Name**: Praharshani Gampa** Phone**: +1** 512-221-2398

**Experience Summary:**

* Over **5+ years** of experience in Quality Assurance (Automated / Manual) testing and performance testing with expertise in Requirements understanding and analysing, application testing & Quality Assurance of Web based applications, Mobile Application and Api based applications.
* Proficient in using test automation tools such as **Selenium WebDriver, WebdriverIO, Cypress** using **Java, JavaScript** to develop automation testing scripts for web applications.
* Experience in working with **Restful Web Services** using **REST Assured** and **Postman, SOAP** based services using **SOAP UI** for manual testing **APIs.**
* Understanding of **BDD** (Cucumber).
* Experience with test automation tools such as **Cypress**, **WebDriverIO**, **Selenium**, **TestNG**.
* Experience in working with Frameworks like **Data Driven Framework, Page Object Model.**
* Expertise in writing **test scripts** using **Junit**, **TestNG**, **Chai**, **Mocha**.
* Experience in using **JENKINS and Bitbucket** for Continuous Integration (**CI**) testing and using **MAVEN, GRADLE** build tool to download the dependencies.
* Good Experienced in **Cypress, WebdriverIO** automation tool using Chai and Mocha
* Creation of CI/CD pipelines from Dev,QA,UAT and Prod environments.
* Experience in writing Test Plan, Test Scenarios and Test Cases, developing and maintaining test scripts, analysing bugs, interacting with team members and tracking the bugs till closure.
* Experience in **Functional Testing, Data Driven Testing and Web for Web Services using SOAP UI, and SOA Test tool.**
* Expertise **in manual** testing of Web Applications and **Database** testing using **SQL Queries**.
* Experience in **Agile** Scrum methodology.
* Well versed **with Software Development Life Cycle (SDLC)**, **Software** **Testing Life Cycle (STLC),** Logging and Tracking Defects in all the phases.
* Expertise in Functional testing, Smoke testing, System testing, and Performance, Stress, Load Testing, Database Testing, White box, gray box, Black Box testing, and Regression testing.
* Proficient in writing Selenium Web Driver automation scripts in Java using **Gradle**, **Maven**, **Jenkins**, **TestNG** and **JUNIT** Annotations for web applications.
* Extensive experience in Defect Reporting and Defect tracking process **using JIRA**.
* Experience with Cross-Browser and Compatibility Testing to test whether the web applications are working as desired in different browsers and environments.
* Proficient in different phases of testing like Sanity Testing, Functional Testing, GUI Testing, Regression Testing, Integration Testing, Front End Testing, System Testing, **API** Testing, Performance Testing, User Acceptance Testing (**UAT**) on windows systems.
* Good understanding of the **ETL** process.
* Good understanding of the **Amazon web services (AWS)** Cloud platform.

**Skills Summary**:

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| --- | --- |
| **Test Approaches** | Waterfall, Agile/Scrum, SDLC, STLC, Bug Life Cycle |
| **Testing Tools** | Selenium WebDriver, TestNG, JUnit, Cucumber, SoapUI, WebdriverIO, Cypress, GITHUB, Jmeter, Load runner |
| **TestBuild & Integration Tools** | Gradle, Maven, Jenkins, Azure DevOps |
| **Frameworks** | Keyword Driven, Data Driven, Page Object Model (POM), Chai, Mocha |
| **Programming Tools** | Java, Python, Javascript |
| **Databases** | My SQL |
| **Browsers** | Edge, Google Chrome, Safari, Chromium |
| **Operating Systems** | Windows, Ubuntu, IOS, Android |
| **Ticketing Tools** | JIRA, ServiceNow |
| **MS Office Tools** | Outlook, Word, Excel, PowerPoint, One Note |
| **Utilities** | Eclipse, GIT, Bitbucket, IntelliJ, Visual Studio Code, POSTMAN |

**Education:**

Bachelor of Technology in Electronics and Communication Engineering,JNTUH, Telangana, INDIA.

**Professional Experience:**

**Client: KeyuTech (Remote)**

**Duration: July 2023 – Till Date**

**Title: SDET**

Keyutech Pvt Ltd is a Software Development and consultancy Service Provider that aims to be the best at all services such as Estockgifts, Automation360, Mypursu and MOBILE/WEB Applications Testing Services.

* Performed Functional, System, Regression,Sanity, Smoke and end-to-end Integration testing for the mobile application.
* Collaborated with cross-functional teams to gather requirements and define test scenarios.
* Involved automation and manual testing to test the application.
* Assisting in requirement gathering and validation to ensure that software aligns with legal and regulatory requirements.
* Conducted testing of Application functionalities across various platforms (iOS, Android) to ensure seamless user experience and transaction security.
* Developed comprehensive test plans and executed test cases for end-to-end payment processes, including account setup, amount transfers, bill payments, and transaction history.
* Executed test cases and automation scripts on different browsers/environments.
* Designed and executed test plans, test cases, and test scripts within JIRA ensuring thorough coverage of functional and non-functional requirements.
* Developed and maintained automated test scripts using Selenium WebDriver and TestNG framework to efficiently test web applications.
* Integrated automated tests with Jenkins CI/CD pipeline, enabling scheduled execution and continuous integration of tests into the development process.
* Performed Functional testing as per user stories and performed Integration Testing& System Testing on using Selenium WebDriver.
* Analysed test results and reported defects, contributing to the enhancement of software quality and reliability.
* Experienced in using RestAssured to automate testing for REST APIs in payment processing, ensuring smooth communication between various backend systems such as payment gateways, merchant processors, and internal databases.
* Conducted thorough testing to confirm transactional integrity and consistency across different stages of payment processing, including authorization, settlement and reconciliation.
* Test error handling mechanisms to verify proper logging, reporting, and resolution of errors encountered during payment processing, minimising disruption to customer transactions.
* Executing the test cases for functional, regression, identifying and reporting defects using JIRA.
* Collaborating with the development team to identify and resolve critical issues discovered during automated testing, ensuring a high-quality product release.
* Experience with test automation tools such as Cypress, Selenium, TestNG.
* Attended meetings and walkthroughs with Business Analyst, Development Lead and QA Team.
* Participated in production deployment and played a key role in identifying and reporting bugs.
* Conducting knowledge transfer sessions for the testing team.
* Performed Back-end testing to ensure that the user data was updated in the database using MySQL.
* Documenting test results and preparing reports for stakeholders for future reference.

**Environment**: Java, Javascript, HTML, Selenium WebDriver, Cypress, MS Office, MS Outlook, MySQL, Agile Methodology, Windows, Jmeter,Load runner,postman.

**Client: Highradius**

**Duration:Jan 2023 - May 2023**

**Title: Associate Quality Consultant II**

**Project: AT&T**

AT&T: AT&T Business Internet is a provider of Internet access and services. It is a service of AT&T, a global Fortune 500 company with $181 billion in revenues in 2020. ATTBI provides local access. It is available in 59 countries. Extended access features allow users to reach 147 additional countries. Highradius Credit System will get the AT&T customers data everyday and go under the credit life cycle. I set the whole credit configurations which are required for AT&T business.

**Roles and Responsibilities:**

* Responsible for creating complete test cases, test plans, test data , and reporting status ensuring accurate coverage of requirements and business processes.
* Involved in writing complex **SQL queries** to verify data from Source to Target.
* Involved in Test Planning, writing Test Cases and Test Scripts as per specifications. Attend Sprint plan meetings, daily stand-up meetings and review user stories in Agile Environment.
* Preparing documentation for some of the recurring defects and resolutions and business comments for those defects.
* Participated in **UAT/E2E** test scenario Walkthrough meetings periodically with Business Teams to finalise the test scripts.
* Implemented test suites using Selenium resulting in a 50% reduction in testing cycle time and a 40% increase in test coverage
* Validated the data in MySQL database by writing SQL Queries. Created and executed SQL Queries.
* Responsible End to End testing for each release by coordinating with different integration teams for both upstream and downstream systems.

**Environment**: Selenium WebDriver, MS Office, MS Outlook, MySQL, Agile Methodology, Windows.

**Mondelez:** The Mondelez International company manufactures chocolate, cookies, biscuits, gum, confectionery, and powdered beverages. Most of the Mondelez customers have Multiple levels of Hierarchy such as for a Parent customer which is also called as Virtual customer has about 200+ intermediate and child customers , where for one order approval they have to go though 8 approvers. There are many credit level calculations that should happen on the fly when the child customers are modified.

**Roles and Responsibilities:**

* Conducting 5+ levels of testing including Functional Testing , Regression Testing , User Acceptance Testing, Integration Testing and Performance Testing to verify the client’s requirements are met.
* Develop test scripts using WebdriverIO once and use the same code to run in different browsers.
* One of them is that HRC would need to call the REST API Service(POST) when the user clicks on the Register button in the Insurance sub-tab with the company details entered, The System would then call the above API with the fields passed to the API as parameters. Tested and validated upon successful response from the API request, the system would then populate the customer along with the customer details in Database for the client.
* Worked for a functional specification for mondelez where Retry mechanism is involved where when an order is on hold or rejected for any reason then this functionality comes into picture.
* Analysed the user requirements by interacting with system architects, product team ,developers and business analysts.
* Conducted risk assessments and implemented mitigation strategies to address potential project challenges.
* Oversaw user acceptance testing (UAT) and incorporate feedback to refine deliverables.
* Coordinated training sessions and provided ongoing support to end-users during the transition phase.
* Ensured seamless go-live execution by coordinating deployment activities and conducting post-implementation reviews.

**Environment**: Java, Javascript, HTML,WebdriverIO, Selenium WebDriver, MS Office, MS Outlook, MySQL, Agile Methodology, Windows,postman.

**Client: Highradius**

**Duration:Jan 2022 - Dec 2022**

**Title: Associate Quality Consultant I**

**Project: Bose**

**Bose:** The company designs, manufactures and markets audio equipment such as systems, home theatre systems, SoundDock systems for iPod, automotive sound systems for luxury cars and automotive suspension systems. For BOSE there are multiple requirements that I have worked on which were outbox requirements for the credit module. There was one specific requirement which is they send a daily credit rating data of new and existing customers of the day via **SFTP**. Then based on the data provided for a particular column the credit review has to be triggered and the credit report has to be pulled respectively for that period.

**Roles and Responsibilities:**

* Prepared Technical Design Specification Documentation for the requirements.
* Provided design options, alternatives and recommendations based on experience and best practices for report design.
* Prepared detailed Manual and Automated test scripts, test scenarios, test cases by understanding the business logic.
* Worked on the Bose Implementation and provided a RCA for all the bugs.
* Tested compatibility of application for dynamic and static content under various cross browsers using HTML ids and XPATH in Selenium.
* Automated test cases using BDD framework, Cucumber scripting with Selenium, in Maven build tool.
* Full Functional and End to End Scenario testing of web applications for credit module for the Bose project.
* Performed testing on Web Services API requests using REST Assured, SoapUI and Postman for functional /regression /performance testing & test automation.
* Handled the whole project End to End till Go Live.

**Internal User Stories**

* Reducing the pain points to the max while being Out of the Box from the implementation perspective. Build a feature that helped the internal Consultant’s to configure "Upload Data Configurations" feature for the whole product which supports any format file sent from third party agencies to upload into the HRC Database for all the credit accounts which reduced re-development for different file formats and agencies. Likewise I have even suggested and implemented a slim-fast screen to configure from UI instead of giving entries in DB, this helped to reduce a lot of issues when consultants give entries in DB with lack of knowledge.
* Proposed a Self Service tool to help the internal Functional Consultant to validate in the tool if the issues they raise in JIRA in UAT of a project exists or not with the relevant RCA and Resolutions like a Knowledge book for all the documents and resolutions.
* Further enhanced a feature to directly upload from JIRA for all the resolutions into the self service tool.
* Was part of automating the admin screens for the basic set of the credit module.
* Leveraged JIRA reporting and dashboard features to provide stakeholders with real-time visibility into test results, highlighting areas of risk and progress in the credit application testing process.

**Project: Arkema**

**Arkema:** Arkema designs materials to address the ever-growing demand for innovative and sustainable materials, driven by the challenges of new energies, new technologies, the depletion of resources, mobility, and increasing urbanisation. Arkema had a Insurance module for it’s customers where the user/customer can raise a insurance request using a unique Id of that customer, Highradius credit product will check the catalog by API Call to third party Insurance company COFACE and get the catalog response based on that requested amount will be sent and once the COFACE gives its decision Highradius system will update using an Agent/Job.

**Roles and Responsibilities:**

* Worked in and out for the approval process for the blocked orders which are already existing in the system when clicked on the “Release Manually” button based on the pre-approved conditions set after the orders arrive in HRC for the client.
* Delivered the whole Insurance cycle with zero bugs which involve API management. When a request from the user is being sent to the Insurance agency based on the available catalog, the agency sends back the information and the HRC agent/Scheduled Job will update in the system.
* Worked on the Insurance module of the credit product using the third party company to get the financial details of the customers.
* Installed, configured SoapUI to test Quicken APIs using WSDL file given by development team.
* Created test suites and Performed integration testing with API using Postman.
* Created collections of integration tests to ensure the API is working as expected.
* Involved in designing the Cucumber framework for automating test cases in Selenium webdriver using Java.

**Environment**: Java, Javascript, HTML,Cucumber, BDD, Selenium WebDriver, MS Office, MS Outlook, MySQL, Agile Methodology, Windows,postman.

**Client: Highradius**

**Duration:Jan 2021 - Dec 2021**

**Title: Trainee**

**Project: Zoom**

**Zoom:** For the Zoom project the Credit Implementation was as and there are no out of the box requirements, there were 3 phases in the project. Delivered the whole project by Configuring, testing, conducting UAT with the clients, Cloning the project from UAT to production, supporting the production tickets and finally delivering the account to the Client.

**Roles and Responsibilities:**

* Performing the first level of debugging by checking the logs and console and updating the JIRA with appropriate **RCA**(Root Cause Analysis).
* Understand functional requirements and prepare the functional specific documents and give the walk through to the development team.
* Worked on Online Customer Application build activities.
* This role Includes UI front end configuration along with Back end Configuration on SQL.
* New Customer Onboarding by using the OCA application and scoring the customer based on the OCA data.
* Performed System, Functional, Integration, Regression, User Acceptance and Data Center Acceptance Test in Agile environment.
* Followed Agile Methodology to emphasize real time communication over written documentation.
* Developed Test cases, Test Scripts using positive and negative approaches for functionality testing.
* Extensively used SQL programming in backend and front-end functions, procedures, packages to test business rules and security.
* Generated detailed reports of the Bugs, Pass-Fail report and Assigned defects using JIRA.
* Executed SQL to ensure data is populated correctly and data integrity is maintained.
* Responsible for planning the Manual testing of diverse applications in complex environments and will serve as chief resource in defect management and reporting.
* Involved in user training sessions and assisting in UAT (User Acceptance Testing).
* Executed Browser Compatibility Testing (IE, Firefox, Chrome and Safari) of a Web based application.
* Raising the defect and monitor defect in JIRA.
* Coordinated with the development team for bug fixing.
* Written SQL Queries in MySQL developer to validate the data.
* Tables for testing members and providers details are correctly saved in database.
* Performed Cross Browser Testing using Google Chrome, Firefox and Internet Explorer.
* Generated Defect Status Report, Test Execution Report, and Test Summary report.

**Environment**: Agile, Selenium Web Driver, Java, Eclipse IDE, Jenkins, GitHub, JIRA.

**Client: Swecha Organization**

**Duration:Jan 2019 - Dec 2020**

**Title: Internship**

Swecha Organization: Swecha was founded in 2005 as an organisation to support theSwecha project, it is now a vibrant community of software users, students, academicians and software professionals/developers determined to provide quality software built on the guidelines of free software development model. Swecha is part of the Free Software Movement of India.

**Roles and Responsibilities:**

* Worked in Agile methodology. Attended daily stand-up meetings. Helped the team in making test plans and test cases based on the user stories (Functional Requirements).
* Reviewed functional/design specifications, and other relevant documents to extract test requirements.
* Conducted Smoke testing, unit Testing (Module testing), Integration testing, and regression testing.
* Translate requirements, designs and functional specs into test plans.
* Verified the correctness of the software calculations and created test data files (valid and invalid) in order to thoroughly test program logic and system flow.
* Reported the defects to the development team on a periodic basis and retested the defects as they are fixed.
* Reporting the status to the upper management on test progress.
* Performed backend testing using SQL queries to check backend data and data integrity.
* Worked closely with developers for understanding deeply about the issue and worked together to solve the issue and fix them.
* Prepared test cases for GUI application.
* Coordinated with the developers to fix the bugs and performed (Positive and negative) testing.
* Participated with Business Analyst and developers to resolve the technical issues and Defect resolutions.
* Evaluated the quality of the software product being developed in terms of functionality, usability, compatibility, reliability, performance and supportability.
* Participated in the weekly meetings with the management team and walkthroughs.

**Environment**: Manual Testing, Java, MSOffice, SQL Server, Java, Windows.