**PROFESSIONAL SUMMARY**

A competent professional with 14 years of rich experience in Test Delivery, Project Co-ordination & Client Management. Roles performed as QA Manager, Test Architect/Lead, Test coordinator & Subject Matter Expert (SME) with domain expertise in Health care, Auto and Life Insurance, Property & Casualty, Ecommerce and Banking. Endowed with a profound customer centric and systems driven approach to designing business solutions.

**Present Role:**

**Test Manager / Architect / Lead:**

* Leading and managing a team of 15 in different client hub, Including 8 in offshore.
* Lead, guide and monitor the analysis, design, implementation - Ensure proper configuration management of deliverables produced and traceability’s managed
* I maintain great work relationship with the client and all other stakeholders in the project, contributing to the success
* Onshore coordination - been involved in Offshore coordination and managing complex deliverables involving Onshore - Offshore model
* Responsible for all QA sign-off activities & onsite coordinator for the complete QA activities.
* Experience on various Project Management Tool like Rally, JIRA & Version one
* Schedule the evaluations for implementation and then monitor, measure, control and report on the progress, the product quality status and the results, adapting the plan and compensating as needed to adjust to evolving conditions
* Develop automation solutions and strategy to meet the architectural goals and needs of a client
* Talented with presenting skills, Defining the scope of challenging elements in deliverables within the context of each release / delivery. Deploying and managing resources & applying the appropriate measurements and metrics in the product and the Team
* Working with Agile projects and with different Agile Teams, involved in PI Planning, Retrospective & Inspect and Adapt
* Involved in Functional Checkout, Non-Functional Requirement, Change Coordination Creation of Unit test plan, report & Production support
* Experienced and Expertise in various phases of testing like System testing (Manual and Automation), System Integration testing, Ad-hoc testing, regression testing, Functional testing with END-to-END test planning and analysis

**Summary:**

* Proficient professional with over 13+ years of rich experience in QA Delivery
* I have acquired over 7+ years of industrial work experience in United states
* Over 6+ years of experience as Test Lead and Offshore Co-ordination at Client location
* Experience in Guidewire, Salesforce domain & functional areas while at Health Care Service Corporation
* Experience in Devops, Azure / AWS with CI/CD pipeline with Jenkins, Github on Agile Projects
* 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 Center of Excellence [TCoE] in and 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 function as well as expertise in Total Quality Management and use 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, micro services and REST APIs
* Have exposure to Mobile testing and applications [IOS Automation and XCode]. Worked on Various Auto Experiences mobile applications and Tools like perfecto
* Exposure on 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

**TECHNICAL SKILLS:**

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| --- | --- |
| **Technologies** | Java, JSP, HTML, CSS MongoDB, SQL, DB2 VB, JS, Python, Groovy, Scripting, Gherkin, Cucumber, BDD, XCode – iOS Appium Automation & Selenium, Devops with AWS |
| **Tools** | Guidewire Policu Center, Claim Center, SALESFORCE, HP Application Life Cycle management, HP Service Manager, SOAP UI, Jmeter, Jenkins, Github, JIRA, VersionOne, Rally, Splunk, QTest, TestLink & Trac ,IBM Data Studio , RFT, PG Admin, Tosca and Perfecto |

**WORK EXPERIENCE**

**Country Financial – Bloomington,IL**

**Test Manager / Test Architect Dec 2022 – till date**

Implementation of Guidewire policy center & Claim center for Commercial Agriculture and small business

**Responsibilities:**

* Develops and manages plans, guidelines, policies, procedures, and processes, to ensure the achievement of quality targets.
* Responsible for QA test strategy, Test Plan, Test framework, All QA deliverables and QA sign off
* Leading and managing a team of 12, Including 8 in offshore.
* Leading All QA Management meetings from the QA Manager perspective, QA metrics and Resource estimation/ Allocation and Achieving Project goals
* Manages teams collecting and analyzing quality information from multiple sources to develop long-term quality strategy and program
* As a Lead effective involved in Shift Left Approach, Sprint planning, Scrum meeting, Retrospective and Daily Status Calls with Complete sprint-based work methodology
* Experience on Jira, Updating the scrum board on User stories, Tasks & Defects
* Defect Management and Defect Coordination.
* Involved in Test sign-off meetings and preparing the sign-off documents.

**Nike – Beaverton, OR**

**Test Manager / Test Architect Sep 2020 – Dec 2022**

A complete Retail application to track the orders End to End from the different user roles from B2B perspective.

**Responsibilities:**

* Leading and managing a team of 10, Including 8 in offshore.
* Having 1+ years of Testcafe automation framework.
* Driving Scrum meeting, Sprint planning, Retrospective and Daily Status Calls with Complete sprint-based work methodology
* Experience on Jira, Updating the scrum board on User stories, Tasks & Defects
* Following CI/CD for microservices architecture to achieve Devops with AWS
* Creating/Reviewing Test cases and maintain the Test repository updated with regression scripts
* Defect Management and Defect Coordination.
* 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 which helped in improving the quality of the test cases delivered.

**HCSC – Claims E2E – Chicago,IL**

**Onsite Test Coordinator / Test Automation Lead - SDET/SME May 2019 – Aug 2020**

A complete Salesforce Cloud application to track the claims End to End from the different user roles perspective.

**Responsibilities:**

* Leading and managing a team of 6, Including 4 in offshore.
* Having 6+ months of SAFT testing automation framework, Selenium - Xpath, WebDriver based which is a cognizant tool used by clients internally.
* Have exposure to Touchless automation Tool [Accenture Tool]
* Expertise in TOSCA automation, Planning, Execution and Reporting
* 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.
* Integration and System Test case Design/Execution.
* Conducted peer review of test cases and highlighted the changes which helped in improving the quality of the test cases delivered.

**Comcast PPE – Tech 360 – Philadelphia, PA**

**Onsite Test Coordinator / Test Lead /SDET Oct 2018 – May 2019**

Tech360 is the Comcast mobile app Project for technicians who work on the field. The app was designed through extensive research into the daily work schedule of technicians, evaluating what was working and what was not.

**Responsibilities:**

* Have 6+ months of IOS Automation experience on Communication, Media & technology Industry
* Leading and managing a team of 6, Including 4 in offshore.
* Real-time hands-on experience with Cloud foundry – PWS and Stratos, GoCD, Jenkin, Gherkin and Cucumber BDD
* Expertise in Appium tool, for mobile testing in Android, IOS
* Mobile testing – Appium with any cloud services (Perfecto, Saucelabs, Browser Stack)
* Proficiency in writing Native app code test using Swift XCTest
* Experience with Command line tools for iOS & Appium (xcrun, xcode-select, xcodebuild)
* Worked on Parasoft Automation – SOA Test from the service side automation
* Testing the performance of applications using the JMeter tool
* Experience in selenium- Xpath automation with Appium server for IOS Automation
* Creating Object Repository for web UI elements Using POM [Page object Model]
* Creating/Reviewing Test cases in BDD format and maintain the Test repository updated with regression scripts
* Experience with REST APIs testing via Tool KARATE /SOAP UI/ Restful web services
* Defect Management and Defect Coordination.
* Experience on Jira, Updating the scrum board on User stories, Tasks & Defects
* Drive Daily Status Calls with Clients and provide crisp, appropriate status

**StateFarm Insurance Company – Auto Quote and Rating Services – Bloomington,IL**

**Onsite Test Coordinator / Test Lead / SDET Jan 2015 – Oct 2018**

The main goal of the project is to design, develop and implement Auto Quote applications that will be part of client application.

**Rating Services:** Testing the business rules to get the Quote calculation and to determine the Discounts which can be applied for the quote through SOAP UI and XML’s.

**Responsibilities:**

* Responsible for Offshore Test Delivery
* Expertise in SOAP UI and XML services.
* Record and Play using Jmeter to test the Load/Performance of the web services
* Strong knowledge in web services testing via Tool KARATE/ SOAP UI/ Restful web services
* Experience with micro services and REST APIs
* Leading and managing a team of 8, Including 6 in offshore.
* Real-time hands-on experience with Cloud foundry – PWS and Stratos, GoCD, Jenkin, Gherkin and Cucumber BDD
* Involved in test case creation, and review of Manual Test cases Review
* Setup testing environment and maintain framework using Python
* Involved in Requirement Analysis, Estimation, Coordination of test condition & test script preparation for System testing and Regression testing.
* Scalable API’s were tested using Python Flask, Extract XML files
* Experience with data processing automation using Python
* Drive Daily Status Calls with Clients and provide crisp, appropriate status
* Experience on Version One, Updating the scrum board on User stories, Tasks & Defects
* Defect Management and Defect Coordination.
* Involved in Sign off meetings.

**StateFarm Insurance Company – Life – Chennai,India**

**Functional Tester/Test Analyst Jun 2014 – Dec 2014**

The main goal of the project is to design, develop and implement Life Quote applications that will be part of client application.

**Responsibilities:**

* Offshore Test lead for the release, Direct client interaction.
* Owned the release 100%, from Inception to the closure, Integration and System Test case design and execution
* Responsibilities included coordinating with multiple client BAs, for the different applications too.
* Worked on all incoming problem records, converting them into efficient test cases and ensuring hundred percent test coverage.
* Involved in Requirement Analysis, Estimation, Test case creation, Test case execution & Review of Test cases.
* Involved in Coordination of test condition & test script preparation and execution for System testing and Regression testing.
* Involved in Defect Management and Defect Coordination.
* Conducted a peer review of test cases and highlighted the changes which helped in improving the quality of the test cases delivered.
* Responsible for the closure report and its supporting documentation

**National Australian Bank [NAB] – Oracle CRMoD - Chennai,India**

**Functional Tester/Test Analyst Feb 2014 – May 2014**

The main goal of the project is implementation of a CRM On Demand system for NAB Singapore.

* Oracle CRM is a customer relationship management application developed by Oracle Corporation
* CRM On Demand is a CRM solution helps in accessing & organizing customer information

**Responsibilities:**

* Involved in Requirement Analysis, Estimation Test case creation, Test case execution & Review of Manual Test cases.
* Involved in Coordination of test condition & test script preparation and execution for System testing and Regression testing.
* Responsible for Integration and System Test case design and execution.
* Reviewed the test cases according to business requirement.
* Involved in Defect Management and Defect Coordination.
* Conducted peer review of test cases and highlighted the changes which helped in improving the quality of the test cases delivered.

**Carecentrix – CCX - Chennai,India**

**UI Developer and Functional Tester/Test Analyst April 2013 – Dec 2013**

Carecentrix is the leading provider of home health benefits management services to the health care industry. Implementing the Claims [UB04 and CMS 1500] in the Web Portal Services.

**Responsibilities: UI Developer:**

* Active involvement in UI development and implementation JSP Pages and Designing the UI Part.
* Participates in all review sessions, planning meetings and discussions directed by the Offshore Lead.
* Reviews all documentation (for example, BRD, SRS) as it relates to a given project

**Responsibilities: Functional Tester:**

* Involved in Requirement Analysis, Estimation, Test case creation, Test case execution, Review of Manual Test cases.
* Involved in Coordination of test condition & test script preparation and execution for System testing and Regression testing.
* Responsible for Integration and System Test case design and Execution.
* Reviewed the test cases according to business requirement.
* Conducted a peer review of test cases and highlighted the changes which helped in improving the quality of the test cases delivered.
* Zero defects on peer review for the test cases created and executed
* Owning Defect Management, Tracking and Fixing the Defects.
* Using EDI Files, testing the UB04 and CMS 1500 claims.
* Sending the Reports to supervisor

**StateFarm Insurance Company – Auto - Chennai,India**

**Functional Tester/Test Analyst Sep 2012 – Jan 2013**

The main goal of the project is to design, develop and implement Auto Quote applications that will be part of client application.

**Responsibilities:**

* Involved in Test case creation, Review of Manual Test cases.
* Responsible for the execution of automation test cases.
* Involved in Coordination of test condition & test script preparation for System testing and Regression testing.

**Bank of America - Chennai,India**

**Functional Tester/Test Analyst Dec 2009 – Sep 2012**

The main goal of the project is to test the credit card applications in Bank of America. As a part of this initiative, 17 credit card applications in BOA are tested. The testing is done for both UK & IRE Regions.

**Responsibilities:**

* Conducted workshop to provide the techno-functional training for the team.
* Participates and Reviews in all documentation (for example, BRD, HLD & LLD) as it relates to a given project
* Reviews and provides input to test plans, traceability matrix, test tracking documents, and test calendars.
* 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 defect tracking tool
* Provides testing statistics and metrics to Test Lead and direct interaction with the Clients as we do not have the intermediary team who went from India.

**EDUCATION**

* Bachelor of Computer Applications from Bharathiar University, Coimbatore in 2009

**CERTIFICATION**

* Finance Foundation Training [BANKING]
* Insurance Foundation Training
* Splunk Power User
* Certified SAFe 5 Scrum Master
* SAFe for Team