

SHWETHA PARTHIBAN

<https://www.linkedin.com/in/shwetha-parthiban/>

Experienced QA engineer with over 8 years of hands-on experience in test planning, execution, automation, and continuous integration/delivery, proficient in programming languages like Java and tools like Selenium, ReadyAPI, and various AWS components

EDUCATION

UNIVERSITY OF FLORIDA, Gainesville, Florida

Aug 2014 – May 2016

Master of Science in Electrical and Computer Engineering

AMRITA VISHWA VIDYAPEETHAM, Coimbatore, India

Jul 2008 – May 2012

Bachelor of Technology in Electrical and Electronic Engineering

TECHNICAL SKILLS

Programming Languages: Java, C, C++, HTML, Siebel

Technologies: Amazon Web Services (EC2, S3 Bucket, RDS, ElastiCache, Route 53, SNS, SQS, Dynamo DB, Cloudwatch Logs, Lambdas and API Gateway), ELK

Application/Web Servers: Apache Tomcat, Apache ActiveMQ, Apache Kafka, SpotInst, AppDynamics

Software Tools: Selenium, TestNG, ReadyAPI, Jenkins, Postman, Putty, SQL Workbench, DataStax DevCenter, DBeaver, Grafana, Siebel Consumer Goods, Siebel Call Center

Project Maintenance: Git, Stash, Confluence, Rally, in-house apps like myService, choiceNow

WORK EXPERIENCE

AMAZON, Seattle, Washington

Quality Assurance Engineer (Team Lead), Amazon Advertising

Jan 2021 – Present

- Led end-to-end manual and automated testing, involving test strategizing with the development and business teams, creating test plan and test cases and executing tests
- Designed and executed manual and automated API tests for multiple services for account and permission management projects
- Created monitors and triggered alarms using AWS Lambda to test a new public facing dashboard and an internal portal to keep the customers and product owners informed of any outages and planned maintenance events
- Implemented user acceptance testing (UAT) providing customer feedback to the development teams and final approval for release based on customer inputs
- Formulated a comprehensive testing strategy that encompasses evaluating accessibility for individuals with hearing, physical, and visual disabilities, and implemented it across all projects to ensure that accessibility is thoroughly assessed
- Carried out on-call responsibilities assisting other teams with test accounts, renewing certificates, resolving security vulnerabilities and serving as the point of contact for questions to the QA team
- Developed a document containing diverse metrics to track testing progress and tickets, shareable with partner teams daily
- Generated materials to aid newly recruited team members in comprehending the team's daily operations, consequently providing assistance

CHOICE HOTELS INTERNATIONAL, Phoenix, Arizona

Test Engineer 2, Quality Assurance

Jun 2016 – Jan 2021

Internal Integration

- Created and executed automation test scripts for integration testing on call center and hotel management applications using Selenium
- Deployed new versions of services to System Integration Testing and User Acceptance Testing environments and performed integration tests during each iteration of service deployment

- Validated production deployments on services and ran integrated smoke test on new releases
- Collaborated with cross-functional teams in integration testing while onboarding new brands of hotels
- Documented detailed shopping and reservation flows that served as a knowledge transfer reference for the new call center application

Distribution Engine (Shop and Book Services)

- Using ReadyAPI, created regression and performance tests to validate RESTful services for Central Reservation Systems including shopping and booking services
- Created Jenkins jobs using the test projects that can be run on a schedule every day
- Deployed services to AWS (Amazon Web Services) servers in Dev and QA environments and performed Root Cause Analysis on any issues that may arise from the deployments
- Brought up and maintained the Beta environment for multiple teams using EC2 auto-scaling groups and instances and multiple databases
- Led a major initiative to explore cost-effective methods to maintain beta environments across multiple teams and published a Best Practices document for all teams to adhere to while creating their own environments
- Troubleshooted issues in services using ELK (Kibana) logs
- Used Kafka and ActiveMQ to troubleshoot publisher and consumer issues
- Assisted with the migration of services from Cassandra to Aurora databases and with ElastiCache setup for performance improvements
- Maintained version control of test projects on Stash/BitBucket

ACCENTURE SERVICES PRIVATE LIMITED, Chennai, India

Software Engineer

May 2012 – Jun 2014

- Designed and modified Siebel Trade Promotion Management and Siebel Customer Relationship Management - Call Center Applications being a part of an agile development team
- Implemented customizations on Siebel tools and Siebel server and browser scripts (e-scripts that are based on C language) to modify the application based on customer requirements
- Performed regular code deployments to integrated environments using RTC (Rational Team Concert)
- Assisted the testing team with code testing efforts using various tools like Selenium and PLSQL
- Implemented fixes for defects from the testing team as part of quality assurance using the HP quality center
- Provided defect free implementation and helped decrease the time of deployment of important version changes by a month