**RAghavendra Mayya**



Tampa, FL 33578

Phone: 646-775-1948❖ raghav.mayya@gmail.com

**LEAD QA Engineer**

*Expert in Selenium Automation* ❖ *Prior Analyst Experience* ❖ *8+ Year Record of Proven Results*

* **Lead QA Engineer** with full system development lifecycle experience, including designing, developing and implementing test plans, test cases, test processes and metrics fueling swift corrective actions, significant cost savings and high quality deliverables.
* **Qualifications include 8+ years of experience of years in QA software testing in finance, Group Insurance and Healthcare and Telecom**
* **Worked with clients such as JPMorgan chase, CIGNA Health Care and Verizon Telecom**
* Hands on experience as **Test Delivery Coordinator** and **Project Lead** handling teams of size 8 to 14 members distributed across onshore and offshore with teams in multi geographic areas - **India, Philippines and Mexico**
* Hands on experience testing **Business Intelligence** reports and sound knowledge on **Data Warehouse and ETL, Virtual Processing, Batch Processing, Payments, Mainframe and POS** concepts**.**
* **Backed by strong credentials** including a computer science degree, ISTQB, Application Tester Certification, HP Functional Testing and HP AIS certified; advanced command of various testing suites and **Agile methodologies and Waterfall Model**; expertise on various test and defect tracking tools and cross-platform skills in Windows, Linux and mainframes.
* **Test Automation –** Selenium WebDriver and Soap UI, ITKO LISA, SOAP UI and Rest web services extensive hands on experience on tools such as ALM, JIRA, Confluence, MS Office Tools, and Executing QTP Test Scripts.
* Hands on experience on deriving the **Test Metrics and presenting** the same to Senior Management teams.

Skills Summary

|  |  |  |
| --- | --- | --- |
| * SQA Testing & Methodologies * Test Plans, Cases & Processes * Functional Requirements * Support UAT & Integration Test | * Waterfall & Agile Methodologies * Regression & Negative Testing * Test Environment Management * UI & Compatibility Testing | * Black & White Box Testing * Defect / Bug Tracking * Test Strategies & Coverages * Test Estimation * Test automation using Selenium web driver |

Professional Experience

**Verizon telecom**

*Leading telecommunication service provider in the USA*

**Lead Quality Assurance Engineer**, September 2015 to Present

Provide automation expertise for the QA team in Verizon telecom for software development and testing to achieve tasking orchestration, material ordering and issue resolution, geographical survey design and implementation applications. Support and guide the team in migration from waterfall methodology to Agile environment of software life cycle.

***Results:***

* **Automation of tasking orchestration flow for the material ordering and survey search engine** cover regression and progression testing, health checks and for reporting while following the Agile Methodology.
* **100% Regression Automation,** achieved during the working tenure
* **Identified requirement gaps during requirement gathering and during manual testing**.
* **Maintained Zero defect leakage to production,** for a period over a year.
* **Responsible for Selenium automation design and implementation** throughout career in Verizon focused on automating the necessary and repetitive test cases along with progression test case automation to fulfill client needs.
* **Successfully implemented Automation script integration with Jenkins and Reporting,** to control, track and maintain script execution, check code quality and environment health check

**Tools used** – Selenium web driver and hybrid framework and data driven framework, JIRA HP ALM, Confluence, DB2, Oracle Db, Jenkins, Selenium IDE, Firebug

**CIGNA Health care**

*Leading insurance and healthcare provider in the USA*

**Lead Quality Assurance Engineer**, September 2014 to August 2015

Provide expertise in mentorship to the team, test strategy, test estimation and planning. Supervised an eight-member software QA testing team in developing and implementing quality-assurance and quality-control methodologies to ensure compliance with QA standards and Customer specifications.

***Results:***

* **Created and executed software test plans, cases and scripts** to uncover, identify and document software problems and their causes. Led QA testing that:
* **Completed legacy application (ACCLAIM) to new platform (FINEOS) migration,** which converted the entire claim supervision system for all the 40% clients of CIGNA who are enrolled for group insurance
* **Identified requirement gaps with static testing** on System Requirements earlier in the test life cycle.
* **Maintained the Customer Satisfaction score above 95% consecutively,** for a period of four quarters in a row.
* **Conducted formal and informal reviews with Business Clients and Developers** throughout the software test lifecycle to provide input on functional requirements, schedules and potential issues. Leveraged technical expertise to communicate effectively with software design team on the root cause of the bugs which resulted in reduced time for the bug fixes and to stay on schedule.
* **Selenium Webdriver Automation of UI** andweb browser of the claim entry applications using **TestNG framework**

**Tools used** – Selenium web driver and TestNG framework, HP ALM, MS SharePoint, Jira, Mainframe and Confluence, DB2, Oracle Db and Toad, MS SQL server management studio, Selenium IDE

**JPMorgan Chase**

*Largest bank in the United states and world’s fifth largest bank by total assets.*

**Sr. Quality Assurance Engineer,** February 2013 to September 2014

Served as Sr. QA Engineer, executing and overseeing quality-assurance testing for client software and systems development projects. Performed sanity, system, integration, performance, regression and data interface testing. Provided client teams with detailed reports on quality metrics, identified bugs/flaws and recommended fixes. ***Results:***

* **Completed the up gradation program of the Teller Express.** The Legacy teller System was in existence for more than a couple of decades and the upgrade involved the conversion of more than 32 interlinked applications to new platform of java which provides reliable and robust environment. Implemented parallel testing (regression) to coupe up with the frequent retesting for the code fixes. Delivered the project to production with test effectiveness greater than 97%.
* **Designed and helped the team to implement automated testing tools and programs** addressing areas including sanity testing, regression testing, negative testing and error/bug retests.
* **Documented software defects using bug tracking system** and reported defects involving program functionality, output, online screen and content to software developers with the detailed root cause and suggestions to fix the same.
* **Delivered thorough QA testing reports** that determined product quality and release readiness and test effectiveness.
* **Automation using ITKO Lisa – for the teller front end service virtualization.** Test Automation using ITKO Lisa for service vitalization of MQ transactions and Provides solution to the technical queries  of test engineer

**Tools used** – Selenium web driver, ITKO Lisa, ALM, Toad and Oracle DB, MS SharePoint, Jira and Confluence, MS SQL Server Management Studio, DB2

**Bank Of America**

*Leading commercial and investment bank in the United States*

**QA Analyst,** August 2010 to January 2013

Worked on team supporting the verification and validation of the Check validation systems. The accuracy of the system helps the Client to make informed decisions about the payments based on the authenticity of the transaction and checks and other monetary means

***Results:***

* **Verification and Validation** of Check Validation System.
* **Verification** of check and monetary transaction authenticity**.**
* **Test automation using ITKO Lisa** andApplication configuration and set up, for XML validation for Request and Response transactions using SOAP UI**.**
* **Execution of Test Scripts -**  Execution of Automated Test Scripts from ITKO Lisa, and QTP and Creation and maintenance of the scripts

**Tools used** – HP ALM, ITKO Lisa, MS SharePoint, Jira, Confluence, Hexawise and Mainframe.

**JpMorgan Chase**

*Largest bank in the United states and world’s fifth largest bank by total assets.*

**Functional Tester**, September 2007 to August 2010

Worked on team Analyzing, Configuring, Testing and Migration of the Virtual proof and control reporting tools which manages Cash and Check flows from ATM, Bank Teller and Mobile devices. Roles involved test automation using ITKO Lisa, test execution, defect management in QC 9.0. Been part of the team responsible for ATM migrations and Deposit Assembly and Review applications, lead team responsible for testing XMLs, databases and UI.

***Results:***

* **Analyzed and implemented the Proof and Control application**, which manages and tracks money flow in the bank system. Involved in all the phases of SDLC & STLC.
* **Worked with Business Clients to identify the requirement gaps** which ended up with change in requirements which minimized the cost due to the defects being found in the later phases.
* **Worked on a number of system changes** customizing the different reports for compliance teams and internal client transaction reporting.
* **Volunteered as an early adopter for the Migration drive,** to migrate the changes to production based on the completed functions to improve the time to market.

**Tools used** – HP ALM, MS SharePoint, Jira, Confluence, Hexawise, Pairwise, Oracle DB and Toad.

* \_

Certifications

International Software Testing Qualifications Board – Certified Tester (**ISTQB**), 2010

Application Tester Certification, MIT, 2013

HP Functional Testing 11.x Software, 2012

AIS- HP Quality Center v10 Certification, 2011

Banking Industry Generalist Certification, 2011

Capital Markets Generalist Certification, 2011

HP AIS – Application Life Cycle Management v11, 2012

Technology Skills

* Operating System - Windows XP, Windows 7, Windows 10, UNIX, Mainframes
* Languages - SQL, C++, JAVA
* Test Management Tool - HP Quality Center 9.0, 10.0, HP Application Lifecycle Management V1 11, JIRA
* Automation Tool - Selenium web driver (basics), Selenium IDE, Firebug, ITKO LISA, SOAP UI, QTP
* Requirements Mgmt. - ALM, JIRA, Confluence, MS Office Share point
* Database - Oracle 10g/11g, SQL Server Management Studio, DB2
* Database Analysis Tool - Toad, SQL Server Management Studio, DB2
* Agile Tools - Pivotal Tracker

Accomplishments

* Rated as **‘High Performer’ for four consecutive** performance reviews.
* Piloted the transformation of Waterfall to **Agile** for Chase’s virtual processing application’s goal to Agile.
* Have received **'Star of the Month**' award for working on Reporting Analysis Application Testing Automation
* Recognized by the client team for **leading Application with zero production defect** in whole **Year 2011, 2012, 2014 and 2015**