

# Ramesh Jagannathan

## Lead Test Automation Engineer

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### PROFILE:

**Test Automation Developer / Quality Assurance Engineer** with eleven years of experience in both manual and automated software test engineering practice.

### SKILLS:

- Experienced in **Manual, Automated, System Integration, Smoke, Sanity, Regression, User Acceptance Test, Exploratory, Database and Compatibility Testing**
- Experienced in **Agile** and **Waterfall** methodologies
- Experienced in creation of automated tests in **Selenium WebDriver** using test frameworks:
  - **Robot Framework/Python/ Selenium**
  - **Robot Framework/Appium**
  - **TestNG/ Java/ Selenium**
  - **CRAFT**(Cognizant Reusable Automation Framework for Testing)
  - **QTP-BBT/ VB scripts/ALM**
- Experienced in locating web elements using **Xpath**
- Experienced in **Confluence** for documenting QA artifacts
- Experienced in **Postman Client** to test web services
- Experienced in **GIT/Gitlab** for managing source code
- Experienced in complete QA cycle from testing, defect logging and retesting of fixed bugs using Tools:
  - **ALM**
  - **JIRA**
  - **TFS**
  - **Clear Quest**
  - **Mantis**
  - **Bugzilla**
- Experienced in developing and debugging scripts using
  - **Sublime text**
  - **Eclipse IDE**
- Experienced in testing **SharePoint** office 365
- Experienced **Managing Test Data** using **ATLAS**
- Experienced in testing incentives using **Callidus True Comp** Incentive Compensation Management tool.
- Experienced in creating, scheduling, running **Jenkins** jobs for the Automation Test suits with different test configurations.
- **ISTQB** (International Software Testing Qualifications Board) certified

### WORK EXPERIENCE:

**Frog Asia Sdn Bhd**, Kuala Lumpur, Malaysia

08/2017 - Present

Project: 1BestariNet (VLE – Virtual Learning System)

#### Lead Automation Engineer

Automation Lead to help testing move to a fully-automated testing approach. Major duties consisted of the following:

- Lead all automation tasks relative to Frog Asia/FESB applications
- Develop and execute automated tests in different platforms using **Python** and **Selenium WebDriver** library through **Robot Framework**
- Develop **Mobile automation** tests using **Appium Library** and **Robot framework**.
- Proactively share knowledge on best practices for testing software and act as a consultant across all the software development and testing groups
- Ensuring all development tasks meet quality criteria through test planning, test execution and issue tracking.
- Ensure the team is focusing on automation along with manual testing.
- Submit and verify defects; perform bug-scrubs and prioritize defects
- Integrated Automation Test scripts (Robot Tests) with Jenkins Server to execute automation scripts on a regular basis by scheduling **Jenkins jobs** in different test environments with different test configurations.
- Communicate quality issues and risks to the software development teams and technical leaders on a daily basis
- Mentor and train manual testers to impart automation knowledge and share workload
- Provide estimations for all test effort pertaining to automation tasks
- Leverage Existing **Selenium Simple Test (SST)** scripts for the regression test suits.
- Collaborate closely with software development team on fluid changes that impact automation test scripts to keep automation test cases updated

**Cognizant Technology Solutions**, Chennai, Tamilnadu, India  
Project: Elizabeth River Crossings (ERC) Tolling System - 3M

08/2015 - 07/2017

Test Lead

Ascertain and Responsible for the End to End testing process. Major functions consisted of the following:

- Responsible for end to end testing activities starting from requirement gathering, Define Test strategies and implementation plans, Test Scenarios creation/Test case Creation, Review/Signoff from Business, System Integration Testing, End to End testing with external interfaces, UAT and post production support.
- Conduct and participate in project business walkthrough, Iteration Planning, daily status meeting , Stand-ups, Defects Triage and Team Retrospectives
- Allocate the daily tasks to the team and track all the user story status on daily basis.
- Document and report progress, risks, issues and defects
- Participate in the Account level Audits and Keep track of all the metrics and Deliverables.
- Develop the Test Automation scripts using Selenium- Web driver and **CRAFT** frame work
- Test IVR web services using **Postman client**
- Validate **PCI Token Integration** with the payment systems

**Cognizant Technology Solutions**, Dover, New Hampshire, USA  
Project: PMIT Publishing - Liberty Mutual Insurance

08/2013 - 07/2015

Sr.QA Automation Developer

Develop the automation scripts for the regression test suites. Core activities included of the following:

- Develop and Run Test Automation scripts using VB Scripts , BPT (Business Process Testing) automation framework ALM and CRAFT (QTP 11, BPT, VB Script)
- Create and Maintain Test data for the automated tests using the test data management tool ATLAS.
- Generate home, auto policy forms using Documaker in the current month's development code base is as expected.
- Run the Regression testing after the monthly build and Document the following for each monthly release cycle:
  - Documentation of tests executed and files compared, including dates and times
  - Results for each test executed and each file compared
  - Action taken for each difference identified
- Analyze, Create and follow up defects in the ALM and Mantis
- Compare the generated pdf files using FIM

**Cognizant Technology Solutions**, Enfield, Connecticut, USA  
Project: Retirement Plans Group (RPG) - MassMutual Insurance

02/2013 - 08/2013

Test Lead

Responsible for quality & test advocacy, resource planning & management, and resolution of issues that impede the testing effort. Major functions consisted of the following:

- Participate in project business walkthrough meeting and design walkthrough meeting to understand the project nature, business expectation and testing scope.
- Understand the project requirements and Define Test strategies and implementation Test Automation plans
- Estimate over all testing efforts pertaining to Test Design, Test Execution and Test Automation tasks
- Conduct regular reviews and team meetings and Participate in project monitoring reviews.
- Track and document the report of testing activities like test testing results, test case coverage, required resources, defects discovered and their status

**Cognizant Technology Solutions**, Indianapolis, Indiana, USA  
Project: The Enhanced Commercial Lines Policy System (ECLPS) - Liberty Mutual Insurance

02/2012 - 02/2013

Test Automation Engineer

Design and write programs that run automatic tests using BPT automation framework. Major duties consisted of the following:

- Develop and Run Test Automation scripts using VB Scripts , **BPT (Business Process Testing)** automation framework ALM and CRAFT (Cognizant Reusable Automation Framework for Testing) (QTP 11, BPT, VB Script)
- Run the BPT tests and present the weekly/daily execution status reports
- Act as primary interface with the customer to ensure all project deliverables are clear, on time, accurate and complete.
- Creating, Executing and debugging BPT test scripts
- Defects tracking and management in the **Defect Management tools (ALM and CQ)**

**Cognizant Technology Solutions**, Irvine, California, USA

09/2010 - 02/2012

Project: CHL Incentive Management - JPMorgan Chase

UAT Test Engineer

UAT Test Engineer ensuring all development tasks meets quality criteria through testing. Major duties consisted of the following:

- Participate in project business walkthrough meeting and design walkthrough meeting to understand the project nature, business expectation and testing scope.
- Act as primary interface with customer, onsite, offshore and multiple vendor teams.
- Involved in User acceptance testing , System integration testing, Regression testing, Smoke testing, Sanity testing, Database testing, Negative Testing, and Automated Testing.
- Used Callidus True Comp Incentive Compensation Management tool to calculate incentive for chase loan officers and lending managers; Cross verify the incentives in the Database **writing SQL Queries**.
- Preparation of test strategy and test plan, including test scenarios, test cases, test data and Requirement Traceability Matrix; Presenting and obtaining approval for the test scenarios and test case walkthrough with business.
- Preparing pipeline calendar for every execution cycle.
- Triage UAT bugs and identify root causes, assign it to respective team and track through resolution
- Preparing and present the **TRR (test results report)**, obtain sign-off for the test cycle/release to push final product to production.

**Cognizant Technology Solutions**, Chennai, Tamil Nadu, India

11/2009 - 07/2010

Project: Disputes Resolution System (TDR)-TSYS

Sr. Test Analyst

Ensuring all development tasks meet quality criteria through test planning, test execution, quality assurance and issue tracking. Major duties consisted of the following:

- Business Requirements Understandings.
- Designed Test plan, Test Scenarios, Test Cases and RTM and Walkthrough with Business & Development Teams
- Involved in Test Execution, Bug Tracking and Reporting in **QC**.

**Cognizant Technology Solutions**, Chennai, Tamil Nadu, India

08/2006 - 10/2009

Project: Workflow, Fresh start, EOS, EPG, PI, ISD - BNY Mellon

Test Analyst/ Sr. Test Analyst

Support the overall process of software testing. Major duties consisted of the following:

- Involved in analyzing Business Requirements, Functional Specifications, Use Cases and Business Rules to identify Test Requirements, Test Plans, Design Test Cases and Test Data.
- Participated in technical team meetings, from the beginning of the project through the entire lifecycle.
- Design Test Scenarios and Test Cases and Walkthrough with Business & Development Teams and obtaining approval
- Involved in Smoke testing, System integration testing, Regression testing, Sanity testing, Exploratory testing
- Perform backend testing using SQL queries to compare the database record and application retrieved record.
- Analyze, Report and Track defects using the Defect Management tools (**Excel, QC, JIRA**)
- Handling Defect Calls with Clients, Development Team & On-shore coordinators

**EDUCATION:**

**CEG, ANNA UNIVERSITY**, Chennai, Tamilnadu, India

Master of Science, 2004-2006

Majors: Mathematics (Applied Mathematics, Computer Applications)

**TKG Arts COLLEGE, MADRAS UNIVERSITY**, Chennai, Tamilnadu, India

Bachelor of Science, 2001-2004

Majors: Mathematics

Minor: Computer Science