**Prasad Pendyala**

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**Performance**

Accomplished Information Technology (IT) professional with 12+years of experience in roles as a Lead Manager, Automation/Performance Test Architect, LeadEngineer and Consultant across Healthcare, CRM, and Insurance enterprises. Skilled in .net Java technologies and Database performance testing working on JMeter|HP LoadRunner|Siebel and Salesforce CRM applications, advanced Middleware technologies like MuleSoft, Jitterbit, Kuber net, Jenkins, Octopus, Selenium Web Driver using TestNG for Automationtesting, Java OOP concepts ,Encapsulation, Inheritance, Abstraction, Polymorphism, Test UI Automation using Selenium WebDriver, Java, TestNG, JUnit, Maven,

Cucumber BDD and Jenkins. and Oracle Middleware Products. Focused Business Process Management, Web Services and with porting projects onto application servers.Expertise in Quality Assurance activities including enhancing**automation scripts**executing and developing Test Reports, Test Plans, Test Scenarios, Test Casesbased on User Stories and Requirement documentation for web applications.scripts using performance tuning recommendations|application tuning| codeprofiling|application configuration to forecast capacity reports for business teams.

STLC (Software Testing Life Cycle).

• Experienced in Software Development Methodologies such as Agile Scrum and Waterfall with

Cross Functional Team mindset.

• Experienced in analyzing System Requirement Specification, Functionality Specification and

changing it into Test Scenarios.

• Experienced in CI/CD, a key component of a DevOps strategy, to implement Continuous Integration

(CI) and Continuous Delivery (CD) using Jenkins.

• Experienced working with one or more teams responsible for the deployment and operation of AWS

Elastic Compute Cloud (EC2) using S3 bucket in regions with specialized security needs.

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**Technical Skills**

**Performance Tools:** LoadRunner 2022 Enterprise | HP Performance center | JMeter

**Automation Tools:**Selenium WebDriver| Protractor| Cypress| karate| Jasmine| Maven| JMeter| Visual Studio|

Eclipse IDE| JUnit| TestNG| Cucumber| Git| Azure DevOps| Jenkins| SoapUI| RESTful API| Postman.

**Cloud Technologies:** AWS | MS-AZURE

**Integration Tools:** MuleSoft | Rabbit MQ | Jitterbit | IBM MSMQ

**Database:** Postgres SQL | Oracle 11g | SQL Server 2010

**Tools| Frameworks:** Splunk | Secure CRT | TFS (Team Foundation Server) | Visual Studio | PuTTY | Secure FX | SOAP UI | GIT | Azure cloud | AWS framework | Jenkins | Octopus

**Application Servers:** Oracle App Server | IBM WebSphere | JBoss Apache Tomcat | Kubernetes. BEA WebLogic

**APM Tools:** Wily Introscope|Dynatrace|AppDynamics|Splunk

**Defect tracking Tools:** Jira | Hp Quality Center | ServiceNow | Salesforce.com

**Languages | Scripting:** Java | C# | Visual Basic. NET | C | C++. ASP.NET | Java Web Services | JavaScript | J Query| Node JS

**CRM Frameworks:** Salesforce.com | Siebel | Oracle CRM

**Operating Systems:** Linux CentOS-7 | Windows 2008 Server | Windows

**Professional Experience**

**Wells Fargo July 2020 –March 2024**

**Vice President–**Automation and Performance

Developed and enhanced LoadRunner scripts as part of Performance Engineering using LoadRunner tool using Web(HTTP-HTML) and Truclient protocols for Wells Fargo IVR and Chat applications to validate new features and applications developed using C# .net and Java based applications.

* Ensureperformance testing and tuning approaches evolved, as focus shifted from on-prem testing.
* Distributed system of WF Applications (API testing) using JMeterSOAP and load runner tools.
* Develop scenario-based testing for the LoadRunnerscripts.Create, schedule, and run the scenarios using LoadRunner and generate necessary graphs.
* Worked on Performance Center and LoadRunner to create thread groups and test web application for various loads on key business scenarios.
* Skilled in container technologies Docker, Kubernetes and Virtualization Technologies Virtual Box, VMWare and cloud technologies like AWS and Azure.
* Analyzed JVM Heap utilization, system resource utilization trends, method hot spots identification using Dynatrace APM tool.
* Capturedthread dumps and heap dumps using Dynatrace tool and analyze stuck thread issues with help of Dev team.
* Executed various types of load testing and provided results to business teams withcapacity recommendations.
* Defined Autocorrelation rules for various Applications inLoadRunner.Experienced with AWS Lambda function and API Gateway. Experienced with RESTful API, Used HTTP requests to GET, PUT, POST and DELETE data byusing POSTMAN.
* Worked on Cross Browser Testing by testing the website on different browsers like Chrome, IE andFirefox.
* Created step definition and feature files using Gherkin (Cucumber)  Implemented JUnit test runner class to call Test Cases in Cucumber.
* Conducted System Testing and User Acceptance Testing for every client and Conducted BackendTesting writing extensive SQL queries.
* Monitored load tests using Wily Introscope| OEM | and Splunk tools andcross checked with prod log response times.

**Environment:** LoadRunner | HP Performance Center | .net |NodeJS|JMeter | Dynatrace | Kubernetes | MS SQL Server |SQL Analyzer | Powershell | Shell | Oracle | JMeter. Splunk | Wily Introscope | AWS |Selenium WebDriver| Protractor| Cypress| karate| Jasmine| Maven| JMeter| Visual Studio|Eclipse IDE| JUnit| TestNG

**Anthem August 2019 - July 2020**

**Sr LeadSoftware Engineer** –Automation/Performance

Developed and improved LoadRunner scripts as part of Performance testing using LoadRunner tool using Web (HTTP-HTML) and Truclient protocols for Enterprise applications like Salesforce|SAP Applications.

* Developed and executed load tests using JMeter tool (API |HTTP Samplers).
* Ensured performance testing and tuning approaches evolved, as focus shifted from on-prem testing.
* Distributed system of Anthem Applications (API testing) using Post-Man API and load runner and JMeter tools.
* Defined Autocorrelation rules for various Applications in LoadRunner. Experienced with AWS Lambda function and API Gateway. Experienced with RESTful API, Used HTTP requests to GET, PUT, POST and DELETE data by using POSTMAN.
* Worked on Cross Browser Testing by testing the website on different browsers like Chrome, IE andFirefox.
* Created step definition and feature files using Gherkin (Cucumber)  Implemented JUnit test runner class to call Test Cases in Cucumber.
* Conducted System Testing and User Acceptance Testing for every client and Conducted BackendTesting writing extensive SQL queries.
* Developedscenario-based testing for the JMeter scripts.Created, scheduled, and ran the scenarios using JMeter and generated necessary graphs.
* Created thread groups and testedweb application for various loads on key business scenarios using JMeter.
* Utilized container technologies Docker, Kubernetes and Virtualization technologies Virtual Box, VMWare and cloud technologies like AWS and Azure.
* Participated in QA Daily Scrum meetings, weekly meetings and variousother meetings and discussed Enhancement and Modification Request issues and defects in the application.
* Analyzed JVM Heap utilization, system resource utilization trends, method hot spots identification using Dynatrace APM tool.
* Captured thread dumps and heap dumps using Dynatrace tool and analyze stuck thread issues with help of Dev team.
* Executed Various types of load testing and provided results to business teams withcapacity recommendations.
* Defined Autocorrelation rules for various Applications inLoadRunner.
* Monitored loadtests using Wily Introscope| OEM | and Splunk tools andcross checked with prod log response times.

**Environment:** LoadRunner | HP Performance Center | .net | JMeter | Dyna Trace | Kubernetes | MS SQL Server 2008 | SQL Analyzer | Powershell | Shell | Oracle | JMeter. Splunk | Wily Introscope|AWS |Selenium WebDriver| Protractor| Cypress| karate| Jasmine| Maven| JMeter| Visual Studio|Eclipse IDE| JUnit| TestNG

**Salesforce.com**, CA **August 2018 - August 2019**

**QA Lead | Project Manager |SRE Architect**

Led the SRE Performance Engineering team to test, analyze and tune, with a focus on large scale, Infrastructure services improve an eDiscovery software, while also transforming performance quality practices and enabling delivery teams with tools and advice to account for performance as a key non-functional requirement.

* Established over a dozen performance SLAs paving the path to ensuring engineering teams are developing the product, keeping SLA standards in mind.
* Enhanced load runner scripts by applying correlation rules (Manual and Auto correlation) and Parameterization rules wherever necessary to make sure the script works with multi users.
* Created Loadrunner scenarios based on workload and executed load tests (Performance|Scalability and Endurance (Longevity)) tests to make sure the application is scalable and stable for longer durations.
* Identified CPU and Memory issues during Scalability and Endurance tests and provided better recommendations to the production team.
* Involved in Agile Ceremonies such as, Sprint Planning Review meeting, Sprint Grooming, DailyScrum meeting, Sprint Retrospective meeting and User Story Acceptance Meeting. Coordinated with the Development team for Bug fixing issues using Python.
* Involved in Software Development Life Cycle including, creating Test Cases, Test PlansDevelopment, maintaining and executing Test Plans and Bug tracking.
* Experienced in automation testing using karate and JavaScript testing frameworks. Experience in performing UI and API Testing in karate automation testing framework usingJavaScript and NPM.
* Ensured performance testing and tuning approaches evolved, as focus shifted from on-prem testing to a distributed system of Salesforce CRM applications. Performed Incident Management duties during incident time and identified provide solution with zero downtime solution (Not impacted to customers).
* Analyzed JVM Heap utilization, system resource utilization trends, method hot spots identification using Dynatrace APM tool.
* Created, scheduled and ran the scenarios using JMeter and generate necessary graphs.
* Worked on JMeter to create Thread Groups and test Web Application for various loads on key business scenarios.
* Created and executed JMeter scripts for performance testing of portal.
* Capture Thread dumps and Heap dumps using Dynatrace tool and analyze stuck thread issues with help of Dev team.
* Experience in container technologies Docker, Kubernetes and Virtualization Technologies Virtual Box, VMWare and cloud technologies like AWS and Azure.
* Counting for system level end to end testing, even catching defects (memory leak during concurrent load scenarios) that are missed by team branch level testing. All initiatives were business value driven leading to increasing data transfer and processing by 25% and tuning and testing efforts that supported 500 users in the SaaS offering of Relativity.
* Continuously led the team to analyze, plan and execute production-like simulations across all major workflows to identify and remediate performance problems, prevent production slowness, and guarantee predictable performance.
* Developed Performance scripts using JMeter.
* Conducted weekly meetings with team about current project status and deliverables.
* Scheduled and participated in one on one meetings with team to provideupdates on project progress to Management teams. Adapted new infrastructure and provided analysis and recommendations to engineering for optimal configurations to ensure workflows were both scalable and cost efficient.
* Reduced operation times by 50% and determined scale and overcome performance bottlenecks that didn't exist on-prem and Cloud but were relevant in the SaaS offering which led to significant cost savings up to 50%.

**Environment:** LoadRunner | HP Performance Center | .net | Log Parser2.2 | Kubernetes MS PowerShell | Dynatrace | MS SQL Server 2008 | SQL Analyzer | Powershell | Shell | Oracle | JMeter. BEA WebLogic | Tomcat|AWS |Selenium WebDriver| Protractor| Cypress| karate| Jasmine| Maven| JMeter| Visual Studio|Eclipse IDE| JUnit| TestNG.

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**McKesson Corporation**, CA **December 2012 - July 2018**

**Performance Architect**(October 2015 - July 2018)

Facilitated review meetings with DB and Development Managers to track the performance and scalability issues of the applications.Performed weekly code deployment using Octopus tools across multiple environments on daily basis.

* Attended the capacity planning and forecasting, system performance analysis, and system tuning meetings with All the product Management teams on weekly|Biweekly basis and able to provide solutions for Performance and Scalability Analysis with Results and Findings.
* Analyzed business requirements and identified NFR and converted those into performance scenarios and signed on with the help of business teams.
* Developed and executed loadtests using JMeter tool (API |HTTP Samplers).
* Analyzed production data by running log parser scripts from IIS logs and provided weekly volume and providing reports with Forecasts and Analysis on weekly basis.
* Involved in Software Development Life Cycle including, creating Test Cases, Test PlansDevelopment, maintaining and executing Test Plans and Bug tracking.
* Analyzed test results after each execution and reported them in defect logging system.Developed, implemented and maintained reusable custom functions using Selenium.
* Created the Folder Structure, POM files and maintained the Visual Studio IDE for the testautomation framework.

 Performed Cross-browser Testing using Selenium testing tool.

* Responsible for implementation of Hybrid Test Automation Framework built using SeleniumWebDriver, Jasmine technologies using Java Language.
* Designed and implemented Hybrid Framework in Visual Studio for Smoke and Regression TestCases with Java.
* Experienced with HTTP requests to GET, PUT, POST and DELETE data by using POSTMAN.Experience in Web service testing using Postman and Rest
* Performed Smoke Testing, Positive and Negative Testing, Functional Testing, Regression Testingand both Front-End, Back-End Testing in various phases of development and test cycles.
* Performed Incident Management duties during incident time and identified provide solution with zero downtime solution (Not impacted to customers).
* Analyze JVM Heap utilization, system resource utilization trends, method hot spots identification using Dynatrace APM tool.
* Capture Thread dumps and Heap dumps using Dynatrace tool and analyze stuck thread issues with help of Dev team.
* Conducted Weekly meetings with team about current project status and Deliverables.
* Created Loadrunner scenarios based on workload and executed load tests (Performance|Scalability and Endurance (Longevity)) tests to make sure the application is scalable and stable for longer durations.
* Identified CPU and Memory issues during Scalability and Endurance tests and provided better recommendations to the production team.
* Ensured performance testing and tuning approaches evolved, as focus shifted from on-prem testing to a distributed system of Salesforce CRM applications. Performed Incident Management duties during incident time and identified provide solution with zero downtime solution (Not impacted to customers).
* Developedscenario-based testing for the JMeter scripts.
* Extensively worked on JMeter to create Thread Groups and test Web Application for various loads on key business scenarios.
* Created and executed JMeter scripts for performance testing.
* Scheduled 1-1 meetings with Team and attended all the meetings that are handled by my team with updated presentations (Shared with All the Management Teams about progress).
* Identified slow performing sprocs by running MS SQL Profiler during load tests and compared with previous releases and created defects in mantis|Jira and compared to existing tickets in terms of system Performance read|write and CPU and high response times.
* Analyzed JVM Heap utilization, system resource utilization trends, method hot spots identification using Dynatrace APM tool.
* Managing virtual machines on VMWare ESXi platform using vSphere client, configured DRS affinity rules, VMotion and performed OS patching (Windows and Linux).
* Gained work experience on both Azure and AWS cloud platforms.
* Identified the performance issues after analyzing SCOM reports in terms of storage|Networking|VM performance. Worked with storage|VM|and NAT teams to resolve the issues based on the performance Reports from solar winds and SCOM tools.
* Generated various reports (Keynote, Gomez, Google Analytics, SCOM, Solarwinds) on weekly and monthly basis and providing growth projections for next 2 years.

**Environment:** .net | Log Parser2.2 | MS PowerShell | Dyna Trace | MS SQL Server 2008 | SQL Analyzer | PowerShell | Shell | Oracle | Load Runner Vugen | Analysis | Controller | JMeter.

**System Architect**(December 2012 - October 2015)

Defined the test methodology and approach to be followed and prepared test plans and strategies for Performance testing. Developed industry best practice performance testing methodology|guidelines and established the process in multiple projects for various product and solutions lines in Relayhealth BU.

* Validated and enhancing the Load Runner |JMeter scripts for every release and executed the load tests on release basis and provided RC reports to all production lines.
* Identified slow performing sprocs by running MS SQL Profiler during load tests and compared with previous releases and created defects in mantis|Jira and compared to existing tickets in terms of system Performance read|write and CPU and high response times.
* Analyzed JVM Heap utilization, system resource utilization trends, method hot spots identification using Dynatrace APM tool.
* Capturedthread dumps and heap dumps using Dynatrace tool and analyze stuck thread issues with help of Dev team.

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**McKesson Corporation, Cont.**

* Tracked and monitored the progress of project through project plan schedules and cost overruns.
* Conducted team meetings and provided|receivedvaluable inputs at every stage of the project using Jira|Kanban Process.

**Environment:** .net | Log Parser2.2 | MS PowerShell | Dyna Trace | MS SQL Server 2008 | SQL Analyzer | PowerShell | Shell | Oracle | Load Runner Vugen | Analysis | Controller | HP Performance Center | Jira | Octopus.

**Net App**, Sunnyvale, CA **January 2011 - November 2012**

**Performance Lead**

Defined industry best practice performance testing methodology and guidelines and establishing the process in multiple projects.

* Tracked and monitored the progress of project through project plan schedules and cost overruns.
* Conducted team meetings and provided|taken valuable inputs at every stage of the project.

**Environment:** JAVA | J2EE | Oracle | Load Runner Vugen | BEA WebLogic | Tomcat | Analysis | Controller | HP Performance Center.

**Pacific Gas & Energy**, CA **January 2009 - January 2011**

**Performance Test Lead**

Tested various applications in PG&E (View Bill, Pay Bill, PDP Scenario, Customer Registration).Created LoadRunner scripts using VuGen.Executed Load tests for Various PG&E applications (Create NewUser Registration, BillPay, Opower Apps).

* Analyzed load and stress test data using LoadRunner Analysis.
* Identified bottlenecks, poor response times, hardware capabilities (CPU, Memory).
* Have thorough understanding of assigning test checks, rendezvous points, parameterization, and correlation (capturing dynamic values like session id’s |cookies) irrespective of the application.
* Analyzed Performance Analysis using Wily Interscope and Site Scope Monitors.
* Tracking and monitoring the progress of project through project plan schedules and cost overruns.
* Identified defects during performance testing and escalated to development teams using Q.C.

**Additional Relevant Experience**

**Hitachi Data Systems** Santa Clara CA

**Performance testing Lead**

Gathered business requirements, identified performance test cases in Siebel 8.0. Defined test methodology and approach to be followed for the program.Supervised the activities of the assigned resources from business, IT and

**Allstate Insurance:**

**Siebel CRM OnDemand**

**Education**

**Masters in Commerce - Nagarjuna University 2004**

**Bachelor’s Degree in Computer Applications – SV University 2001**

**Bachelor’s Degree in Commerce- Andhra university 2002**