**Mounika Attikam**

**Email : mounika.atikam@gmail.com**

**Professional Summary:**

* Over 12 years of IT experience focusing on system functionality analysis, QA testing methodology, and test automation framework design.
* Proficient in various development methodologies including Waterfall, Iterative, and Agile (Scrum & XP).
* Extensive experience in functional, unit, integration, regression, API, GUI, back-end, and browser compatibility testing.
* Expertise in API automation using RESTAssured with GET, POST, PUT, and DELETE methods, validating server responses in XML/JSON formats.
* Strong background in Azure Data Factory and Azure Databricks for developing, testing, and maintaining data platforms.
* Led a team of QA engineers in the design, development, and execution of comprehensive test plans and test cases, ensuring high-quality software releases.
* Managed the implementation of automated testing frameworks using Selenium (WebDriver, Grid, IDE), reducing manual testing efforts and improving test coverage.
* Utilized JIRA, HP Quality Center, and HP ALM to track defects, manage test cases, and generate detailed reports, enhancing transparency and communication across the team.
* Proficient in using Query Surge for automating the testing of data warehouses and data migration projects to ensure data integrity and accuracy.
* Experienced in validating ETL processes by comparing source and target data, detecting data anomalies, and ensuring data transformation accuracy with Query Surge.
* Skilled in creating comprehensive test scenarios in Query Surge to cover various data validation aspects, including schema, content, and business rule verification.
* Skilled in designing and executing data pipelines within Azure Data Lake Storage.
* Adept at writing complex SQL queries, stored procedures, and functions in SSMS for data validation and BI reporting.
* Experienced in Agile methodology, collaborating with cross-functional teams for timely delivery and continuous improvement of data solutions.
* Implemented CI/CD pipelines using Azure DevOps to automate build, test, and deployment processes.
* Proficient in developing and executing Pie Spark commands for large-scale data transformations and validations.
* Expertise in full load and incremental load strategies to ensure data consistency and reliability.
* Utilized automation tools to validate data integrity and optimize workflows, reducing manual testing efforts.
* Strong knowledge of BI reporting tools like Power BI and SSRS, focusing on creating actionable insights and validating report accuracy.
* Experience in RESTful Web Services automation testing using Http Client, TestNG, and Jackson Library for JSON parsing.
* AWS cloud testing experience, including creating EC2 instances, S3 bucket management, and firewall setup.
* GUI automation expertise using Selenium WebDriver, TestNG, Maven, and a high-level Hybrid Automation Framework.
* Extensive REST API testing experience using POSTMAN, Apache HTTP Client, and RESTAssured.
* Hands-on experience with UI Automation Viewer, Jenkins CI/CD, and GitHub.
* Proficient in writing and executing automated test scripts with Selenium WebDriver, Selenium IDE, TestNG, Jenkins, Maven, and Java.
* Experienced with Protractor for end-to-end testing of AngularJS applications.
* Expertise in performance testing of REST APIs using JMeter.
* Defect management and reporting experience using HP ALM/Quality Center and JIRA.
* Back-end testing skills with SQL queries for data validation using Oracle and MySQL.
* Familiar with Cucumber Framework and Gherkin for BDD, including converting TestNG Framework to Cucumber Framework.

**Technical Skills:**

* **Testing Automation Frameworks:** SELENIUM (WEBDRIVER), SELENIUM (GRID), SELENIUM IDE
* **Testing Tools:** JIRA, HP Quality Center, HP ALM, Appium, Query Surge
* **Testing Frameworks:** TestNG, JUNIT, Protractor
* **Design Patterns:** Builder, Factory, Page Objects, Page Factory
* **Cloud**: AWS(EC2, S3, Lambda), Azure(ADF, ADB, Storage Explorer)
* **Application/Web Servers:** Web Logic, Apache Tomcat, AWS
* **Code Repositories:** SVN, GIT
* **Continuous Integration:** Jenkins
* **Web services:** Postman, Soap UI
* **BDD Frameworks:** Cucumber, JBehave
* **MS Tools:** MS Word, MS Excel, MS Visio, MS Outlook
* **Operating Systems:** Unix/Linux, Windows
* **Languages:** JAVA/J2EE, HTML, CSS
* **Scripting Languages:** UNIX Shell Scripting, Java Script
* **Build Tools:** Ant, Maven
* **IDE:** Eclipse
* **DBMS**: SSMS
* **RDBMS:** Oracle, MySQL

**Professional Experiences:**

**Citizens Bank, Providence, RI**

**Dec 2023 - Present**

**Lead Test Engineer**

**Project Description:**

Citizens Bank, headquartered in Providence, RI, aims to develop a comprehensive digital banking platform to enhance customer experience, streamline financial services, and improve operational efficiency. This initiative focuses on providing a seamless, secure, and user-friendly digital banking experience for both individual and business customers.

**Responsibilities:**

* Implemented DevOps methodologies to streamline software development and operations, enhancing efficiency and accelerating time-to-market.
* Configured, customized, and optimized Facets healthcare management software, improving operational processes and data management.
* Led the design, development, and execution of automated test scripts using Selenium WebDriver and TestNG, significantly reducing manual testing efforts and increasing test coverage.
* Leveraged Data Lakes, Data Bricks, and Data Warehouses for efficient data processing and analytics, enhancing data accessibility and decision-making.
* Mentored and trained junior QA engineers, fostering a collaborative and growth-oriented team environment.
* Conducted end-to-end testing using Detox and Cypress, creating automated scripts to ensure robust application performance and functionality.
* Developed and deployed serverless applications with AWS Lambda, optimizing scalability, and cost-effectiveness, and integrated with other AWS services.
* Led root cause analysis and defect triage meetings, driving timely resolution of critical issues and continuous improvement of testing processes.
* Automated software delivery pipelines and testing processes using CI/CD tools such as Jenkins, Docker, and Ansible, improving overall software quality and release speed.
* Designed and executed comprehensive test plans and cases, involved in GUI, integration, regression, and backend testing across various environments and platforms.
* Utilized Selenium WebDriver and other frameworks to develop and implement automation scripts, reducing script development time and enhancing test coverage.
* Managed and coordinated User Acceptance Testing (UAT) and defect reporting using JIRA, ensuring thorough validation and resolution of issues.

**Environment:** Selenium WebDriver, TestNG, node.js, Protractor, Maven, JIRA, LoadRunner, RESTful, RESTAssured, Java, ASP.net,  Java Script, C#, TOAD, Oracle, SQL Server, Windows, HTML, Agile, ANT, MS Outlook, MS Word, UNIX, MS Excel.

**Tampa General Hospital, Tampa, FL**

**Jan 2023 – Nov 2023**

**Lead QA Automation Engineer**

**Project Description:**

Tampa General Hospital, a leading healthcare provider in Tampa, FL, aims to develop an advanced Patient Management and Care Optimization System to enhance patient care, streamline hospital operations, and improve overall healthcare delivery.

**Responsibilities:**

* Gathered and analyzed requirements from stakeholders and subject matter experts for Health Care portals, using RUP methodology and Rational Requisite Pro.
* Worked with EDI transactions to identify key data elements and documented business processes related to Claims, Payments, and Enrollment.
* Developed and executed automation test scripts using Selenium WebDriver with Java and Maven, employing data-driven and Page Factory models.
* Led a team of QA engineers in developing and executing comprehensive test strategies for healthcare applications, ensuring compliance with industry standards and regulations such as HIPAA.
* Implemented automated testing frameworks using Selenium WebDriver and TestNG, enhancing test coverage and reducing manual testing efforts.
* Conducted cross-browser and parallel testing using Selenium Grid, TestNG, and Maven to ensure compatibility across platforms like Chrome, Firefox, and Safari.
* Managed test execution and build processes with Jenkins and Git, integrating with Maven for automated testing and build scheduling.
* Automated backend REST services using custom frameworks and JavaScript, and tested APIs and web services with Rest Assured and Soap UI.
* Monitored and reported on key quality metrics, identifying areas for improvement and implementing corrective actions to enhance overall product quality in the healthcare domain.
* Utilized Apache POI for test data management from Excel spreadsheets and handled synchronization issues in Selenium using explicit and implicit waits.
* Conducted scalability testing on AWS by creating EC2 instances, managing S3 buckets, and developing Java APIs for AWS Lambda.
* Shared daily status reports, participated in meetings for enhancements and modifications, and reported defects, working with analysts and developers to resolve issues.

**Environment:** Selenium WebDriver, Maven, TestNG, node.js, Ant, Jenkins, GitHub, SOAP UI, SQL Server, MS Word, Windows, JIRA, Java, J2EE, Java,ASP.net, Java Script, XML, UNIX, MS Excel, PowerPoint, MS Outlook.

**Buckle, USA**

**Jun 2019 – Aug 2022**

**Senior Test Engineer**

**Project Description:**

Buckle, through its wholly owned insurance carrier Gateway, is revolutionizing the fronting carrier model to provide small to midsize Managing General Agents (MGAs) with competitive terms and expert guidance, aiding their growth in selected markets. Its innovative fronting strategy is designed to significantly reduce the traditionally high costs associated with fronting, transforming it from an expensive commodity to an economically viable solution.

**Responsibilities:**

* Developed and maintained ETL pipelines in ADF to ingest data from multiple sources into Azure Data Lake Storage.
* Designed and executed Spark scripts in ADB to transform raw data into curated and processed datasets for business analytics.
* Managed and optimized storage solutions within Azure Data Lake Storage, ensuring efficient data retrieval and processing.
* Proficient in using Query Surge for automating the testing of data warehouses and data migration projects to ensure data integrity and accuracy.
* Experienced in validating ETL processes by comparing source and target data, detecting data anomalies, and ensuring data transformation accuracy with Query Surge.
* Implemented security best practices to protect sensitive data within Azure Blob Storage.
* Wrote complex SQL queries, stored procedures, and functions to validate data integrity and support BI reporting requirements.
* Automated database maintenance tasks using SSMS to enhance database performance and reliability.
* Collaborated with cross-functional teams in Agile sprints, contributing to continuous improvement and timely delivery of features.
* Participated in daily stand-ups, sprint planning, and retrospectives to ensure alignment with project goals and timelines.
* Implemented CI/CD pipelines using Azure DevOps to automate the build, test, and deployment of data solutions.
* Used version control systems (e.g., Git) to manage code changes and ensure traceability and rollback capabilities.
* Developed automation scripts to validate large volumes of data efficiently, reducing manual effort and improving accuracy.
* Used data frames and Spark commands to automate data validation and transformation processes.
* Designed and executed full load and incremental data load strategies to ensure up-to-date data availability for analytics.
* Monitored data pipelines to identify and resolve issues promptly, ensuring data consistency and reliability.
* Created and maintained BI reports using tools like Power BI and SSRS to provide actionable insights to stakeholders.
* Validated BI reports against source data to ensure accuracy and consistency.
* Utilized automated testing frameworks to verify data quality, performance, and functionality of data pipelines and reports.
* Developed test cases and test plans to cover various scenarios, including edge cases, to ensure robust data solutions.

**Environment:** Query Surge, Azure, ADF, ADB, Storage Explorer, SSMS, Postman, SOAPUI, MS outlook, MS Excel

**KITS, UK**

**Nov 2016 – May 2019**

**QA Analyst**

**Project Description:**

KITS is a web portal for Insurance and health benefits. KITS is a valuable set of online tools and resources. It helps the members to manage Plan Benefits, Improve Overall Wellness and get more out of the health plans.

**Responsibilities:**

* Analyzed High-Level Documents (HLD) for requirement understanding.
* Executed and analyzed test results in ALM.
* Actively participated in walkthroughs and User Acceptance Testing (UAT) in every sprint.
* Designed test cases and identified test scenarios for system testing.
* Conducted system testing, re-testing, regression testing, and smoke testing.
* Executed test cases and managed defect reporting and tracking in Rally and ALM.
* Reviewed work completed by the system testing team, including test cases, validation logs, and defects.
* Participated in project team meetings and maintained daily and weekly status calls.
* Prepared SOX documentation for projects.
* Involved in requirement and understanding phases across all releases.
* Collaborated with teammates to create test plans.
* Performed web services testing using SOAP UI.

**Environment:** JavaScript, Java, Protractor, TestNG, Appium (Android & IOS), UI Automator Viewer, XPath, SOAP UI, JMeter, Oracle, Eclipse IDE, Jira, Agile, Windows.

**R & A,MIC, USA**

**Jan 2012 – Oct 2016**

**Test Engineer**

**Project Description:**

R&A is an application hosted on a SharePoint site which allows users to request 4 specific reports about employer groups. The reports are typically run monthly and distributed to the employer group, but they can also be run on an as-needed basis by individual users.

**Responsibilities:**

* Participated in requirement walkthroughs, created test plans and cases, and manually tested applications, including functional, regression, and integration testing.
* Performed backend testing using SQL queries to validate data in Oracle databases, including using joins for data retrieval.
* Conducted UI testing for mobile web applications across different iOS and Android devices, and tested web and API applications in an Agile environment.
* Documented and managed defects using Mercury Quality Center, performed UAT, and tracked issues and change requests.
* Utilized Plan View for managing project documents, updating risks and issues, and maintaining test files and data.
* Participated in Agile transformation efforts and presented Agile practices to customers.
* Tested EMV card transactions in POS systems and verified application functionality across different configurations.
* Used JIRA as well for story writing and defect tracking.

**Environment:** ALM, QC, UML, EMV, Windows XP, Agile, SQL, MS-Visio, MS-Project.