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# SUMMARY:

* Over all **18+ years of IT experience** with hands on experience in **requirements gathering, technical design, development, programming, testing and deployment of software applications**
* Proactive, result driven and detail-oriented **Quality Assurance Analyst** with a strong analytical & development background, proficient in interpreting and analyzing complex data sets to extract valuable insights and drive informed business decisions.
* 5+ years of experience with data analytics, ETL, Informatica, Pl/SQL, SQL Server, dashboard creations and experience in Enterprises Data Warehousing, Analytics and Information Management using Big Data environment/tools, DB2, Oracle, SQL Server, SSIS, Hive, Impala, Informatica and Reporting Tool
* Extensive experience in development, maintenance and support of application solutions built on IBM
* **Mainframes technologies** on z/OS platform
* Experienced in multiple domains such as **Healthcare enrollment, Healthcare Incentive processing,** Sales & Underwriting actuarial processing, **Manufacturing, Retail & eCommerce, Transport Ticketing system, Telecommunication billing,**
* Hands on experience in **Data Collection, Data Integration, Data Conversion, Data Quality validation**
* Experienced in **Test Data Management** including **data mapping, data mining, data masking** and **Test Environment Management** activities
* Strong experience in **writing and analyzing complex SQL queries**
* **Certified Salesforce Administrator** experienced in user management, reports and dashboards creation and maintenance, managing Product Catalog, Campaigns, Promotions & Coupons, Price and Inventory feed management
* Experienced in **integration testing** of retail and e-commerce business applications
* Experienced in designing data driven test automation framework which dynamically fetches test data based on business scenarios
* Experience in validating web pages using HTML/HTML5, XML, JavaScript, React JS, JQuery, JSON, Node.js, Bootstrap
* Developed JIRA dashboards to showcase project progress, evaluate teams performance and forecast feature timelines.

# CERTIFICATES:

* **SAFe POPM (Product Owner / Product Manager)**
* **SAFe Practitioner**
* **Salesforce Certified Administrator (ADM 201)**
* **AHM250 AHIP Certified Healthcare Professional**
* **Oracle 9i: SQL professional**

# TECHNICAL SKILLS:

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| --- | --- |
| Language | COBOL, CICS (OTP), JCL, REXX, Easytrieve, Python, JavaScript, NodeJs, Angular, XML |
| Database / Database Tools | IBM DB2, SQL Server, Oracle, MS-Access, MySQL, Postgres, Hadoop, Toad for Data Analyst, VSAM, QSAM file, JSON, JQUERY, DynamoDB |
| Special Software | Salesforce, AWS, Google Analytics, CA7, (ESP), Ms Visio, MS Projects, Oracle Toad, ESP, Playwright, Informatica, IBM Utilities, Postman, ReadyAPI, GitHub, VisualStudio, Oracle OMS, Oracle EBS, Snowflake, Pentaho, CSS, Impala, JIRA, Sharepoint, Taiko, Gauge, Selenium, Xpath, |
| Operating System | Windows, Mac |

**PROFESSIONAL EXPERIENCE:**

## Client: Jobring (Leesburg, VA) Sep 2022 - Present

**Role: Quality Assurance Lead**

**Description:** Job Ring is the first open referral platform that is democratizing the recruiting process by empowering everyone involved – from professionals with networks, to job applicants, to companies looking for the right hire. Recommend professionals in your network for open positions and you can get paid as early as they are interviewed with additional bonuses as they are hired, and stay with the company. Job Ring uses state-of-the-art AI technology to help maximize your earning potential by recommending specific jobs that match the qualifications of people in your network.

## Business Area: Recruitment platform

## Responsibilities:

* Participate in daily Stand-Up calls to assess team’s progress and help resolving any impediments team encounters
* Collaborate with Product owners and defining the testing scope based on the product release plan
* Analyze database components to verify data quality and other integrities.
* Author Test Cases that provide maximum coverage for the application functionalities
* Perform API testing with simulated inputs to test the web interfaces within the application
* Ensure that the application is performing as per the designed security protocols
* Performing regular internal and external security audits to identify lapses or loopholes
* Prepare smoke test suite and execute them before intake of new package for functional testing
* Identify automation scope based on re-useability and criticality of the functionality
* Developing strategies to mitigate risks and correct security holes before they can be exploited
* Develop, maintain and execute test automation scripts using Gauge & Taiko, Javascript, AWS
* Review defects in JIRA with SME, triage defects and determine the root cause and solutioning
* Mining Google Analytics to identify user trends and suggest solutions to address the issues

## Tools & Technologies: JIRA, Confluence, Sharepoint, DynamoDB, GitHub, Figma, NodeJS, Taiko, Gauge, Spreadsheet, Google Analytics, ReadyAPI, Swagger

## Client: Army & Air Force Exchange Services (AAFES) (Dallas, TX) Jan 2022 – Sep 2022

## Role: Quality Assurance Lead

**Description: AAFES** is a retailer in the U.S. Army and Air Force installations worldwide. AAFES also has an e-Commerce platform which its customers can use to place orders online. AAFES keeps its application platform upgraded to the latest standards and using latest technologies so that the US service veterans and active service persons and their family can experience the same shopping experience as on leading e-Commerce platforms. Easytrieve is one of the oldest report generation languages. AAFES has decided to sunset these reports and replace them with an equivalent report generated by other languages or using reporting tools. Easy migration requires ensuring 100% quality and zero deviation from existing reports.

## Business Area: eCommerce & Retail

## Responsibilities:

* Design and develop strategy to test mainframe migration project
* Interface with Business Owners and analysts to provide technical solutions to meet user needs
* Participate in daily Stand-Up calls to assess team's progress and help resolve any impediments
* Compare the source database and targeted report and ensure that data mapping is accurate in the new system
* Perform Data Profiling and capture the right data for report generation and testing
* Drive defect triage calls and identify the ownership to fix the defects
* Providing demo for the features that are delivered
* Design and capture test reports as required by the client
* Perform API testing with simulated inputs to test the web interfaces within the application

## Tools & Technologies: zOS, JCL, COBOL, EZT, SuperC, TSO, ISPF, JIRA, XRAY, Oracle EBS, OMS, DB2, ReadyAPI, XML

**Client: American Society for Testing and Materials (ASTM) (Conshohocken, PA) Jan 2020 – Dec 2021 Role: Project Lead - Salesforce**

**Description: ASTM International** is a nonprofit organization that develops and publishes technical standards, covering the procedures for testing and classification of materials of every sort. Standards from ASTM are available both individually, directly through the ANSI webstore, and as **https://webstore.ansi.org/Info/StandardsSubscriptions** part of a standards subscription. MCS1.0 is ASTM’s legacy web application which allows customers to access their account, profile and standard subscription. SpecBuilder was another ASTM legacy application which was used by experts to collaborate and build new standards and specifications. MCS1.0 is replaced with a modernized MCS2.0 application built on AWS platform This is a new web application for membership management and a suite for experts to collaborate for building and managing standards. Huge amount of existing customer data, product data and other transaction data is migrated to a new modern application platform.

## Business Area: eCommerce

## Responsibilities:

* Manually verify the new features built during the sprint
* Participate in Project Increment (PI) planning and Sprint Planning to understand the scope of work for upcoming releases and identify the scope of test automation
* Maintain and enhance automation scripts in Selenium - Python to include new feature validations
* Providing sprint demo for the features that are delivered as part of the sprint
* Participate in architecting project Go-Live steps and identified key data dependencies in testing the application post deployment
* Performing data discovery and profiling utilizing SQL and Pentaho Data Analytics
* Writing and analyzing complex SQL queries in SQL Developer, PostgresQL
* Working in a big data ecosystem to identify critical data elements and track and report data analysis to project management team
* Review functional and non-functional data requirements as well as ensures traceability throughout the project lifecycle
* Perform API testing with simulated inputs to test the web interfaces within the application
* Created Workflows in ReadyAPI simulating user flows
* Review Source to Target data mapping document for various layers (Data lake, standard, distribution) in IE and various stages for EDW (Landing, staging, IDS and History)
* Oversee quality assurance activities in ETL project
* Data conversion and validation in ETL progress

## Tools & Technologies: JIRA, Xray, Amazon Web Services, SQLServer, Pentaho, Postgresql, Selenium, Python, Salesforce, SOAP UI, XML

**Client: GameStop (Dallas, TX) Jan 2019 - Dec 2019**

**Role: Lead Analyst – Salesforce QA**

**Description:** GameStop Corp. is an American video game, consumer electronics, and gaming merchandise retailer. To compete with the growing retail major players GameStop had invested on building a new web portal on Salesforce eCommerce solutions. To ensure that the existing products and inventory data is moved to Salesforce products and pricebooks, ETL logics were used. Existing customer orders were synced by integrating the platform with OMS Oracle DB. Order history was retained by one time data load of all historical completed transaction data.

## Business Area: eCommerce & Retail

## Responsibilities:

* Create and review Test Strategy, Test Plans to verify the product catalog and price data in the webpage
* Create and review test scenarios and test artifacts to ensure data quality
* Verify Salesforce Marketing Cloud functionalities with focus on Email Studio and Journey Builder
* Validate email templates, segmentation, personalization, data imports, and exports within Salesforce Marketing Cloud
* Collaborated with marketing teams to understand campaign objectives and translate them into effective test scenarios
* Leveraged Salesforce Marketing Cloud's testing capabilities to validate data integrity, email rendering across different clients, and campaign performance metrics
* Web automation using Playwright for E2E testing of applications built in angular framework
* Identifying xpath using css selections for precise element interactions
* Perform API testing with simulated inputs to test the web interfaces within the application
* Coordinate with testers in accessibility testing for newly developed web page features
* Participate in defect triage meetings
* Participate in project planning meetings to understand the scope of work for Sprint
* Coordinate with Business owners and development partners to provide technical solutions to meet user needs

## Tools & Technologies: Amazon Web Services, Playwright, Oracle Order Management System (OMS), EBS, Salesforce Business Manager, Salesforce Product and Pricebook, Salesforce Commerce Cloud, Salesforce Marketing Cloud, Oracle, SQL Server, Hive, Informatica, JIRA, Xray, Postman

**Client: CUBIC Transportation Systems (San Diego, CA) Jan 2018 - Dec 2018**

**Role: Salesforce Quality Assurance - Lead**

**Description:** Cubic Transportation Systems (CTS) is one of the world's largest operators of public transport fare collection services. CTS designs, integrates, and provides outsourced business process and IT services for automated fare collection systems for public transit operations. Additionally, CTS also provides the fare payment infrastructure, including gates, ticket machines and smart card readers and the back end or central system for processing and reporting revenue and other data. Services include customer support, software support, and operations services.

## Business Area: Transportation - Ticketing & Billing System

## Responsibilities:

* Analyze the application and build End to End testing suite
* Define all day in a life application scenario for different users (customer, support staffs, administrator etc)
* Understand the functional requirements for upgrading the fare payment system for a leading US transportation agency and defining the testing scope based on the product release plan
* Create and review Test Cases to provide maximum coverage for the application functionalities
* Prepare smoke test suite and execute them before intake of new package for functional testing
* Lead and monitor functional test execution including sanity, regression, and exploratory testing
* Define the Definition of Done (DOD) for the application functionalities
* Analyze PL SQL components to verify the EDW rules and other data warehousing logics to verify the reports
* Verify Business Intelligence reports generated by PowerBi against the data in Enterprise Data. Warehouse
* Manually test Web applications built in .NET platform
* Participate in daily Stand-Up calls to assess team’s progress and help resolving any impediments team encounters
* Perform API testing with simulated inputs to test the web interfaces within the application
* Schedule and drive Defect Triage Calls. Review defects in JIRA with SME, Developers, Business Analyst, Project Manager in triage calls
* Propose, guide, and assist team in automating repeated manual testing and data creation activities
* Ensure that proper evidence is attached in test management tool and schedule test evidence review with stakeholders (System Analysts and Business users)
* Analyze the feedback reports and logs for the customer reported information
* Testing in-house clearinghouse modules and its interface with enterprise tools used by the customer
* Testing the accuracy and consistency of data stored in Snowflake databases by executing queries, comparing results, and identifying discrepancies.
* Reports testing on SAP Business Intelligence and MSD AX platforms on Azure

## Tools & Technologies: Power BI, EDW, PL SQL, SQL, SQL Server, JIRA, TestRail, Postman, iOS & Android mobile wallet, Snowflake, Salesforce, Azure BLOB, Azure SQL DB

### Client: UPMC Health (Pittsburgh, PA) Feb 2017 - Dec 2017

### Role: Functional Test Analyst

**Description:** UPMC is a world-renowned health care provider and insurer. UPMC health insurance serves its customers in larger Pennsylvania and other neighboring states like New Jersey, Ohio, West Virginia. It has a claims application built on AS400 technology which is one of the oldest but robust claims processing applications in the industry. This project involves validating different claims requests, verifying various eligibility criteria, and ensuring only valid claims are being processed by the system.

## Business Area : Healthcare & Health Insurance – Claims Application

## Responsibilities:

* Participate in Functional specification and data mapping documents walkthrough for defining the testing scope for the various releases
* Participate in requirement gathering sessions with business to understand their needs and assess feasibility of these requirements from system standpoint
* Review design, unit testing and other testing artifacts to ensure Definition of Done (DOD) is met
* Create and review Test Strategy, Test Plans that serve as documentation detailing approach listing schedule, timelines, and entry/exit criteria to test the MC400 Claims application
* Create and review Test Scenarios for Claims application
* Manually test Web applications built in .NET platform
* Lead and monitor functional test execution including System Testing, Regression and exploratory testing
* Propose, guide, and assist team in automating repeated manual testing and data creation activities
* Successfully implemented automation of integrated data creation process for regression test cases
* Schedule and drive Defect Triage Calls. Review defects with System Analysts, Developers, Business SME, Project Manager in triage calls
* Test Management activities in HP ALM
* Analyze the feedback reports and logs for the customer reported information

## Tools & Technologies: Oracle, Toad for oracle, Mainframes, MC400 (Claims application), HP ALM, JIRA, .NET, Postman

## Client: Cigna Health Insurance (Bloomfield, CT) Nov 2013 - Feb 2017

## Role: Systems Analyst

**Description:** Cigna is an American multinational managed healthcare and insurance company which is a major provider of medical, dental, disability, life and accident insurance and related products and services, the majority of which are offered through employers and other groups. Cigna also offers Medicare and Medicaid products and health, life, and accident insurance coverages primarily to individuals in the US and selected international markets. This project involves understanding the functional enhancements requests and new requirements and analyzing the application for Sales & Underwriting and Incentive processing. Provide impact analysis and determine the development requirements for incorporating new features.

## Business Area:

* **Healthcare & Health Insurance – Sales & Underwriting**
* **Healthcare & Health Insurance – Incentive Rewards**

## Responsibilities:

* Analyze business requirement and application and prepare high level requirement document
* Perform development activities based on the requirements
* Execute and validate unit test plans
* Perform test environment and test data management
* Participating in change management meetings
* Creating production implementation plans
* Perform data integration activities between Mainframe and Salesforce applications
* Design and implementation of new Salesforce reports and dashboards for Business use
* Maintaining existing reports and dashboard in Salesforce platform
* Verify Customer complaint tickets in Incentive process
* Determine the incentive point requests based on the eligibility criteria and health improvement activities
* Verify the incentive credits in the past by querying database for historical data

## Tools & Technologies: COBOL, CICS, JCL, DB2, Salesforce, QMF, SQL Server, QMF, ESP, HP ALM, NodeJs, Informatica, SOAPUI

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## Client: Cigna Health Insurance (Chennai, TN) Aug 2011 - Nov 2013

## Role: Mainframe App Support Analyst

**Description:** Cigna is an American multinational managed healthcare and insurance company which is a major provider of medical, dental, disability, life and accident insurance and related products and services, the majority of which are offered through employers and other groups. Cigna also offers Medicare and Medicaid products and health, life, and accident insurance coverages primarily to individuals in the US and selected international markets. This project involves understanding the functional enhancements requests and new requirements in member enrollment applications and building new features in mainframes. Provide account management support to the application owners by providing account updates and other key information based on their requests.

## Business Area: Healthcare & Health Insurance – Enrollment & Account Management

## Responsibilities:

* Participate in business and functional requirements walkthrough and perform impact/scope analysis
* Create high level system design documents for the new business modules and enhancements to existing modules
* Performance tuning improvements of Production modules to reduce execution time
* Performing system and regression test using Control-M scheduler Validation of test results and preparing and maintaining artifacts
* Participating in change management meetings and preparing production roll-out plans
* Provide post-production maintenance support
* Provide key information related to account management as requested by the application owners and Cigna customer support executives
* Provide account management activities related to account updates, enrollment date management etc

## Tools & Technologies: COBOL, CICS, JCL, DB2, FILE-AID, MS Visio, Salesforce, QMF, SQL Server, QMF, ESP, NodeJs

## Client: Cable & Wireless (Chennai, TN) Aug 2008 - Jul 2011

## Role: Mainframe App Analyst and Tech Lead

**Description:** Cable & Wireless is a UK based telecom provider which was acquired by Vodafone UK in 2012. C&W used an inhouse built solution (SSBS) for billing its customers. This project provides development and enhancement support for SSBS based on new feature requests and regulatory requirements.

## Business Area : UK – Telecom Billing

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## Responsibilities:

* Create high level system design documents for the new business modules and enhancements to existing modules
* Performance tuning improvements of Production modules to reduce execution time
* Performing test environment maintenance and data setup activities for project releases
* Data migration and test data management for UAT and PVS testing
* Work with business owners to review and get Sign-off for the changes to deploy in Production Participating in change management meetings and prepare production roll-out plans
* Provide post production maintenance support

## Tools & Technologies: COBOL, CICS, JCL, DB2, FILE-AID, MS Visio, QMF, SQL Server, QMF, ESP, HP ALM

## Client: Qwest Communications (Chennai, TN) Feb 2006 - Jul 2008

## Role: Mainframe App Developer

**Description:** Qwest Communications International, Inc. was a United States telecommunications carrier which provided local service in 14 western and midwestern U.S. states. It was later acquired by CenturyLink in 2010. IABS (Integrated Access Billing System) was used to bill large customers with huge bills. This project builds and enhances the mainframe application based on regulatory requirements and user requests.

## Business Area: USA – Telecom Billing

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## Responsibilities:

* Participate in business and functional requirements walkthrough and perform impact/scope analysis
* Create high level system design documents for the new business modules and application enhancements
* Perform Development tasks and Unit Testing code and share the results with QA team
* Automate regression test cases for the application
* Work with business owners to review and get Sign-off for the changes to deploy in Production
* Participating in change management meetings and prepare production roll-out plans

## Tools & Technologies: COBOL, CICS, JCL, DB2, FILE-AID, MS Visio, QMF, SQL Server, QMF, ESP, Informatica