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| **A S Krishna Deepthi, CSTE, ISTQB**  **E-mail:** [**deepthiask@hotmail.com**](mailto:deepthiask@hotmail.com)  **Mobile: 91-8897507546**  **Project Lead** with **10 years and 4 months** of experience in **manual & automation** testing  Working with **Broadridge Financial Solutions** ([**www.broadridge.com**](http://www.broadridge.com)) for 6 years; have previously worked with **AppLabs (Now a CSC company)** (May, 2007 – April, 2008) and **Cognizant Technology Solutions** (May, 2004 – May, 2007).  ***Broadridge, a $2.2 billion company (spun off from ADP in 2007)*** *extends the strong global heritage of service excellence through financial solutions for Investment Banking, Securities Processing, Clearing & Outsourcing, Investor Communication and Proxy Voting.*  **Profile Snapshot:**   * Extensive experience in handling **multiple projects for multiple clients** and delivering under tight timelines * Expertise in **Test planning & estimation** besides all other areas of STLC for **manual and automation (QTP, Loadrunner)** projects; experienced with **tracking productivity** trends, **functional decomposition** of product, generating **dashboards** and **newsletters**, **metrics**, **quality** documents and handling **audits** * Adept at **delivery management** and **client communication** * Well versed with models like the **V, Agile and Waterfall** * Experience in multiple domains: **Finance** (Investment Banking, Capital Markets, Regulatory Controls), **SIEM**, **HealthCare**, **Insurance** (Auto, P&C) * Handles aspects of **people management** such as: Recruitment, Training, Resource Management & Mentoring, Appraisals & Retention * Initiated the project from **client location (Denver)** and **built the offshore team** * Certified **CSTE** besides holding **certifications** from **New York Institute of Finance** (for: Fundamentals of Securities Industry, Brokerage Operations, Equities, Fixed Income Securities), **HarvardPublishing** (for: Leadership), and **Cognizant** (for: Software Testing) * Trained on **Six Thinking Hats** * Delegate at the **NASSCOM** meet on “Inclusivity and Diversity Happenings” held at Hyderabad in year 2011 * Member of policy making **Core Committee of Associate Development** (COMPASS) * Member of Gender **Inclusivity** and **Mentoring g**roups * Active participant on **Testing SIG and COE** groups |

### Project experience

**Organization: Broadridge Financial Solutions (**[**www.broadridge.com**](http://www.broadridge.com)**)**

**Aspire Suite of Products: (April 2008 – Till Date)**

**The products deal with Capital Markets (Equity, Fixed Income and Derivative instrument trading) across USA and Canada besides offering solutions for regulatory controls like TARP**

**Aspire Investor :** A customer portal providing investors with account information, trading and messaging services.

**Aspire Broker :** Has all capabilities of the investor plus additional broker tools like investor account management, order management etc.

**Aspire Wealth :** Consists of advanced portfolio planning, proposal, monitoring, alerting and re-balancing functionality.

**Aspire Performance Reporting:** Provides highly scalable, on-demand GIPS consistent Performance Reporting and robust Reconciliation tools

**Aspire Portfolio Accounting :** Provides Gain/Loss reporting compliant with the tax-lot tracking requirements of the “bailout” bill (Troubled Asset Relief Program regulations)

**Role:**

As Project Lead, I handle all project, people and process management areas

As member of several organizational committees and the Testing COE, I am actively involved in Recruitment, Coaching and Mentoring, Audits etc.

**Responsibilities:**

* + Project Lead with Test Project, Associate and Client handling responsibilities
  + Project initiation from Client-end (Been to Denver, Colorado, US)
  + Client engagement through News-letters, Dashboards, Partnership engagement survey action plans, Monthly Status reports and highlights, etc.
  + Delivery and Client management through build quality and communication through daily status reporting and calls
  + Preparation of FTR and OTD reports and productivity metrics
  + Talent attraction, retention, mentoring and appraising
  + Ideation (Generating ideas) to improvise/add value to Process and Product
  + Test Planning, requirement analysis, test design, execution and defect reporting

**Tools Used:**

* + “Share Point” for allocation and workflow control
  + “PRISM” for project management aspects
  + “Bugzilla”, “Remedy” and “SIS Bug Track” for defect tracking
  + “Quality Center” for Test case management
  + QTP9.2 for test automation and execution
  + “Load Runner” for as-is-needed basis client site load tests handled remotely
  + “Sybase” for data base testing
  + “Eclipse” for configuration management of test artifacts

**Organization: AppLabs (Now a CSC company)**

**Southwest Airlines: (March 2008 – April 2008)**

Began as a small Texas airline and has grown to become one of the largest airlines in America. flying almost 100 million passengers a year to 63 great cities all across the US, and more than 3,300 times a day with over 500 aircraft

**OQS (Operational Qualification System)** is an application to manage the qualification/certification needs of a crewmember. The application aids in Qualifying/Re-qualifying/Disqualifying a crewmember, and adding the requisite training events according to his position.

**Role:**

I was the owner of the project and process activities with OQS.

As part of the IAG (Internal audit Group) at AppLabs, I took up quality audits for other teams.

**Responsibilities:**

* + Back up point of contact
  + Test Case Design, Execution, Defect Reporting and Tracking
  + Coordinating with onsite
  + CMM Process handling

**Tools Used:**

* + Test Manager for test case management
  + Bugzilla for Defect reporting

**Organization: AppLabs - now a CSC company**

**Novell Sentinel: (May 2007–March 2008)**

**Novell, Inc.** (NASDAQ: Novl) is a global provider of software for the Open Enterprise. With more than 50,000 customers in 43 countries, Novell helps customers manage, simplify and secure their technology environments by leveraging open standards-based software.

**Sentinel** is a SIEM (Security Information and Event Management) product that provides security and compliance teams with an enterprise-wide view of their entire security infrastructure. It allows for easy collection of security event information to analyze, resolve and prevent future threats.

**Role:**

I handled multiple modules in the product, and was responsible for test case design, execution, defect reporting and knowledge sharing.

As part of the IAG (Internal audit Group) at AppLabs, I took up quality audits for other teams.

**Responsibilities:**

* + Test Case Design , Execution , Defect Reporting and Tracking in an Agile based delivery approach
  + Client interaction through calls and chat
  + Knowledge Transition and mentoring
  + CMM Process handling

**Tools Used:**

* + Test Director for test case management and execution
  + Jira for Defect reporting

**Organization: Cognizant Technology Solutions Pvt. Ltd (**[**www.cognizant.com**](http://www.cognizant.com)**)**

**UHG Ovations – Enterprise QA: (August 2006 –May, 2007)**

**UnitedHealth Group** is an innovative leader in the health and well-being industry serving approximately 70 million Americans - contributing outstanding clinical insight with consumer-friendly services and advanced technology to help people achieve optimal health.

**Ovations,** a business arm of UHG provides health and well-being services to Americans aged 50 and above.

**Enterprise QA** has a multitude of subprojects – HealthNumerics, Electonic Enrollment and Online Enrollment.

**Role:**

I was handling the team and worked on – **HealthNumerics,** a tool that contains the methodologies, reporting, and analytical techniques developed for United Health Group health systems to provide Primary Care Trusts with management information to enable flexible measurement, evaluation, and forecasting adapted to support PCT needs in the development of population health services.

**Responsibilities:**

* + Team Lead and POC at offshore
  + Handling calls with the client and onsite coordinator
  + Delivery management (usually on a monthly basis)
  + Test Planning, Test Case Design, Execution involving Report testing, Integration & System testing, Regression, Security testing, Web testing, Web compatibility testing and Parallel testing
  + Defect reporting and tracking
  + Knowledge Transition and mentoring
  + CMM Process handling

**Tools Used:**

* + Test Director for Requirement Traceability, Test Case Design and Execution
  + Team Track for Defect Tracking

**Organization: Cognizant Technology Solutions Pvt. Ltd (**[**www.cognizant.com**](http://www.cognizant.com)**)**

**UHG Ovations – Project Care: (August 2005- July 2006)**

**Project Care** has a multitude of subprojects– HealthNumerics (now integrated into Enterprise QA), CareOne and ODS Reports.

**Role:**

I was handling **HealthNumerics** besides a module of **CareOne,** a clinical application allowing a multitude of functionalities like adding members, adding clinicians, providing assessments, assigning a plan of care, etc., It provides assessments to enter and gather into the system the clinical, institutional, social, economic and other information of a member

**Responsibilities:**

* + Team Lead and POC for HealthNumerics
  + Handling calls with the onsite coordinator, participating in client calls and preparing MOM
  + Independent handling of delivery (usually on a monthly basis)
  + Test Planning, Test Case Design , Execution – Integration & System testing, Regression and Report testing
  + Defect reporting and tracking
  + Knowledge Transition
  + CMM Process handling

**Tools Used:**

* + Test Director for Requirement Traceability, Test Case Design and Execution
  + Team Track for Defect Tracking

**Organization: Cognizant Technology Solutions Pvt. Ltd (**[**www.cognizant.com**](http://www.cognizant.com)**)**

**UHG Ingenix – Claims Manager LMRP Testing: (January 2005 - July 2005)**

**Ingenix,** a business wing of UHG provides knowledge and information services to physicians and healthcare professionals, health insurers, employers and other healthcare buyers, pharmaceutical and biotechnology companies, medical device manufacturers and government entities.

The project involved data validation between two databases for claims management (This was for the transition from a database provided by an external vendor to an in-house database). Information related to Local Medical Review Policy for the states of the US needed to be verified.

**Role:**

I was handling the project from February 2005 – July 2005.

**Responsibilities:**

* + Team lead and POC at offshore with independent responsibility on deliveries
  + Handling calls with the onsite coordinator
  + Test Effort Estimation, Test Execution – Database testing, Test Reporting and Defect Tracking
  + Knowledge transition and mentoring
  + Delivery checklists and Understanding documentation

**Tools Used:**

* + Microsoft Excel for Test Execution and Discrepancy Reporting

**Organization: Cognizant Technology Solutions Pvt. Ltd (**[**www.cognizant.com**](http://www.cognizant.com)**)**

**CCC Information Services Inc. – Subrogation: (October 2004 - January 2005)**

**CCC** is a leader and innovator in the automotive claims and collision repair market providing customers in the insurance and collision repair industries with products that anticipate and respond to the demands they face every day. It develops products that help the Insurance customers throughout all areas of the claims cycle: Valuations, appraisals, re-inspections to communications.

Subrogation is an application providing subrogation claims information

**Role:**

Involved in web testing and regression and reporting the results

**Responsibilities:**

* + Test Execution – Web testing, Regression
  + Defect reporting and tracking
  + Knowledge Transition

**Tools Used:**

* + Test Director for Requirement Traceability, Test Case Design and Execution
  + QTP for automation

**Organization: Cognizant Technology Solutions Pvt. Ltd (**[**www.cognizant.com**](http://www.cognizant.com)**)**

**California State Automobile Association: (July 2004 - September 2004)**

**California State Automobile Association**, head quartered in California, USA, is a leading organization specializing in meeting travel, automobile, auto repair, financial and insurance needs (Automobile and Home Owners) of its members

**Role:**

Involved in testing the subprojects- **Comparative Rater** and **Multico** (Applications for providing quotes for Homeowners insurance policies)

**Responsibilities:**

* + Requirement analysis, Test Case Preparation, Execution, Issue logging and tracking

**Tools Used:**

* + PCOMM for defect and issue tracking

### Environment

**Operating Systems :** Red Hat Linux, Novell SLES, Solaris, Windows

**Database :** SQL Server, Oracle, Sybase

**Workflow Management**  **:** Share Point

**Project Management** **:** Prism

**Defect Tracking Tools :** PCOMM, Jira, Team Track, Bugzilla, Remedy

**Test Management Tools :** QC

**Test Execution & Automation Tools :** QTP, Load Runner

**Version Control Tools :** Microsoft Visual SourceSafe (VSS)

**FTP client :** WinSCP

**PERSONAL DATA**

Date of Birth : 12th July, 1982.

Marital Status : Married

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**DECLARATION**

I do hereby declare that the information furnished above is true to the best of my knowledge.

**A S KRISHNA DEEPTHI**