

**Ramya Krishnamurthy**

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**Summary**

 Eleven years of experience in Quality Assurance with demonstrating strong technical and business knowledge in identifying and implementing process improvements with exposure in different domains.

 Expertise in Identity & Access Management, Healthcare & Payment domains (POS Testing) with Contact & Contactless EMV Domain (Europay Mastercard, Visa, Discover)

 Efficiently translated business needs into technology solutions and process improvements, ensuring alignment with company objectives.

 Collaborated effectively with large teams and managed stakeholders to achieve project success.

 Utilized excellent communication and presentation skills to convey complex information to diverse audiences.

**Skills**

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| * L2 Kernel & L3 retail application testing * Healthcare domain with HIPPA compliance & Telemedicine * BDD with cucumber & Playwright with Selenium * Requirement gathering * Identity & Access management & Identity Governance * Basic ISO8583 | * Database testing (MSSQL PG Oracle) * Testing of drivers & connected systems (ServiceNow JDBC Salesforce Active Directory) * VeriFone & Ingenico terminals * POS Payment * Agile methodology * JIRA |

**Experience**

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| Opentext | Bangalore  **QA Specialist**  *12/2021 - Current* | * Conducted verification and validation of requirements to deliver business value through reviews and quality checks. Experienced in working under both Waterfall and Agile SDLC methodologies. * Collaborated effectively with stakeholders across multiple geographical locations, ensuring seamless communication and understanding of project requirements. * Actively participated in SAFe Agile PI planning events, contributing to Product Research, Design, and Development processes. * Managed various project activities, including Requirement Elicitation, documenting Functional or Business Requirements, and User Manual Documents. * Collaborated with onshore Product Owners to understand product vision and conducted Product Backlog Refinement activities, including Feature breakdown and User Stories with detailed Acceptance Criteria. * Conducted CRUD operations between eDirectory and connected systems, including encrypted attributes, entitlements, query X, and password synchronization. * Worked extensively with diverse connected systems such as JDBC (MSSQL, Postgres, Oracle), Active Directory, ServiceNow, Cloud, Azure, and AWS, and testing of 14 different connectors using Identity Governance on-prim & Cloud. * Set up Identity Manager, eDirectory, Identity Console, Remote Loader, Fanout Agent, and Apps in both Linux and Windows environments to facilitate seamless operations. * Executed API testing using tools such as POSTMAN to validate the functionality and performance of APIs. * Automated user provisioning and de-provisioning in Identity Governance using Playwright and Selenium, leading to a 25% increase in operational efficiency. * Actively participated in Sprint ceremonies with QA team. * Conducted Training Programs and Knowledge Transfer sessions for new team members and business users, facilitating a better understanding of the Product Vision and customer centric value delivery. |

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| Encora | Bangalore  Client : Ingenico  Client : Experityhealth  **Senior Software Engineer**  *09/2015 - 12/2021* | * Managed a team of 6 members in the testing team. * Working on Payment POS Terminals (EMV majorly) using BTT UL Collis tool for client Ingenico. * Assisted business users during UAT (user acceptance testing) and IT users during SIT (system integration testing) phases. * Conducted Training Programs and Knowledge Transfer sessions for new team members and business users, facilitating a better understanding of the Product Vision and customer centric value delivery. * Retail Base application tool testing on Telium Ingenico terminals * Tetra and T2 Walmart – application testing * Performed Integration Testing, System Testing, Regression Testing & API testing using POSTMAN. * Worked on TeleHealth services, specifically for Virtual Encounter to diagnose COVID-19 patients, demonstrating adaptability and expertise in healthcare technology and completed HIPAA Compliance course for client Experityhealth. * Created and executed Cucumber feature files on IntelliJ IDEA, streamlining the testing process for enhanced efficiency and productivity. * Gained exposure to TestNG Annotations, XPath expressions & other locators, enhancing skills in test automation and contributing towards improved testing processes. |

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| Verifone  **Software QA Engineer**  *01/2011 - 11/2014* | * Spearheaded the testing for diverse smart cards and terminal applications, along with L2 EMV kernel testing & NFC. * Collaborated with developers to troubleshoot issues during debugging phase. * Analyzing Requirements, creating/executing test scenarios. * Test summary and requirement traceability report generation for projects. * Sprint demoes to Business analysts/Product mangers. * Proficient in testing using Collis Brand Test Tool, Formagent, and Jira * Reviewed test cases prepared by other team members and provided feedback as necessary. |

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| WiFi Networks  **Operations Executive**  *09/2009 - 11/2010* | * Coordinated with clients across India to fulfill requirements and ensure satisfaction. * Orchestrated client collaboration across India to address their needs. - Performed Functionality, Regression testing & bug reporting. * Worked with the Quality team to add value to the testing process. |

**Education and Training**

Krishna Institute of Technology | Bangalore

**Bachelor of Engineering** in Computer Science

*07/2008*