**SUJATHA BALAKRISHNAN**

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**Education:**

* + **Pursuing Coding Bootcamp (University of Minnesota) – Full stack web developer.**
  + **MCA -** Master of Computer Applications - University of Madurai Kamaraj, India.
  + Post Graduate Diploma in Computer Applications. India
  + Mini Project Management Certification from University of St. Thomas

**SuMMARY:**

* Around 5 years of work experience in Software industry (Conversion, programming & Testing).
* Involved in analysis, implementation and troubleshooting various conversion applications.
* Developed the webpages using html and CSS.
* Experience in testing software applications using Java.
* Experience in testing the conversion applications.
* Experience in Test Management Tools using Quality Center.
* Proficient knowledge of Software Development Life Cycle (SDLC), Testing Methodologies such as Agile and Waterfall
* Strong knowledge about the Software Testing life cycle (STLC)
* Excellent analytical, problem solving, detail oriented and critical thinking skills.
* Strong written and verbal communications.
* Ability to operate efficiently and calmly during high stress situations and prioritize across multiple projects to meet deadlines independently as well as in a tea

**PROFESSIONAL EXPERIENCE**

11/09 to **HOV Services – Eagan, MN Product Support Specialist**

5/10

**Client: Thomson Reuters**

**Project:** Public Records

**Project Description:**

* Public records group in Thomson Reuters is responsible for fetching, converting and publishing the public documents from various sources/formats. They will download the data in xml, cvs, txt file format and convert them as xml documents. After the conversion, all these xml documents will be loaded into Westlaw using NOVUS publishing platform.

**Responsibilities:**

* Analyze and provide details about the various input format.
* Troubleshoot the converted xml output
* Validate and fix the errors in output xml document by parsing.
* Load the converted xml document to Westlaw by using Novus
* Validate the published content on the West Law.
* Tested the content in online.

9/04 to **Hov Services**, India **QA Analyst**

8/06

**Project:** Black board in Pearson

**Project Description:**

* Black board is one of the projects where different courses are placed in online for students’ purpose. Courses specification and hardware, software requirements differ from course to course. Username and password provided for every course along with the website in the specification document. Each and Every course will be tested manually before publishing to online.

**Responsibilities:**

* Tested the various courses based on the specification provided by the client.
* Conducted the web testing throughout the courses.
* Launched the hardware requirement and software requirement to the IT support team, if it is required for the course.
* Conducted testing in different web browsers as well as PC and Mac as per the client requirement.
* Logged the defects in the word document and mention the severity level that was specified in the general specification.
* Each course has four modules like Announcements, Course module and Assessments.
* Performed the UI Testing for the Announcement Module.
* Verified the content and chapters in the course Module based on the specification
* Tested the Audio and video file which are in some of the courses by using Real time player and Quick time video player.
* Performed the Regression Testing on the course based on the highlighted content in the Specification.
* Conducted the smoke testing to ensure that the course is ready to proceed for the major testing like functional testing and regression testing.
* Environment: Word Document, Quick time video Player, Windows Media player, Real time Player, Mac, I.E 5 and 6, Flash Player, HTML, Java, J2EE.

7/02 to **HOV Services**, India **Conversion Instruction Analyst**

9/04

**Project:** EBooks in Pearson.

**Project Description:**

* This project is dealing with the conversion of books and publishing them in the Web. There are various input format which needs to convert as one single standard XML output for Web. Frame maker, PageMaker, Quark, PDF and Tiff formats are the various input formats. Using VBA, C++ and PERL converted the input files into XML files.

**Responsibilities:**

* Analysis of various Inputs documents
* Analysis of various Output of xml sample documents
* Create the requirement documentation for technical team and provide them the proper direction for creating project specific conversion application.
* Test the conversion application using mock document and provide the feedback to the technical team.
* Provide training for production team to run the conversion application.
* Trouble shoots and provides instruction for running conversion application.
* Done the pre-analysis on books before going to the production
* Raise the clarification to the client through effective email communication
* Receive the instruction for clarification from client and update them to the production team.
* Perform the random test in the Xml output to ensure that the clarification has been implemented and followed all over chapters in the book before the shipment.
* Create and Maintain the tracker for clarification for future reference

**TECHNICAL SKILLS:**

**Operating System**: Windows, Linux

**Programming Languages**: JAVA, JavaScript, Bootstrap, CSS, JQuery, Express, React, AngularJS

**Web Servers**: Web Logic, Apache, Web Sphere Servers

**Tools/Technologies**: MS Office, HTML, XML

**Databases**: Oracle8i/9i, MySQL, MongoDB

**Requirements and Test management Tools**: ALM

**Others**: Project Management Lifecycle, OO Development Methodologies and Software Engineering