed to System Testing and Test Strategy documents
- Documentation and version control of test deliverable documents.
- Performing Defect management as specified in test strategy
- Reference document production for test repetition and assist in test standardization
- Efficiency testing for achieving test effectiveness; Lead Quality Initiatives, Test benchmarking
- Participated in Software Quality Assurance review process reviewing the seven process areas of Software Development Life cycle

Client: United Services Automobile Association SAN ANTONIO, TX   **Apr'13- Feb'14**
Project Name: AML Transaction Profiling II /AML Peer Grouping
Onsite Quality Assurance Lead

Description:
Improve the ability for EFCM to monitor for suspicious transactional behavior based on transaction profiles and better protect the association

Responsibilities:

- Accountability for Testing Deliverables on time.
- Planning and conducting the testing in the full end-to-end software delivery projects in the client engagement model
- Automation scripting using DVO tool
- Conducted all forms/types of testing, i.e. both Functional (SYSTEM Test/ UAT)
- Defects Management in RTC and conducting daily defect meetings
- Root Cause Analysis and Retrospectives among the teams
- Strong understanding of the Agile based Test/project delivery
- Reviewing, planning and work measurement of the ongoing testing effort - resource planning, acquisition, budgetary planning.
- Requirements design, devising test approach etc.
- Contributed to System Testing and Test Strategy documents
- Documentation and version control of test deliverable documents.
- Performing Defect management as specified in test strategy
- Reference document production for test repetition and assist in test standardization
- Efficiency testing for achieving test effectiveness; Lead Quality Initiatives, Test benchmarking
- Participated in Software Quality Assurance review process reviewing the seven process areas of Software Development Life cycle

Client: United Services Automobile Association SAN ANTONIO, TX   **May'12 – Apr'13**
Project Name: DATA QUALITY/INTEGRITY/RECON/RPRTNG PH II
Onsite Quality Assurance Lead/Automation Lead

Description:
Implement data quality processes and reports to reconcile operational environment data (ECAMS) back to legacy source systems

Responsibilities:

- Estimation of Test Efforts
- Participated in requirements analysis meeting and identified the requirement gaps in early phases to achieve the efficiency
- Owning the test approach and strategy documents
- **Created and executed automated software test plans, cases and scripts** to uncover, identify and document software problems and their causes.
- Maintenance of existing automation test scripts for regression testing
- Performing Defect management as specified in test strategy
- Lead the discuss with Non- Functional testing team to identify the non-functional testing

requirements

- Provide daily testing status report to project managers
- Reference document production for test repetition and assist in test standardization
- Efficiency testing for achieving test effectiveness; Lead Quality Initiatives, Test benchmarking
- Reviewing, planning and work measurement of the ongoing testing effort - resource planning and budgetary planning

Client: United Services Automobile Association SAN ANTONIO, TX   Jan'11 – Apr '12
Project Name: IMPL EFCM DATA ENVIRONMENT IMPROVEMENTS
Test Analyst

Description:
Improve the Enterprise Financial Crimes Management data environment to strengthen their ability to identify suspicious financial activity and maintain compliance with regulatory guidelines.

Responsibilities:
- Estimation of Test Efforts
- Requirements analysis, devising test approach
- Contributed to System Testing and Test Strategy documents preparation
- Documentation and version control of test deliverable documents
- Preparation and execution of automation test scripts for BI Dashboards
- Maintenance of existing automation test scripts for regression testing
- Performing Defect management as specified in test strategy
- Reference document production for test repetition and assist in test standardization
- Efficiency testing for achieving test effectiveness; Lead Quality Initiatives, Test benchmarking
- Reviewing, planning and work measurement of the ongoing testing effort - resource planning and budgetary planning

Client: United Services Automobile Association SAN ANTONIO, TX   Aug'09 – Dec'10
Project Name: Monetary Instrument identify capability
Test Analyst

Description:
Implement the capability to identify and classify the cash equivalent transactions (CETs) to enable Enterprise Fraud and Anti Money Laundering through the use of enhanced watch lists, rules and review process
Responsibilities:

- Estimation of Test Efforts
- Requirements analysis, devising test approach
- Contributed to System Testing and Test Strategy documents preparation
- Documentation and version control of test deliverable documents

- Preparation and execution of automation test scripts for USAA dotcom using **HP Quick Test Professional** tool
- Maintenance of existing automation test scripts for regression testing
- Performing Defect management as specified in test strategy
- Reference document production for test repetition and assist in test standardization
- Efficiency testing for achieving test effectiveness; Lead Quality Initiatives, Test benchmarking
- Reviewing, planning and work measurement of the ongoing testing effort - resource planning and budgetary planning

Client: AXA Life Insurance, UK   **Oct'07 – July'09**
Project Name: Wealth Management Release 5.3
Test Analyst

Description:
Wealth Management Releases provides a new platform for business functionalities of individual pension, group pensions and investment Bond products on various applications involving CRM, internal and external web based applications. Wealth Management 5.3 has been launched to enhance the front-end applications (Advisers and Intraxa) to request illustrations and produce instant online PDFs for all the post sales servicing activities

Responsibilities:

- Analysis of Business Requirements
- Analysis and review of Design Expression Document
- Analysis and review of Business and Technical system design documents
- Integration Testing of various applications (Siebel, Lamda, eCommerce applications, Outputs, etc)
- Preparation and review of UAT test conditions, cases and scripts in Quality Center
- Execution of UAT and Regression test conditions
- Logging and tracking the defects in Quality Center
- Impact analysis of CRs
- Onsite- offshore communication and client interaction
- Quality process related activities