GOPI KRISHNA TERLA

**SUMMARY**

* Over Nine years of extensive experience in Information Technology with focus on Quality Assurance, Functional and Performance Testing of Web and Client/Server based applications.
* Excellent Team leadership skills, Project management and Interpersonal skills
* Ability to work effectively as an individual as well as in a team.
* Extensive experience in using HP LoadRunner/PerformanceCenter, utilizing Single and Multiple protocols.
* Expertise in various performance testing types like Load, Volume, Stress, Scalability and Capacity testing
* Highly proficient in the use of various testing tools such as HP Mercury Interactive tools and Rational Suite.
* Thorough knowledge of Testing with various SDLC Methodologies like Rational Unified Process (RUP), Agile, Waterfall and Rapid Application Development.
* Ability to work collaboratively with testers, developers and other team members in testing complex projects and in the overall enhancement of software product quality.
* Strong experience to work in UNIX and Windows environment.
* Well versed with SQL/PL SQL queries to run the data integrity tests.

**SKILLS**

|  |  |
| --- | --- |
| **Languages** | C, C++, JAVA, J2EE, VB and PL/SQL |
| **Databases** | Oracle 11g, Sybase, DB2, SQL Server |
| **Operating Systems** | UNIX, Sun Solaris, Windows NT, and Windows95/98/2000, XP, Vista, Win 7 |
| **Server Technologies** | Web sphere, Web logic, Apache |
| **Web Technologies** | HTML, Java Script, VB Script, DHTML, XML |
| **Automation Tools** | HP QuickTestPro 9.5, LoadRunner/PerformanceCenter 11.0, WinRunner 7.6, QualityCenter 9.0(formerly TestDirector), SiteScope 9.5, Rational Performance Tester |
| **Other Skills** | PVCS Tracker. Rational Clear Case, Clear Quest, Rational Functional Tester, Requisite Pro, Rational Rose, MS Office Suite |
| **Certification** | 1. IBM Certified Solution Designer for ‘Rational Performance Tester’  2. Data Warehouse Professional |

**Professional Experience:**

**BMW of North America (Woodcliff Lake, NJ)**

**Sr. Performance Test Lead (Mar’ 10 – Current)**

BMW of North America has been present in US since 1975. It has grown to include marketing,

Sales and financial service organizations for the BMW brand of motor vehicles, cars, MINI, Rolls-

Royce, strategic design consultancy in California and a technology office. The BMW Group’s

Sales and distribution headquarter for North, Central and South America is located in Woodcliff

Lake, New Jersey, which oversees the entire IT operations of BMWNA.

Responsibilities:

* Involved in the entire Performance testing process for multiple projects for dealer maintenance applications, customer and internal apps, from identifying business scenarios, creation of Test plans, scripting, execution and analysis of the test results
* Created LoadRunner scripts using the PerformanceCenter 11.0 using various single and multiple protocols.
* Analyzed Various Performance Monitors for Application, Web and Database SQL servers to find System Bottlenecks like Memory Leaks, CPU Utilization etc., using SiteScope tool.
* Worked under Multi-Tasking assignments and successfully analyzed and reported several performance bottlenecks.
* Created and documented Performance Testing Standards & Procedures.
* Managed and mentored onsite and offshore team members, assigned tasks, scheduled meetings
* Created and documented Performance Best Practice Guide
* Lead a team of three members onsite and four members offshore

**Environment:** LoadRunner/PerformanceCenter 11.0, QualityCenter 10.0, Windows NT, Java, C, UNIX, SiteScope 9.5, Oracle 11g

**City of New York, FISA (NYC, NY)**

**Sr. Performance Test Lead (Feb’08 – Feb’ 10)**

The Mayors Office of Contracts (MOCS) currently utilizes a system called VENDEX that manages vendor questionnaires, cautions, performance evaluations, vendor name checks and reporting to oversee vendors who conduct business with the City of New York. The City of New York is replacing its current VENDEX system with an application based on the Advantage 3 Financial management product framework. This new application will hence forth be known as FMS/3 VENDEX.

The purpose of Performance Testing is to ensure MOC’s transactions, received via DOI, DOF, Agencies and Vendors to FMS/3 VENDEX application and interface components which are processed in FMS/3 VENDEX, meet the workload and response requirements to successfully meet the MOCS business needs. Performance test was collectively done on Online Application, Batch & Interface test and Inquiry & Reporting Test.

Responsibilities:

* Involved in the entire Performance testing process, from Test plan creation, business scenarios, scripting, execution and analysis of the results
* Conducted weekly/daily meetings with Test manager, site supervisor, client manager, and database support to plan the testing process and discuss active issues.
* Created Performance Test Plans for Vendex and Citywide AMS application
* Created LoadRunner scripts using the 9.5 version using Web, AJAX Click & Script and Winsock’s protocol.
* Installed and configured the SiteScope to monitor the servers during Load test execution.
* Executed the batch jobs from job manager, while running the performance tests, to stress the system.
* Executed and analyzed the performance test results using the LoadRunner Analyzer
* Extensively Analyzed Various Performance Monitors to find System Bottlenecks like Memory Leaks, CPU Utilization etc
* Analyzed the Results during each scenario and advised Tuning options which enhanced results in the later tests.
* Mentored and guided the functional test team members in writing complex QTP scripts.
* Worked under Multi-Tasking assignments and successfully determined several performance issues
* Lead two team members onsite

**Environment:** Load Runner 9.5, ClearQuest, QTP 9.5, Windows NT, Java, C, UNIX, SiteScope 9.5, Oracle 11g

**New York State Taxation & Finance Department (Albany, NY)**

**Sr. Performance Test Engineer (Jul’07 – Feb’08)**

The New York State Department of Taxation and Finance (NYSDTF) is a core agency of the New York State.

The agency is responsible for handling all tax forms and publications. The NYSDTF is also in charge of dispersing tax revenue to other agencies and counties within New York State.

e-MPIRE is an integrated application where the users (tax payers) can access all the tax services including e-file with one-stop service.

Responsibilities:

* Created Performance Test Plans for e-MPIRE Taxation Project
* Created LoadRunner scripts using the 9.0 version
* Executed and analyzed the performance test results using the LoadRunner Analyzer
* Extensively Analyzed Various Performance Monitors to find System Bottlenecks like Memory Leaks, CPU Utilization etc
* Analyzed the Results during each scenario and advised Tuning options each time which enhanced and resulted in awesome numbers during the Final Tests.
* Worked under Multi-Tasking assignments and successfully determined several performance issues
* STLR, a zip code searching environment used the AS/400 environment, where I created and successfully executed the LoadRunner scenarios.
* Installed and configured the SiteScope to monitor the servers during Load test execution.
* Created and documented complete Performance Testing Standards & Procedures.
* Lead a team of four members onsite

**Environment:** Load Runner 9.0, Quality Center 9.0, QTP 8.0, SiteScope 9.0, Windows NT, Java, UNIX, Oracle 10g, AS/400.

**Note:** The Following Three Projects were under EMC for Documentum (Webtop & Damtop). All the Documentum Projects (web based e-commerce) are incorporated in the *WebSphere* middleware infrastructure. EMC Documentum fully embraces *J2EE* as a platform on which to build content applications.

**\*EMC (Dell Computers, Austin, TX)**

**Sr. Performance Test Engineer (Jul’07 – Jul’07)**

This is EMC’s Documentum WebTop project, they needed to have their scripts fixed, since they don’t have any expertise in working with the WebTop & Dam Top scripting, I was called onsite to fix them. I worked on fixing the UCF invoker tool (Java complied) and the LoadRunner WebTop scripts.

Responsibilities:

* Created the LR scripts in SP2 environment of Documentum for Import, Check-Out and Check-In operation’s.
* The client wanted to have the Service Pack 2 LoadRunner scripts to get them work in Service Pack 4 environment. (Documentum Service Pack)
* Fixed the scripts to make them work in the new environment by changing the Object ID’s in the LoadRunner script, by confirming the new object id’s in the SP4 environment.
* Worked on the Import, Check-Out and Check-In operation’s in the script and made them workable in the current environment.
* Executed a scenario for Import, Check-Out and Check-In operation’s with 10, 50 and 100 Vusers in the testing environment, while monitoring the application, database, content and index servers using the LoadRunner monitors.
* Reported the bottlenecks in the Database server, while doing a search operation before the Check-Out operation, which caused high pikes in the CPU, Memory and Page Faults/Sec.
* Created a best practices LoadRunner-WebTop scripting document, which focuses on the recoding, editing & debugging and replaying techniques with my past experience in working with WebTop LoadRunner Scripting.

**Environment:** LoadRunner 8.1 FP4, Quality Center 9.0, Windows NT, Java, C, AS/400, SQL Server, Web Sphere.

**\*EMC (Wolters Kluwer,** **Riverwoods, IL)**

**Sr. Performance Test Engineer                                                         (Feb’07 – Jul’07)**

Wolters Kluwer is *The Professional's First Choice* for information, tools and solutions that help professionals make their most critical decisions. Their range of information products encompasses traditional and new media formats, and we specialize in creating integrated, embedded, end-to-end solutions designed to improve our customers work processes.

The Scenarios were divided into two types, first the accessing the Webtop via Citrix environment and second Non-Citrix. The first part of scenarios included in this project are the use of Citrix Servers to connect to the Documentum boxes and perform different functions like Check-Out/In, Import/Export the documents, Use of other applications like Epic, Word, Power Point, Job Runner & Excel. The second part of the scenarios include the hitting of the Documentum boxes directly bypassing the Citrix Servers, this part includes the Check-Out/In & Import/Export of the documents, the operations include the invoking of the java applet with the invoker tool provided by EMC, the invocation was integrated in the LoadRunner script.

**Responsibilities:**

* Developed automated scripts for both Citrix & Non-Citrix environments.
* Enhanced & integrated the scripts with the UCF invoker client in order to execute the scripts.
* Monitored the SQL, Content Servers, Docbroker’s & Tomcat servers using the Perfmon as opposed to the LoadRunner Controller in order to do the in depth analysis.
* Coordinated meetings with management and the developer’s team.
* Analyzed the load test results using the LoadRunner Analyzer and compared them with series of tests done.
* Memory leaks, Network bottlenecks, Response time for each scenario was monitored.
* Lead a team of two members onsite

**Environment:** Load Runner 8.1 FP4, Quality Center 9.0, Wily Introscope, Windows NT, Citrix MetaFrame 4, Java, C ++, SQL Server, Web Sphere.

**\*EMC (General Motors Corporation Detroit, MI)**

**Sr. Performance Test Engineer (Jan’07 – Jan’07)**

This **Four week** project was very challenging in my whole career as a Performance Tester. The project dealt with Documentum based application called WebTop and DamTop, where the thousands of GM employees around the Globe would access this application for Importing & Exporting the documents of over a gig size, searching the records, checking their emails etc,.

Responsibilities:

* Extensively used Load Runner 8.1, in creating the performance test scripts.
* Enhanced & integrated the scripts with the UCF invoker client in order to execute the scripts.
* Stress tested the application under different loads and various types of scenarios like importing and exporting the small to large files, searching the files etc.
* Monitored the WebSphere, UNIX and Data Base servers while the application was under the Load & Stress test.
* Analyzed Various Performance Monitors to find System Bottlenecks like Memory Leaks, CPU Utilization etc and also Network Bottlenecks

**Environment:** LoadRunner 8.1, Windows NT, Java, C ++, UNIX, Oracle, TOAD, SQL Server.

First Marblehead, Boston, MA

Performance Test Lead (Jul’06 – Dec’06)

The project involved replacing the Credit desk application decision system with the Capstone credit decision system. Capstone is accepted worldwide for decision purposes and we have done numerous load and regression tests on this massive project.

Responsibilities:

* Lead four other performance testers offshore in performing their tasks and reported to Automation Test Manager.
* Assigned tasks to the performance team as well coordinated various risks and issues with the team, developers and the higher management.
* Designed the Test Strategy and formulated the Test plan having analyzed the business model and the Software Requirements.
* Planned the entire Performance testing process, created virtual user scenarios, and executed them using Mercury Load Runner.
* Analyzed the performance of the application by generating transaction response time graphs and reports using Load Runner.
* Performed the load tests using the COM/DCOM protocol to test the Capstone application. Generated and enhanced the scripts using the VB Applications.
* Lead a team of one member onsite and five members offshore

**Environment:** Load Runner 8.0, Quality Center 8.0, WinRunner 6.2, Web Services, Windows NT, Java, C ++, UNIX, Oracle, AS/400, SQL Server, TOAD.

**J P Morgan Chase, Jersey City, NJ**

**QA Automation Engineer (June ’03 to Jun’06)**

The Application mainly deals with Equities, Investment Banking, Fixed Income, Money Markets, Mutual Funds, CD’S, FIX, Portfolio Management and Credit card Services. The system is designed for easy access and application form fill-up procedures for the customers intend to apply chase credit card using internet (web based e-commerce app). The applications, which are applied by the customers, are then submitted by through GUI, online Trading, Alerts, Research, Streaming News, Streaming Market Data, Quotes Lookup, Options. The system was tested using manual and automated testing methodologies (QT Pro, LoadRunner, and TestDirector).

Responsibilities:

* Analysis of business requirements and system requirements of the Portfolio Management, trading, research, Mutual funds, Options.
* Extensively worked on Quick Test Pro Scripts in analyzing the Business Processes and created automation scripts.
* Configure test environment for specific test cases, create test data, and execute automated or manual tests, document results, and update defect tracking systems.
* Extensively worked with LoadRunner Controller for preparing Goal-based Scenarios and manual Scenarios
* Used Performance monitor and LoadRunner graphs to analyze the results.
* Used Controller to perform Load Test, Longevity test and Stress test.
* Different loads at different increments generated starting from 50 Vusers and ramped up to 1000 Vusers until it reached 100% CPU.
* The Average CPU usage, Response time, TPS are analyzed for each scenario.

***Environment:*** Java, Weblogic, J2EE, Sybase, Oracle, SQL, Unix, XML, Load Runner 8.0, QT Pro8.0, TestDirector 8.0, AS/400, UML,VB .Net

**EDUCATION:**

Bachelors in Computer Applications