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**LinkedIn**: <https://www.linkedin.com/in/bhavani-shetty-3b5aa2305/>

* Total 12 Years of experience in the IT industry in Financial, Analytics, Banking, Retail, Insurance and Healthcare domains.
* Knowledge of Salesforce Admin, CMS, ERP, CRM(Mobile, Telephone, Outlook 365), Data Warehouse, ETL, API(REST/SOAP), SQL, Mobile App, Database, UNIX, Business Object, Migration, Tableau, ALM, MACRO, VLOOKUP, SDLCSDLC, STLC, Data, System Analysis And Design, Business Process Management, SOA,, UML, DOM, DFD, Adobe Campaign, Java, .Net, XML, HTML, CSS, JSON, Tableau, OS, UNIX, Business Object, SAP R3/R4, SPSS, Advanced Excel, SOQL, SOSL, Windows, MAC, DOS, UNIX, Cloud (Azure, Google, AWS), Business Analytics, Business Process, Business Object, Tableau, Excel, JIRA, Confluence, Agile, Waterfall
* Previously Involved in Requirement Analysis, Data Analysis & Maintenance, Teradata Reporting, Data Load & stewardship, Marketing Analytics and Data Quality Maintenance, CRM Fusion & Enrichment of Data in Salesforce Dot Com.
* Served in an analytical role as an Analyst using tools like Teradata, Demand Tool, and Apex Data Loader.
* Possess technical knowledge and a good understanding of RDBMS, Data Warehousing Design Methodology, Data Warehouse Concepts, and Database design/architecture including both OLAP & OLTP data.
* Worked in an Onsite-Offshore delivery model and has efficiently and effectively managed the critical deliverables as a key team member in both organizations.
* Involved in training and mentoring new joiners in the team on various modules and became the Single Point of Contact for
* Possess excellent communication, decision-making, Problem Solving, Analytical, and Interpersonal skills with result-oriented dedication toward goals. Capable of working as a Team Member or Individually with minimum supervision.
* Experience in multiple functional areas while at Country Financial – Auto /Property/ Small business and Commercial Agriculture Insurance - Quote & Purchase applications
* Experience in multiple functional areas while at StateFarm Insurance Company - Life & Auto insurance - Quote & Purchase applications
* Strong Experience in Banking Domain, Worked in Banking projects like Bank of America & National Australian Bank
* Experience in Oracle CRM on Demand while at NAB
* Part of the Testing Centre of Excellence [TCoE] in Country Financial and also at Bank of America in multiple modules covering 14 diverse banking applications.
* Real-time hands-on experience with Cloud foundry – PWS and Stratos, GoCD, Jenkin, Gherkin, and Cucumber BDD
* Strength in Total Automation using TOSCA, Selenium - Java, WebDriver, Quality Assurance, Engineering, and business development functions as well as expertise in Total Quality Management and using these functions effectively to achieve the overall objectives of the organization
* Strong Experience in SOAP UI, KARATE / Automation test execution & Groovy Scripting
* Strong knowledge in GTFramework, Testcafe, web services testing via Tool KARATE/SOAP UI/ Restful web services
* Experience with Selenium XPath techniques, microservices, and REST APIs
* Have exposure to Mobile testing and applications [IOS Automation and XCode]. Worked on Various Auto Experience mobile applications and Tools like Perfecto
* Exposure to SOA Test from the service side automation
* Involved in CR Estimations, Requirement Analysis, Planning, Coordination and Execution of Functional tests and Automation
* Managed the test Data needs of the project using HP service manager and Client Specific Data Management Tools
* Managed all incoming problem records to ensure 100% test coverage.
* Involved in test condition and test script preparation for System testing and identifying Regression test conditions
* Present Role- Manager Product -> Salesforce CRM Product Business Analyst| Quality Assurance | ETL| UNIX | CRM |API| Data Governance | TABLEAU | SALESFORCE | SQL|EXCEL| MACRO | VLOOKUP |UX @ (CRM, CSTE, IIBA, SQL, SALESFORCE (Admin and CLOUD), SPSS, SCRUM, SAS, TABLEAU, ASTQB) Certified

**Technical Skills:**

|  |  |
| --- | --- |
| **Concepts** | **ALM**, **ERP-CRM,** **ETL**, **Postman**, **Swagger**, HP **Service** Test, UFT **API**, IBM Rational Functional Tester, **Test** Rail, IBM Rational **ClearQuest**, **Bugzilla**, **Jira**, **GraphQL**, **Confluence**, Microsoft Test Manager, **Smart** Bear (**SOAPUI**), API(**REST**/**SOAP**), **Swagger, Charles Proxy,** **Fiddler**, **FitNesse**, **Putty, JMeter,** RDBMS, **Data** Warehouse,**Salesforce**, QMF, IBM Sales Center, **BO**, **ERP**, Actuate, MS Visual Studio, **ETL**, **TOAD**,**Adobe** Campaign, Team Foundation Server, Adobe Experience Manager, **JIRA**, SharePoint,**SAP** R/4, **JTAPI**, **JSON**, Tableau, **Confluence, MDM, Artificial Intelligence,** **SALESFORCE, EPIC, HL7 Standards, FHIR**  |
| **Reporting Tool** | Salesforce.com (SFDC), Tableau 10.1, BI and Business Objects 4.1, 4.2 |
| **Database** | **Oracle**, **DB2**, MySQL, MS-Access, Sybase, PostgreSQL, SQL Server, Teradata (12.14), EXASOL, SAP |
| **Scheduling Tool** | Info burst, **IBM** Tivoli Monitoring, **AutoSys**, Bamboo |
| **Languages** | SQL, Advanced SQL, GraphQL, HTML, XML, CSS, JavaScript, Java, UNIX, .Net, UML, .Net |
| **Utilities and Other** | MS Excel, MS PowerPoint, VSS, Clear Case, SharePoint, SVN, PVCCS |

**Professional Experience:**

**Client: BD Duration: Apr 2022 - Present**

**Role: Lead Software Test Automation Engineer**

**Location: San Diego, CA**

**Responsibilities:**

* Manager Product - Salesforce Business Analyst RESEARCH -> Quality Assurance | PRODUCT | ETL|UNIX| SQL | Data Governance | API | TABLEAU | Salesforce | CRM@ (CRM, CSTE, IIBA, SQL, SALESFORCE(Admin), SPSS, SCRUM, SAS, TABLEAU, ASTQB) Certified for project life cycle, product analysis, quality assurance, design, testing, implementation, support and enhancement. Data manipulation, Data validation, Data fixes, enhancements, testing, strong data experience with Automation (Tosca).
* Selenium Automation framework design and implementation, creating Test Scripts using WebDriver, Selenium RC, Selenium IDE, Selenium Grid, experience ID data-driven and hybrid testing, Automation testing using TestNG, JUnit, Cucumber, Experience in maven, Apache Tomcat, JUnit, ANT
* Application Integration is the process of bringing data from one application to another application both internally and externally. Integration between DaVita Applications or external vendor and business.
* Collaboration with various partners in conceptualizing, developing, interpreting, and analyzing requirements to align end‐to‐end quote‐to‐order processes and ensure the accuracy of information feeding into our provisioning and finance reporting systems.
* Business requirements gathering and process analysis detailing current state and desired/future state business processes, outlining impact and gaps, and ensuring solutions and capabilities meet business needs and requirements. Functional & component testing, SQL query, API testing, End to End Integration testing, Swagger, Postman, QTest, JIRA
* Data Analysis/Analytics: Data Profiling, Data Mining, Data Analysing, SQL queries. ETL Data, working with various data sources: Excel and flat files, XML files, and legacy systems. Salesforce SOQL & SOSL for data fetching and manipulation, Batch job.
* Test Suite (Manual/Automation) for API(REST/SOAPUI) in Postman, Test Execution, Defect and Log Analysis, SQL, joins functions, Stored Procedure, schemas, database & ETL Testing, and Salesforce integration, CRM.
* Implemented Data-Blending for synchronizing the data from multiple data sources and reports in Tableau. Salesforce Admin and API Integration. B2B, B2C, C2C, ERP, CRM, Content Management, Content Syndication.
* SQL queries, Creation, Execution, and management of (Mobile services, Mobile SMS one/two-way, Email Alert, Batch job, External Interfaces, Report Path, and database setup).
* Informatica PowerCenter Workflow (running, validating, and monitoring) testing, Control file creation, validating inbound feeds, outbound feeds, and XLATE in ETL, SQL query, joins, functions, Stored Procedure, database testing, ETL Script, Logs & Data, Defect Report, Data Analysis, Execute UNIX Batch job in Putty, (External Interfaces, Report, and output Path Validation, Test Data Setup, Version Control
* Maintains and continuously improves Enterprise Sales processes enabled by Microsoft Dynamics, PROS CPQ, Salesforce.com, Apttus CPQ, and related Sales and Marketing enterprise applications. Hands‐on configuration on Microsoft Dynamics and PROS CPQ solutions. Work cross‐functionally with Sales Operations, Deal Desk, Order Management, and other Sales support teams to drive alignment and optimize end‐to‐end processes that will increase deal velocity
* Implement process improvements and automation to optimize operational and support processes Interface on a day‐to‐day basis with other solution analysts, business users, engineers, QA, and IT managers to support business operations.
* Experience in technical roles on at least one full‐lifecycle CPQ project, with strong implementation expertise in Conga CPQ, PROS CPQ Microsoft Dynamics, and/or SFDC.
* Informatica PowerCenter Workflow (running, validating, and monitoring) testing, Control file creation, validating inbound feeds, outbound feeds, and XLATE in ETL, SQL query, joins, functions, Stored Procedure, database testing, ETL Script, Logs & Data, Defect Report, Data Analysis, Execute UNIX Batch job in Putty, (External Interfaces, Report and output Path Validation, Test Data Setup, Version Control
* Requirement Creation: ALM, SQL Server, Oracle, XML/JSON, Confluence, Postman, SOAPUI, Denodo, HTML, ETL, UNIX, Java, Salesforce, Informatica POWER CENTER (ETL), HL7, FHIR, SPLUNK, Tableau, JBOSS, UML, SOA, KAFKA, JIRA. Achieving Client Satisfaction and Best Performer Award.
* Integration and System Test case Design/Execution.
* Involved in Test sign-off meetings and preparing the sign-off documents.
* Conducted peer review of test cases and highlighted the changes that helped in improving the quality of the test cases delivered.

**Environment:** ETL (Informatica PowerCenter DX Console, Informatica PowerCenter, Informatica Powe Centre Work Flow Monitor, Informatica PowerCenter Workflow Manager, UNIX, EDW, Swagger, Salesforce, ERP, Postman, SOAPUI, ALM, Putty, Oracle, Charles Proxy, Fiddler, Android Studio, XCode, SQL, JSON, Informatica, DevTool, HTML, XML, CSS, UNIX, Java, Informatica, Confluence, API, Azure, Google, MDM, JIRA, CONFLUENCE, Excel, Salesforce, TABLEAU, HTML

**Client: Kroger Duration: Feb 2018 – Jan 2022**

**Role: Sr Quality Engineer/SDET**

**Location: Cincinnati, OH**

**Responsibilities:**

* Direct interaction with the Business for requirement gathering and analytics in an Agile environment. Prepared Functional and Technical design documents, Use Case, Test Case, Test Data, Data Model, and ER Diagram for complex functionalities of integrating Salesforce with Microsoft Outlook 365, ERP-CRM (Outlook and Mobile). Selenium Automation framework design and implementation, creating Test Scripts using WebDriver, Selenium RC, Selenium IDE, Selenium Grid, experience ID data-driven and hybrid testing, Automation testing using TestNG, JUnit, Cucumber, Experience in maven, Apache Tomcat, JUnit, ANT
* SQL queries, Creation, Execution, and management of (Mobile Webservices, Mobile SMS one/two-way, Email Alert, Batch job, External Interfaces, Report Path, and database setup).
* Salesforce programmer with Apex, lighting, and SOQL knowledge. Functional & component testing, SQL query, API testing, End to End Integration testing, Swagger, Postman, QTest, JIRA
* Informatica PowerCenter Workflow (running, validating, and monitoring) testing, Control file creation, validating inbound feeds, outbound feeds, and XLATE in ETL, SQL query, joins, functions, Stored Procedure, database testing, ETL Script, Logs & Data, Defect Report, Data Analysis, Execute UNIX Batch job in Putty, (External Interfaces, Report, and output Path Validation, Test Data Setup, Version Control
* Using automated ETL testing, with data comparison tools (Informatica, Talend, SQL Server), ETL testing frameworks (Pytest-ETL, Validator, Robot), and data visualization tools (Tableau, Power BI, Qlik Sense) Testing coverage, including which ETL components, data elements, and transformations need to be tested, and how frequently.
* Data warehousing, various model types (data vault and star schemas), data marts, views, multidimensional databases, and tuning of schemas/tables.
* Understanding logical and physical models; normalized and denormalized structures, and surrogate key usage, including very strong SQL skills
* Detailed understanding of handling millions of data across RDS and the ability to reconcile data across the system.
* Extensive use of Agile Framework utilizing Scrum and Kanban for release management.
* Able to coordinate with Teams across multiple locations and time zones.
* Oversee data management, warehousing, integration, data movement, and delivery across assigned data initiatives. Examine data, processes, and technologies to determine the current state and critical problems of the Customer’s data and analytics journey.
* Research and make recommendations for training, equipment, and technology to improve data use. Build connections with the Client's Senior Leadership CXOs/D&A Heads and work with them to develop a clear Data and Analytics Strategy that supports their business goals and objectives. Achieving Client Satisfaction and Best Performer Award.
* Following CI/CD for microservices architecture to achieve Devops with AWS.
* Creating/Reviewing Test cases and maintain the Test repository updated with regression scripts.
* Actively involved in developing automation scripts using TOSCA and Selenium - Java, WebDriver.
* Defect Management and Defect Coordination.

**Environment:** JIRA, Confluence, ALM, Salesforce, Advanced Excel, Google Analytics, Tableau, CRM, TABLEAU, SALESFORCE, UNIX, ETL, SQL, API, Postman, Salesforce, Informatica, ALM, Putty, Oracle, JSON, DevTool, HTML, XML, CSS, UNIX, AWS, Java, Java Script, .Net, SOAPUI, PowerPoint, FitNesse, IBM Tivoli Monitoring, Bamboo CI, SVN, DB2, WINSCP, CISCO, Avaya, CRM, Adobe Campaign, ERP, Teradata, Demand Tool, APEX Data Loader.

**Client: Global Data Solutions, Inc Duration: Aug 2016 – Jan 2018**

**Role: Quality Analyst /Quality Assurance Analyst**

**Location: Falls Church, VA**

**Responsibilities:**

* **Informatica PowerCenter Workflow** (running, validating, and monitoring) testing, Control file creation, validating inbound feeds, outbound feeds and XLATE in ETL, SQL query, joins, functions, Stored Procedure, database testing, ETL Script, Logs & Data, Defect Report, Data Analysis, Execute UNIX Batch job in Putty, (External Interfaces, Report, and output Path Validation, Test Data Setup, Version Control.
* SQL queries, Creation, Execution, and managing of (Mobile Webservices, Mobile SMS one/two-way, Email Alert, Batch job, External Interfaces, Report Path, and database setup).
* Create Requirement, USE Case, UML, Data Flow Diagram in Agile and Waterfall Model
* Prepared Use Case, BRD, FRD, Test Case, Run book creation for complex functionalities of Data Center Migration, data center certification, site minder, validation (OS, System, Hardware, Web server) upgradation, ETL Script (Informatica)
* Business Data Analyst and Testing Database (Table and Stored procedure), Test Execution, UAT, Defect Log, SQL, Joins, Selenium, Conduct (Functional, regression, UAT, PROD, negative, Installation) testing JIRA, Pivot Tables and VLOOKUP and SPSS Reporting.
* Achieving Client satisfaction and Best Performer Award.
* Assists with the coordination of other application’s testing needs as it relates to an assigned project
* Defines and conditions test data, Assigns data to specific scripts, if necessary
* Obtains and maintains test IDs and passwords, if applicable
* Test Execution and Implementation, Executes tests (positive and negative)
* Maintains and reconditions data as needed during test
* Verifies results through the application as well as the various “back-end” applications
* Documents and validates problems and defects found during testing
* Reports defects and issues to development via a defect-tracking tool

**Environment:** JIRA, Confluence, ALM, Excel, Advanced Excel, SPSS, Word, PowerPoint, CRM, API, ETL, UNIX, SQL, HP Service Test, Business Objects, UFT API, Informatica, Quality Centre, Putty, Oracle, JSON, DevTool, HTML, XML, CSS, UNIX, JavaScript, .Net, SOAPUI, GitLab CI, SVN, DB2, WINSCP, Clear Case, UML

Client: Cisco Systems Jan 2012 - Aug 2014

Role: Sr Quality Engineer/Client Services Account Manager

Location: Bangalore, India

**Responsibilities:**

Cisco WebEx provides on-demand collaboration, online meeting, and web conferencing and voice conferencing applications. Its products include Meeting Center, Training Center, Event Center, Support Center, Sales Center, and MeetMeNow. PCNow, WebEx AIM Pro Business Edition, WebEx Web office and WebEx Connect. All WebEx products are part of the Cisco collaboration portfolio.

Functional Testing-It involves testing of:

* Ordering process of WebEx cloud products such as Meeting Center, Training Center, Event Center under different business models (Ports, Minutes, Services) through front end applications CMS, OMS, BLIS.
* Provisioning of orders through BLIS provisioning team.
* Rating and billing of WebEx Customers through RBE.
* E2E Testing of an order flow from quoting of a subscription to invoice generation.
* Requirement understanding and raising ambiguities.
* Test Plan review and Estimation of Project.
* Test Scenario/Test Case preparation and review using CTD tool.
* Test Execution (Functional, Regression Testing, Automation Testing)
* Test automation script using ATA/Selenium WebDriver using key driven framework.
* Testing on Production environment. Defect Reporting and Tracking.
* Daily status meeting and reporting.
* Project Demo to Business Analyst as a process of sign off for moving codes to production.

**Environment**: CRM, EBS, MS Office – Access, Power Point, Word, Advanced Excel, MS-Visio, Share Point, MS Project, ATA/Selenium Web Driver, CTD, SharePoint.

**Client : Hewlett Packard Enterprise Mar 2010 - Jan 2012**

**Role: Quality Assurance Specialist/ Technical Solutions Consultant**

**Location:Bangalore, India**

* Establish a product specialty by assigned product line and serve as the Subject Matter Expert (SME) for the product line.
* Analysis of product performance: FPLA (Failure on Product Launch Analysis) reporting & Data snap reporting on all Consumer printing products. Capture vital information on emerging issues and conducting Root Cause Analysis.
* Tested various printer hardware & software with Windows 8 Developer Preview version as part of the 'Windows 8 Readiness Team' to determine and report compatibility issues.
* Identify customer issues and make recommendations for product improvements to the product stakeholders (GBU).
* Prepare ad-hoc reports for HP regarding technical issues and participate in scheduled and ad-hoc meetings as agreed upon by HP vendors & HP Management for business requirements.
* Document and submit omissions or issues and report discrepancies related to HP's Knowledge Retrieval System (KRS).
* Document hardware set-up, software installation and OOBE (out of box experience) of HP products.
* Worked as Technical Support Specialist for IPG division. Supported all imaging & printing devices made by the company. This included cameras, standalone printers, network printers and multifunction printers such as all-in-ones.
* Responsibilities included assistance, troubleshooting & call logging of incidents using SAP-based CRM tools. These incidents had to be escalated using escalation process if needed for issue resolution. Created and managed Customer Service Orders for product or part replacements through internal order management tools.

**Environment:** CRM, KRS, MS Office, Advanced Excel, MS Project and SharePoint.