

TEJA REDDY PALLE

Sr Quality Assurance & Business Analyst

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PROFESSIONAL SUMMARY

A proactive **QA Automation Engineer** and **Business Analyst** with 4+ years of experience in **automation testing, business analysis, and Agile methodologies**. Skilled in delivering high-quality software through **end-to-end testing, requirement analysis, and process optimization**. Strong foundation in programming, databases, and QA best practices with proven ability to collaborate across teams and ensure smooth alignment between business needs and technical solutions.

- Hands-on experience in **Selenium with Java** for UI automation, and **BDD frameworks (Cucumber)** with **TestNG** and **JUnit** for scalable test execution.
- Proficient in **API automation using Postman and Swagger**, validating **status codes, payloads, headers, authentication, and response structures**.
- Expertise in **Guidewire PolicyCenter** including **integration, regression, end-to-end policy flows, rating concepts, OOS scenarios, and legacy system validations**.
- Worked with **Kafka payloads** for event-driven testing, backend validation, and ensuring data consistency.
- Strong knowledge of **SQL** for database testing and backend validations; intermediate proficiency in **Java, C, C++, and Python** for scripting and automation tasks.
- Experienced in **test planning, test case design, regression testing, smoke testing, system testing, UAT support, defect management, and bug reporting**.
- I am skilled in **SDLC, STLC, and Agile methodologies**, actively participating in **scrum ceremonies, story point estimations, and sprint reviews**.
- Adept with **JIRA** and **qTest** for **test case management, defect tracking, and Agile delivery coordination**.
- Conducted **client demos, knowledge transfer sessions, and mentoring** of junior team members to ensure smooth onboarding and collaboration.
- Strong **communication, analytical, and problem-solving skills** with proven ability to **bridge business requirements with technical solutions**.

EDUCATION

- Bachelor of Technology in Electronics and Communication Engineering from Vignana Bharathi Institute of Technology, Hyderabad, India.
- Masters in Computer Science from SouthEast Missouri State University, Missouri, USA.

TECHNICAL SKILLS

Languages	Java, Python, SQL, C, C++.
Frameworks	Selenium WebDriver, BDD (Cucumber), TestNG, JUnit, REST Assured.
Testing Tools	Postman, Swagger, SoapUI, JIRA, qTest.
API Testing	RESTful and SOAP services, endpoint validation, status code verification, payload (JSON, XML) validation, headers, and authentication testing.
Databases	Oracle, SQL Server, MySQL (intermediate level – joins, queries, backend testing).
Messaging Systems	Kafka (payload validation and event-driven message testing).
Test Management & Defect Tracking	Git, Jira, Confluence, GitHub, qTest.
Testing Types	Functional testing, Regression testing, Integration testing, End-to-End testing, Smoke testing, Unit testing, UAT support, System testing.
Methodologies	Agile (Scrum), Waterfall, SDLC, STLC, defect life cycle management.

Collaboration & Agile Practices:	Scrum ceremonies, sprint planning, story point estimation, client demos, knowledge transfer (KT) sessions.
Business Analysis	Requirement gathering, user story analysis, acceptance criteria definition, test scenario design, process mapping, and stakeholder communication.
Documentation & Reporting:	Test plans, test cases, RTM (requirement traceability matrix), test execution reports, defect reports, status updates.
Operating Systems	Microsoft Windows, Linux, Unix
Soft Skills	Communication, mentoring juniors, stakeholder management, cross-team collaboration.

WORK EXPERIENCE

Southeast Missouri State University
Role: QA Analyst

Tenure : Sept 2023 – May 2025

Responsibilities:

- I participated in university IT system enhancement by **gathering** test requirements, **writing detailed** test scripts, and **logging feedback** via JIRA.
- **Identified and reported** 50+ usability issues **by analyzing** functional outcomes, **directly contributing to improved platform usability** for 10,000+ users.
- **Supported** Agile sprints **by coordinating** test planning, **executing** manual and automated tests, and **conducting** regression validation **using** Selenium WebDriver and Postman.
- **Performed** functional testing, integration testing, system testing, and user acceptance testing (UAT) **ensuring system reliability and performance**.
- **Conducted** API testing with **Postman** for **RESTful services**, validating **payloads**, **error handling**, and **response times**.
- Designed and executed **SQL queries** to validate **data integrity**, **back-end processes**, and **database-driven workflows**.
- with **developers**, **business analysts**, and **project managers** to resolve defects, clarify requirements, and provide input for improvement.
- Created **test documentation** including **test cases**, **execution reports**, **defect logs**, and **sign-off reports** for stakeholders.
- Monitored **defect lifecycle** through **JIRA**, ensuring timely prioritization, tracking, and closure of issues.
- Engaged in **cross-browser testing** and **cross-platform testing** to ensure consistent user experience across devices.
- Assisted in implementing **automation test scripts** in **Selenium** to increase **test coverage** and reduce manual efforts.
- Participated in **daily stand-ups**, **sprint planning**, and **retrospective meetings**, ensuring alignment with **Agile principles**.
- Conducted **smoke testing**, **sanity testing**, and **regression testing** before **production releases** to ensure stability and minimize risks.
- Contributed to **performance testing** and **load testing** using **JMeter** (where applicable) to analyze system scalability under high user load.
- Ensured compliance with **IT security standards** and **accessibility standards (ADA/WCAG)** during testing.
- Helped mentor **junior testers** by sharing best practices in **test execution**, **defect reporting**, and **Agile workflows**.
- Delivered **end-of-sprint QA reports** highlighting **test coverage**, **defect density**, **risk areas**, and recommendations for improvement.
- Recognized for attention to detail in identifying **critical issues** that improved **student and faculty digital service experience**.

Environment: JIRA, Test Requirements Gathering, Test Scripts, Usability Testing, Agile, Manual Testing, Automated Testing, Regression Validation, Selenium WebDriver, Postman, Functional Testing, Integration Testing, System Testing, User Acceptance Testing (UAT), API Testing (RESTful Services), SQL Queries, Data Integrity Validation, Test Documentation, Defect Lifecycle Management, Cross-Browser Testing, Cross-Platform Testing, Automation Test Scripts, Smoke Testing, Sanity Testing, Regression Testing, JMeter (Performance Testing, Load Testing), QA Reporting.

Capgemini – Hyderabad, India (Client: USAA)
Senior Analyst / Senior Software Engineer (QA Automation)

Tenure: Sept 2021 – July 2023

- Contributed to **Guidewire Policy Center implementation for USAA**, validating policy workflows, rating algorithms,

OOS transactions, endorsements, and legacy system integrations.

- Designed and automated test cases using **Selenium WebDriver (Java, TestNG, Maven, IntelliJ)** for **functional, regression, smoke, and sanity testing**, improving automation coverage by **30%**.
- Performed **API automation testing with Postman & Swagger**, validating RESTful services, payloads, headers, and error handling; reduced API-related defects in production.
- Verified **Kafka payloads** for real-time event processing and ensured seamless message-driven policy transactions.
- Developed and executed **SQL queries** to validate backend workflows, rating data, premium calculations, and policy database integrity.
- Coordinated **UAT with business users**, managed **defect triage meetings**, and facilitated smooth sign-offs across multiple releases (**1.1, 1.2, 1.3**).
- Identified and reported **350+ defects** with an overall **92% detection rate**, significantly reducing post-production issues.
- Performed **cross-browser and cross-platform testing**, ensuring consistent user experience across Chrome, Edge, and Firefox.
- Ensured compliance with **ADA/WCAG accessibility standards** and IT security requirements during QA validation.
- Documented **test cases, execution results, defect logs, and sign-offs** in **JIRA, qTest, Confluence**, ensuring full requirements traceability.
- Delivered **live demos to USAA clients** to showcase newly implemented features, obtain feedback, and support acceptance sign-off.
- Conducted **knowledge transfer (KT) sessions for junior QA engineers**, mentoring them on test automation best practices, defect reporting, and Agile workflows.
- Suggested **process improvements** that optimized regression packs and reduced test execution time by **20%**, improving overall sprint delivery efficiency.
- Recognized as a **Top Performer at Capgemini** for ensuring defect-free releases, proactive collaboration, and delivering high-quality QA outcomes.

Key Skills & Tools: Selenium WebDriver, Java, TestNG, Maven, IntelliJ (JetBrains), Postman, Swagger, RESTful API Testing, JIRA, qTest, Confluence, Kafka, SQL, Functional Testing, Regression Testing, Smoke Testing, Sanity Testing, UAT, Integration Testing, Cross-Browser Testing, Accessibility Testing (ADA/WCAG), Defect Lifecycle Management, Agile Scrum, Guidewire Policy Center, Client Demos, KT/Training Juniors, Automation Frameworks, Test Documentation

ISB & Telangana Govt. (TASK) – Hyderabad, India

Entrepreneurship Intern – Product Innovation (KisanMate)

Tenure: Aug 2019 – Sept 2020

Role: Business Analyst & Product Designer

- Functioned as a **Business Analyst & Product Designer** for **KisanMate**, a precision farming rover designed to support farmers with automated and cost-effective solutions.
- Conducted **field research, farmer surveys, and stakeholder interviews** to gather requirements, identify challenges in farming practices, and translate insights into product features.
- Collaborated with cross-functional teams including engineers, researchers, and government stakeholders to design **user-centric and safe solutions** that addressed real-world agricultural needs.
- Designed **wireframes, mock-ups, and process flows** to visualize rover functionality, ensuring product usability and alignment with farmers' expectations.
- Developed a **business model and cost-benefit analysis** to demonstrate affordability and scalability of KisanMate for rural communities.
- Delivered **presentations and product demos** to ISB faculty, government leaders, and industry experts, receiving recognition for **innovation, feasibility, and social impact**.
- Praised for **innovation and problem-solving** by ISB mentors and Telangana government representatives; contributed to the initiative's visibility in entrepreneurship forums.

Key Skills & Tools: Business Analysis, Product Design, Requirements Gathering, Stakeholder Management, Wireframing & Mockups, User-Centric Design, Process Flows, Cost-Benefit Analysis, Product Demos, Innovation & Entrepreneurship