***Nagaprakash.B***

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**Career Objective:**

Seeking a strategic position in an organization where I can use my experience, knowledge and enthusiasm to achieve business objectives, improve the process and quality, meet customer expectations, enhance market presence of my employer while maintaining a motivated, productive and goal oriented environment.

***Experience Summary:***

* + - * Having 8 yrs of progressive experience in software testing with an earned reputation of meeting deadlines and delivering with quality.
      * Good Knowledge in Software Testing Life Cycle (STLC) and Test Methodologies.
      * Good experience on QA Process and Preparing QA Templates in Project Delivery Process.
      * Have good experience in testing types like Functional, Regression, Integration, System, Smoke, database testing, cross-browser compatibility & security testing.
      * Specialized in analyzing the functional requirement specifications and detailed design of scripts, execution of test scenarios, analyzing the actual results against the expected results, reporting the defects etc.
      * Involved in GUI, Functional, Integration, System and Regression Testing and also in provided support for User Acceptance Testing.
      * Has good knowledge on Defect Management Life Cycle & Bug Reporting using bug-tracking tools like Bugzilla and HPQC,HPALM for business Software's and web applications.
      * Strong initiative, teamwork, responsibility, communication, analytical, problem solving & inter-personal skills.
      * Exposure to scripting using VBScript.
      * Exposure to bug tracking tool bugzilla, HPQC, HPALM and PVCS.
      * Excellent attention to detail, self-motivated and keen learner.
      * Highly capable to quickly learn new technology and adapt new environment.
      * Constant interaction with other teams - Development team and Business analyst team to discuss requirements and issues to be on same page.
      * Good Knowledge of Automation Framework.

***Professional Profile***

***Present Employer: Technical lead- Tata Consultancy Services from Oct 2007 to till date***

***Roles & Responsibilities:***

* + - * Currently Leading team of 10 resources (Task assignment, monitoring, data collection) under testing
      * Preparing test planning, test scenario design, defining test cycles, test strategies and metrics.
      * Involved in reviewing of test scripts, defect management and test environment set up
      * Extensively involved in the System Integration testing, regression testing and Re-testing.
      * Interacting with clients directly through telecom for quick resolutions and smooth process
      * Involved in preparation of automation scripts using QTP & QC.
      * Experience to all stages to Software Development Test Life Cycle.
      * Worked at client location
      * Coordinating with Business and development team
      * Exposure in performance testing of web applications creating test scenarios and scripts with industry standard tool such as LoadRunner 9.0.

***Previous employer***

***Test Engineer: Hewlett Packard from Dec 2006 to Sept 2007***

***Roles & Responsibilities:***

* + - * Preparation of test cases from documents in Test Director and Execution of test cases.
      * Performed Functionality and GUI testing
      * Performed Production & test application Regression Testing for different types of users
      * Bugs logging and Preparation of bug report based on bugs found using PVCS.
      * Involved in writing VBScript for QTP Automation.
      * Played Active role for testing of E-Coupons, Tax and Recycling fee for various Payment methods.

Technical Strength

Software Testing : Manual and Automated Testing.

Testing Tools : **Win Runner, QTP, BugZilla, PVCS and Test Director.**

Languages : C, Visual Basic.

Web Technologies : HTML, XML.

RDBMS : Oracle 8i, MS-Access 2000.

Operating Systems : Microsoft Windows 9x,2000 & XP,UNIX

Applications : Microsoft Office 98/2000,Microsoft Visual Source Safe

Scripting : **VBScript, TSL**

Education

* **B. Sc**, **S. V. University**, Tirupathi.
* **P.G.D.C.A** from APEL Ltd.
* Pursuing **MCA**, **IGNOU**

Work Experience

* Working for **TCS**, Bangalore from September 2007.
* Worked for **Hewlett Packard,** Bangalore from **Dec 2006**
* Worked as faculty **at AIACE Pvt.Ltd,** Chittoor for 2 years.

**Assignments**

**Project Title :** Supervalu – Enterprise application management

**Software :** HPQC, SQL Developer, FileZilla, HPOV, CA Service Desk, CA WorkStation.

**Environment:** PeopleSoft HRMS, Oracle

**Description:** SUPERVALU Inc. Headquartered in Minneapolis, MN, is the largest retail grocery and supply chain Services Company. Supervalu-HRMS Application (8.8) is one domain wherein complete information of an employee is managed for overall head count of approximately 1,75,000 employees with an exception of a few supply chain and Total Logistics business units. PeopleSoft application in Supervalu mainly includes Human Resource (Administer workforce), Benefits, North America Payroll and Self Service Modules (ESS, MSS and HRSS). Benefit Module is used to maintain complete details of Benefits provider information, Benefit plan information and their corresponding plan types. North American Payroll Module is one which is used to process the complete payroll for employees of Supervalu. Various transactions made through the Self-Service modules enables the employees to update their personal information or any other actions as per the role assigned to them

**Role:** Team Lead

**Responsibilities:**

1. Involved in Creating RfC (Request for Change) based on the PRC document provided by onsite Co-Coordinator using HP Open View and CA Tool.

2. Involved in Crucial conversion from Albertsons to PeopleSoft application and responsible for testing Application, Interfaces from Benefits and Payroll.

3. Responsible as Team lead for tracking of projects/RfC’s like On-Boarding,Relexis, Red Prairie-Kronos,Benefits 2010-Open Enrollment and Regression testing for Tax Updates.

4. Involved in Design, Create, execute and maintain manual test cases and execute them in HPQC 10.0 and HP ALM. Review and validate the scripts to maintain the process.

5. Responsible for Moving RfC’s from QA instance to UAT, Production instances and raising work Orders for respective teams through HP Open View and CA Tool.

6. Reported defects and verify Defect fixes.

7. Report Test planning and Test execution metrics Daily/Weekly.

8. Coordinated and guided resolution of day-to-day problems within the business segment; Involved and guided other team members in their problem solving efforts.

9. Reporting Monthly Operational review with client every month.

Mentor for junior Associates and New Hires to bring them up to speed

Period: May 2009 to Till Date

**Project Title :** PEER Review System

**Software :** HPQC & Documentum

**Environment:** Windows, Java, web logic server, Oracle.

**Description:** The vision of this project is to Greet & appreciate the employees who have done the good job. If someone done the good job in the organization through this application requester will nominate the co – worker, after that it will move to different stages for approvals and finally nominee will get the appreciations & certificates.

Following are the two important modules in this project – Request Form & Workflow module.

Module1:PEER Request Form: - We have developed this form using InfoPath technology. In code behind of this form has connected to several different data sources to retrieve employee and manager information. Here, we have used SharePoint & InfoPath object model to achieve this task

Module2:PEER Nomination workflow System: - we have used Visual Studio 2005 to develop this custom workflow. This workflow also has sequential steps of approvals from Requester’s to Manager & Nominee

Role: Team member

**Responsibilities:**

1. Prepared Test Plans and Test Scripts using Enterprise Quality Center 9.2

2. Gathering the functional and technical requirements from business users for End to End testing

3. Creating scenarios from business documents

4. Preparing Requirements Traceability Matrixes (RTMs) to support the application development

5. Doing regression testing for each build

6. Defect (issue) reporting and follow-up

7. Documented defects in Enterprise Quality Center 9.2 and helped developers identify the modules and code sections to be fixed.

Period: Feb’2009 to May 2009

**Project Title** : Oscar II

**Software :** HPQC & Documentum

**Environment:** Windows, Java, web logic server, Oracle.

**Description**: OSCAR-II is a web based application used to report and manages issues and trouble tickets.   It can be accessed from the Service Catalog or by logging into mySuperValu.com and selecting OSCAR II from the Links section.

OSCAR-II (**O**n-Line **S**upport **C**enter **A**t Your **R**equest) has the following functionalities:

* Create trouble tickets in the Open View Service Desk application.
* View all your tickets logged
* View the status of the trouble tickets logged by you.
* Add and view extra information to the tickets opened by you that are not closed.
* Access the knowledge base application.
* You can select the tickets within last 30 days or last 45 days or last 60 days.

**Responsibilities:**

1. Prepared Test Plans and Test Scripts using Enterprise Quality Center 9.2

2. Gathering the functional and technical requirements from business users for End to End testing

3. Creating scenarios from business documents

4. Preparing Requirements Traceability Matrixes (RTMs) to support the application development

5. Doing regression testing for each build

6. Defect (issue) reporting and follow-up

7. Documented defects in Enterprise Quality Center 9.2 and helped developers identify the modules and code sections to be fixed.

Period: Nov’2008 to Feb’2009

**Project: Access Request Process (BrinQa)**

**Software:** Manual & QTP, HPQC and Documentum.

**Environment:** Windows, Java, web logic server, Oracle

**Description:** The Brinqa Access Request System software addresses all aspects of the request process for provisioning and deprovisioning of access. The solution allows the organization to streamline and standardize the access request process with built-in controls to manage and track Segregation of Duty violations. This results in enhancing the audit effectiveness, significantly increases efficiency and provides a robust control to the organization in handling what access is granted and requested for whom and the complete audit trail of various levels of approvals.

**Responsibilities:**

1. Prepared Test Plans and Test Scripts using Enterprise Quality Center 8.0

2. Gathering the functional and technical requirements from business users for End to End testing

3.Creating scenarios from business documents

4. Preparing Requirements Traceability Matrixes (RTMs) to support the application development

5.Doing regression testing for each build

6.Defect (issue) reporting and follow-up

7. Documented defects in Quality Center 8.0 and helped developers identify the modules and code sections to be fixed.

Period: Aug’2008 to Nov’2008

**Project Title** : On boarding Project

**Software:** Manual ,HPQC

**Environment:** Windows, Java, web logic server, Oracle

**Description:** Develop new on-line screens for the Supervalu Recruiters/Co-sourcing team to view and update associate information for On boarding activities

Develop a process for the Recruiters/Co-sourcing team to electronically communicate to the hiring managers who they have selected to hire for a position within the Supervalu.

Develop a process to reserve a new employee id number in EAS/PeopleSoft prior to an associate starting on their first work day.

Develop a process for the Hiring Manager to track all the activities required for the Hiring Manager to onboard new hire.

Develop metrics and controls to track which tasks are complete and when they are completed.

Develop a process for the Hiring Manager to electronically communicate to EAS that the new employee has actually arrived for their first day.

The SharePoint Custom workflow will step through the complete on boarding process for a new Associate or Contractor, starting from when they accept the job offer, right through to their first week in their new position. It identifies all of the supporting services.

Role: Team Member

**Responsibilities:**

1. Prepared Test Plans and Test Scripts using Enterprise Quality Center 8.0

2. Gathering the functional and technical requirements from business users for End to End testing

3.Creating scenarios from business documents

4. Preparing Requirements Traceability Matrixes (RTMs) to support the application development

5.Doing regression testing for each build

6.Defect (issue) reporting and follow-up

7. Documented defects in Quality Center and involved in preparation of Status reports, Defect reports.

Period: Jun’2008 to Aug’2008

**Project Title:** B2C Portals

**Environment** : Windows,Java, web logic server, Oracle.

**Tools**  : Manual & QTP, HPQC.

**Description:** It is online portal to buy the items through online and offline. The main objective of the site is to increase the online sales volume compare to total volume of the sales. Same in case of offline sales also. By using this portal you can save time and money. It is most secured about your personal information and payment details i.e. Credit card num and Pin num etc .Items Selected can be seen in Cart details and before Check Out items can be added and removed from the list easily Items Selected can be saved for the future purchase Mode of Payment can be through debit/Credit card Portal identifies user based on its authentications like unknown user, geo user, register user. Card approval like PSC and Shop N Save are available while registering in Portal Referral bonus available in terms of cash, amount is depend upon the purchase made by the person whom you referred Change of location can be updated in the Portal and new Zip code will be allotted The portal sends the items conformation mail for your convenience. It displays the past purchases list from that you can select the items.

Role: Team Member

Responsibilities:

1. Prepared Test Plans and Test Scripts using Enterprise Quality Center 8.0

2. Gathering the functional and technical requirements from business users for End to End testing

3.Creating scenarios from business documents

4.Preparing Requirements Traceability Matrixes (RTMs) to support the application development

5.Doing regression testing for each build

6.Defect (issue) reporting and follow-up

7. Documented defects in Enterprise Quality Center 8.0 and helped developers identify the modules and code sections to be fixed.

8.Involved in Automation Scripts Using QTP.

Period: Oct’2007 to May 2008

**Project Title:** HHO\_ Gift Card

**Environment** : Windows,Java, web logic server, Oracle.

**Tools**  : Manual & QTP,HPQC.

**Description:** This is an E-Commerce portal (application) which provides services to end users to purchase Electronics Accessories & send Gift cards. Users just login and do their shopping and place orders for items and provide shipping address and billing address. All transactions are based on the payment methods like credit card, E-finance, and Pay pal and its combinations with GC. Here users can search items with Prod id, discounts, priced range. Based on the authenticated orders, the support team in various locations will deliver the ordered items to the user, as per the details given by the user. Unregistered and Registered users like GS, EPP, APP, and HP EPP can get some other facilities like Discounts, reminder service and etc.

**Responsibilities:**

1Gathering the functional and technical requirements from business users for End to End testing

2.Creating scenarios from business documents

3.Preparing Requirements Traceability Matrixes (RTMs)

4.Doing regression testing for each build

5.Defect (issue) reporting and follow-up

6.Documented defects in Test Director and helped developers identify the modules and code sections to be fixed.

7.Held daily and weekly meeting with the development and testing team to relay any changed requirements

8.Involved in Integration Testing

9.Involved in Automation Scripting.

Period: Dec’ 2006 to Sept’2007

***Strong Skills***

* Excellent Communication skills.
* Able to investigate, identify and solve problems quickly and efficiently.
* Logical approach to work, self-reliance and ability to work independently
* Good Analytical Skills.
* Effective time management and good leadership qualities.
* Open to new ideas and concepts.

**Personal Details:**

**Date of Birth :** January 27, 1978

**Sex :** Male

**Nationality :** Indian

**Passport Details :** F3443841

Issued at Hyderabad on 31/05/ 2005

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