**Tusar Biswas**

**Tata Consultancy Services Private Limited**

Email: tusarbiswas06@gmail.com                Contact: +91-8017945498/+91-7003437231

* Tusar has 13 Years 8 months of overall IT experience and have **12 Years 8 months of relevant experience in Performance Testing** using industry-leading tools like LoadRunner, Apache Jmeter and Microsoft VSTS. He is adept in Performance testing of end-to-end applications, analyzing performance test results and providing a comprehensive test report with detailed observation & findings.
* His responsibilities include the NFR gathering and analysis, creation of performance test plan/strategy, development of performance scripts, execution of various performance tests and results analysis.
* Tusar has worked on different types of Non-Functional/Performance tests like Load Test, Stress Test, Spike Test, Endurance Test, Regression Test and Failover Test, Disaster Recovery Test and Chaos Testing
* Tusar has extensive experience in server-side Performance monitoring and Analysis as well with hands on working experience in App Dynamics, Splunk, CA APM Wily Introscope & Perfmon and SiteScope
* Tusar has hands on experience in different Protocols in LoadRunner, including Web (HTML/HTTP), Web Services (SOAP & REST), Ajax Truclient.
* Tusar has also worked on Agile CICDE pipeline/Shift Left model of Performance testing/ Early Performance testing model in multiple projects.
* Tusar has work in domains like BFSI, Retail, T&H, Healthcare etc.
* Tusar has worked in T24 application, Batch application and Cloud application e.g. Salesforce
* Tusar has worked on Mobile Performance testing using Jmeter and Fiddler
* Tusar has worked in Performance engineering activities including analysis of Data Base using AWR reports/Statspack report (for older version of Oracle) and also involved in Java Visual VM analysis of Thread dumps and Heap Dumps using Analyzer tools
* Tusar has worked on Requests for Proposals and Capacity Planning for new engagements/projects
* Tusar has worked as a Dot Net Developer in a Maintenance and Production support project in his initial stages of his career
* Tusar has worked as a Performance Analyst from Offshore working in Performance Testing Center of Excellence and worked across various engagements and application domains and projects
* Tusar has worked as a Performance test engineer from **Onshore (Continental Europe)** for a CE based Banking client
* Tusar is currently working as a **Performance Lead** from Offshore for one the US based Banking Client

**TECHNICAL SKILLS:**

|  |  |
| --- | --- |
| **Operating System** | Windows 98/XP/2003 and Windows 7/Windows 10 |
| **Technology/ Platforms worked on** | .Net /Java/Salesforce(Cloud) |
| **Programming Languages** | C, C#,C++ |
| **Databases** | SQL Server, TOAD, SQL Developer, DBVisualizer |
| **Performance Testing Tools** | LoadRunner 9.52, 11.52, 12.53,12.57, 12.62, 12.63, LRE 2021  Controller, Performance Center  Jmeter 2.13, 3.2, 4.0,5.2.1, 5.1.1, 5.3.2;  VSTS 2010 |
| **Protocols** | Web [HTTP/HTML], Web Services, AJAX Trueclient, MQ , Java Over HTTP, Citrix , RDP, JMS MQ , Middleware MQ Adapters |
| **Monitoring Tools** | CA Wily Introscope, Perfmon, App Dynamics, Dynatrace, Kubernetes |
| **Other Tools** | Putty, WinSCP, Jenkins, Splunk, JIRA, Confluence, Docker |

**EDUCATION HISTORY:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Degree** | **College/University/Board** | **% Marks/ CGPA/DGPA** | **Year of Passing** |
| M.E | Jadavpur University | 8.67 CGPA | 2010 |
| B.TECH | WBUT | 8.11 DGPA | 2008 |
| 10+2(HS) | WBCHSE | 72.80 | 2004 |
| 10(Madhyamik) | WBBSE | 79.25 | 2002 |

**Training and certifications:**

|  |  |
| --- | --- |
| **Certificate name** | **Type** |
| L0-Software Testing | Internal |
| L0-Performance Testing |
| Python E1 |
| Gen AI E0 |
| **ISTQB Foundation Level** |  |
| **ISTQB Advanced Level – Performance Testing** | External |
| Jmeter Advanced – Blazemeter University |
| Splunk 7x Fundamentals – Splunk University |
| Load Runner Technical Certification - MicroFocus |
| Neotys Certified Professional for Neoload |
| Gremlin Chaos Engineering Practitioner |
| Harness Chaos Engineering Practitioner |

|  |  |
| --- | --- |
| Performance Testing Pro – Blazemeter |  |
| Career Essentials in Generative AI by Microsoft and LinkedIn |
| Data Bricks Accredited Generative AI Fundamentals |

**tata consultancy services private limited**

**designation: assistant consultant**

**ROLE: Performance specialist**

**DURATION: 11/aug/2021 – present**

**PROJECT DESCRIPTION:**

|  |  |
| --- | --- |
| **Role** | **Performance Lead (Offshore)** |
| **Duration** | Aug 2021 – Present |
| **Location** | Kolkata, India |
| **Performance Testing/Other Tools** | LRE 2021, Performance Center, Splunk, AppDynamics, JIRA, Quality Center |
| **Protocols** | Web [HTTP/HTML], Web Services |

**Project Details:**

The Client is a division of a leading bank of the United States and incorporated in Singapore on 28 June 2004. Its parent was awarded Qualifying Full Bank (QFB) status on 20 October 1999, and this status was transferred to the Singapore division on the day of its incorporation. The bank has a shared automated teller machine (ATM) network with HSBC, State Bank of India, Maybank, The Royal Bank of Scotland, Bank of China, and Standard Chartered Singapore called atm5. The bank's headquarters are located at Asia Square. The main branch is at Capital Square at 23 Church Street. With the QFB status, the bank was entitled to open up to 25 branches, with up to ten from 1 January 2005. Back-end operations are concentrated in Changi Business Park.

The engagement involves testing the different Banking application channels like CBOL, MBOL, Eclipse, API for different regions across APAC and EMEA. The project operates in an Agile Model which has monthly releases and in Each Quarter, there is a Major Release and rest are Minor Releases where all the channels are tested as part of a Regression Suite on a pre-approved test schedule which includes Spillover projects as well as New scope. The project involves various types of testing like Load Test, Stress Test , Endurance Test, Regression Test and specially Failover and Chaos Testing is performed as part of specialized testing activities.

**Roles and Responsibilities:**

* Working as a Senior Resource and as a team lead from offshore and managing deliverables, tracking tasks as well as offshore team members
* To validate the performance of the application’s in-scope business flows using LRE 2021
* The Script development involves scripting using both HTTP/HTML protocol, Web Services protocol
* Performance monitoring stats were collected during the test using the APM tool App Dynamics and Splunk
* Test Bed is prepared for a Regression Test as well as Endurance Test, Failover Test and Chaos Test (for identified flows only ) for the entire application Base across different channels like CBOL, MBOL, ECL, API etc. along with the regular Load Test for individual projects
* Test results are collated from Performance Center for both the Regression Test and Individual Load Test and the Certification Report for all the channels combined for the different Countries are prepared and shared with the stakeholders

**Cognizant Technology solutions india Private limited**

**DESIGNATION: Associate – projects**

**Role: Performance Analyst**

**DURATION: 01/Jan/2013 – 03/Aug/2021**

**PROJECT DESCRIPTION:**

|  |  |
| --- | --- |
| **Role** | **NFT CoE Performance Lead** |
| **Duration** | Aug 2020 – Aug 2021 |
| **Location** | Kolkata, India |
| **Performance Testing/Other Tools** | JMeter 5.1.1 , Dynatrace, Docker, Solace Queue, Kubernetes, Jenkins |
| **Protocols** | Web [HTTP/HTML], MQ |

**Project Details:**

The Client is part of a leading provider of financial services, of the leading Canadian. Operating since 1869, it is one of the largest banks in the world and the fifth largest in North America, as measured by market capitalization. With a strong capital base and consistent financial performance, it is among a small group of highly rated global banks.

The project Reference Data is part of Capital Markets section of the Client which manages different Client and Business data repositories (CDR, BDR, ECPT, and SRDR) for the bank as well as for the some 3rd Party Users and applications (FenergoITS) as it is a Multi-Vendor initiative. The project involves different applications involving both UI and Middleware MQ Adaptors. The UI scripts are developed using JMeter and the monitoring tool used is Dynatrace. For the MQ Middleware testing the Application logs using WinSCP and the DB logs with SQL Developer tool are captured and the Queue services are monitored using Kubernetes synthetic monitoring tool.

**Roles and Responsibilities:**

* Worked as a performance lead from offshore and took care of deliverables as well as managed the performance space
* To validate the performance of the application’s in-scope business flows using the JMeter 5.1.1
* The Script development involves scripting using both HTTP/HTML protocol and for Flat File MQ Adapter (SRDR Adapters) testing MQ script is developed as well
* For few of 3rd party apps like CDR and FenergoITS test data are created before the execution
* Performance metrics were collected during the test using the Dynatrace tool for CDR and for SRDR Java Adapters Kubernetes is used to monitor the MQ services
* For Adapter Volume testing a switch off/switch on mode is followed for the Java and TIBCO adapter services and the application logs and the DB logs are collected and the Queue is monitored using Solace Queue monitor when the messages accumulated in the Queue gets consumed
* Collate the results from the Jmeter and prepare the Test Summary Report and share it with the Onshore counterpart/Client for review

**DESIGNATION: Associate – projects**

**Role: Performance Specialist**

**DURATION: Dec 2018 – Jun 2019- Onsite**

|  |  |
| --- | --- |
| **Role** | **Onshore Performance Specialist** |
| **Duration** | Dec 2018 – Jun 2019 |
| **Location** | **Gdynia, Poland (Onsite)** |
| **Performance Testing Tool** | Load Runner 12.57, Jmeter 4.0, App D, Splunk, JIRA |
| **Protocols** | Web [HTTP/HTML], Web Services , MQ |
| **Application Architecture** | T24 Core Banking Application |

**Project Details:**

This client (Finnish), is a Nordic financial services group operating in northern Europe and based in Helsinki, Finland. The bank is the result of the successive mergers and acquisitions of the Finnish, Danish, Norwegian and Swedish banks of Merita Bank, Unibank, Kreditkassen (Christiania Bank) and Nordbanken that took place between 1997 and 2000. The Baltic states are today also considered part of the home market. The largest shareholder of this is Sampo, a Finnish insurance company with around 20% of the shares. It is listed on the Copenhagen Stock Exchange, Helsinki Stock Exchange and Stockholm Stock Exchange.

The Core Banking Program got introduced from 2017 when they took over the T24 product architecture from Temenos and started the migration of their Legacy systems to T24 architecture. The performance testing of CBP program involved testing of T24 browser , IRIS webservices, Close of Business (COB) batches and Payment MQs. The program involved migration of Finland, Denmark, Sweden and Norway customer accounts to Core banking architecture. The target completion of the program is 2020.

**Roles and Responsibilities:**

* To validate the performance of the below components of CBP program:
  1. T24 Browser
  2. IRIS Web Services
  3. Close of Business batch jobs
  4. Payments MQ
* The Script development involved scripting scripting of T24 browser scripts in HTTP/HTML and Ajax true client protocol, IRIS Web Services scripts in HTTP Web Custom Request and Payments scripts in MQ protocol
* Different combinations of performance tests like Normal, Peak load tests, Reliability tests are performed using combinations of T24 browser, IRIS, Payments stand alone and in combination
* Performance metrics were collected during the tests using App Dynamics monitoring tool and MQ messages has been captured from Splunk logs
* Collate the results from the Performance center and prepare the report and upload the same in Confluence
* Raise the performance defects in Jira and assign the same to the proper team and track the comments in Jira for closure and retest of the same

**DESIGNATION: Associate – projects**

**Role: Performance ANALYST**

**DURATION: Dec 2018 – Jun 2019- Onsite**

**PROJECT DESCRIPTION:**

|  |  |
| --- | --- |
| **Role** | **NFT CoE Performance Test Analyst** |
| **Duration** | Sept 2012 – Aug 2021 |
| **Location** | Kolkata, India |
| **Performance Testing/Other Tools** | Load Runner, Jmeter , VSTS |
| **Protocols** | Web [HTTP/HTML], Webservices, MQ |

**Project Details:**

Working as a Performance Test Analyst have worked on various engagements, projects for the Non- Functional Testing Center of Excellence practice. Worked with several clients or stakeholders across domains like BFSI, Retail, Travel and Hospitality, Information Media and Entertainment and worked with multiple clients spread across the Geography.

Worked with lot of performance testing tools like Load Runner, Jmeter and VSTS and worked in protocols like HTTP/HTML, Web Services etc. Worked both in Waterfall and Agile Model and CICDE pipeline as well. Worked in Salesforce cloud applications as part of an engagement. Worked on projects involving volume testing and having a flavor of performance engineering, analysis of Data Base Statspack reports , AWR reports. Worked with Batch application performance monitoring as well as part of an engagement. Worked with DB tools like SQL Server, TOAD etc. and APM tools like Perf Mon, Wily, Dynatrace, App Dynamics. Worked with client side metrics capturing tools like HTTPWatch, Firebug, Dynatrace Ajax Edition etc. Also , have experience in mobile application performance testing using Fiddler and Jmeter

**Roles and Responsibilities:**

* Worked as a performance test analyst from offshore and took care of deliverables as well as managed the performance end to end life cycle activities
* To validate the performance of the application’s in-scope business flows using the PT tools like Load Runner, Jmeter or VSTS
* The Script development involves scripting using both HTTP/HTML protocol and Web Services and other protocols like Ajax Tru Client, MQ , Citrix , RDP etc.
* Performance metrics were collected during the test using the APM tools like Dyantrace, App Dynamics or using TOP commands using Putty and WinScp
* Capture the end to end performance testing result metrics along with client side and server side results and monitoring metrics and identifying the performance bottlenecks
* Collate the results from the tools and prepare the result summary and share with stakeholders for review
* Provide performance improvement recommendations and suggest feasible solutions
* Work capacity planning, resourcing and new project business proposals and provide the solution approach for new or upcoming engagements for the NFT CoE practice

**DESIGNATION: Associate – projects**

**Role: DOt net developer**

**DURATION: 28/jan/2011 – Sept/2014**

**PROJECT DESCRIPTION:**

|  |  |
| --- | --- |
| **Role** | **Programmer Analyst** |
| **Duration** | Jun 2011 – Sept 2012 |
| **Location** | Kolkata, India |
| **Tool**s | Microsoft Visual Studio 2010, Snoop, Fiddler 2.0 |
| **Technology** | Windows application developed in C#4.0 using WPF, XAML, and Prism Architecture |

**Project Details:**

This is a global, broad-based business services provider that serves companies in every segment of the travel industry. As one of the world’s largest travel content aggregators and distributors, and a leading provider of critical transaction processing solutions, this powers the travel industry on a global scale by connecting buyers and sellers through agency, online and corporate travel channels. This is predominantly a global distribution system (GDS) business, which operates in approximately 170 countries and includes the internationally recognized Worldspan and Galileo GDS platforms.

The U-Desktop application was developed in C#4.0 with Windows Presentation Foundation as a platform and XAML was used to develop the UI of the application. This was a data model based application using prism architecture to divide the application into different reservation modules like Air, Car and Hotel shop using GDS platform.

**Roles and Responsibilities:**

* **Worked as a Dot Net Developer for a development project**
* Requirement analysis
* Application walk-through, remediating defects
* Tracking defect status in Quality center and updating activity tracker for project