Ravi Kumar

Quality Assurance Lead

**Objective:-**

To contribute to an organization where I can leverage and enhance my knowledge and skills for mutual growth. A detail-oriented Quality Specialist professional with extensive experience in Agile environments, specializing in improving product quality through strategic test planning, execution, and cross-functional collaboration. Dedicated to using my expertise to drive continuous improvement and achieve organizational excellence.

**Profile Summary:-**

* **10+ years of diverse experience in the field of IT as a Software QA Specialist in testing applications developed in various technologies.**
* Strong experience in **Agile Framework**, **Software Development Life cycle (SDLC)** methodologies **like Waterfall, Agile Hybrid models, Scrum, Lean, Kanban** and **Devops**.
* Thorough understanding of various phases such as **Requirements gathering**, **Analysis/Design**, **Development, Testing** and **Releasing**.
* Experienced in Go-to-market strategies while delivering high volume customer centric products in **IoT**, **Manufacturing**, **E-Commerce** and **consumer appliances** domain.
* Experienced in a broad range of technologies including business process tools such as **Google Suite, Jira, Confluence, UiPath, Postman, UFT, Selenium with Java, Appium, JMeter, Blazemeter, HeadSpin, Service now, MS Office Suite, Smartsheet** and **AES (Alexa enterprise services)**.
* Extensive experience on the tools like **MS PowerPoint, MS Word, MS Excel,** and

# SharePoint, Smartsheets.

* Exceptional ability to proactively communicate and collaborate with customers, assess impact of change and analyze business information needs.

# Practiced Service Oriented Architecture Testing methods for transforming integrated business applications.

* Strong background in **planning, managing, executing project requirements** and transforming business methods for optimum delivery.
* Working in **AWS Cloud** using **Services** such as **Cloud watch** and **DynamoDB**.

# Proficient in Smoke testing, API testing using Postman, Runscope and SOAP UI, Sanity testing, Compatibility testing, Ad-Hoc testing, JQL, UAT, GUI, Regression testing, Cross browser testing, Functionality testing and Cloud Testing.

* Experience in **Voice integration** with **Alexa-Google Testing** and **Mobile Application testing**.
* Experience in **Application testing** for **Scan to cook, Scan to connect**, **BLE** technology for **smart appliances in IoT Domain**.
* Experience in the **CXC** (**Consumer Experience Team**) to deal with consumer **incident management**.
* **Leadership in PI Planning** & **Scrum Practices**: **Led PI Planning, Sprint Planning**, **Defect triage and Daily stand-ups** to ensure alignment and resolve **cross-functional issues.**
* Worked on **Oauth 2.0** for **App-to-App linking** in **Amazon**, **Runscope for API**

Automation, **BrowserStack**, **Headspin**.

# Conducted comprehensive testing for Smart Appliance onboarding, including connecting to the router, verifying connectivity, and managing appliance provisioning, claiming, unclaiming, and de-provisioning processes.

* Worked on **Amazon's Dash Replenishment Service**, **Alexa Announcement, GoogleVoice Notification** for Various Smart Appliances.
* **Defect Triage & Mentorship**: Participated in defect triage meetings and mentored teammates with technical guidance.
* Worked with **Alexa and Google** on **WWA** and **Google Certifications** for the Smart Devices.

# ISTQB Foundation level certified by Global Association for Software Quality.

**Technical Skills:-**

# Tools:- IBM RTC, JIRA, HP-QC, RTC, ALM, Postman, Wcloud services,

**DynamoDB, Selenium, Appium, UFT, Runscope, Google Home Playground,**

# BrowserStack, Headspin, TestFlight, CharlesProxy, UiPath, AES, Alexa & Google Console. WIDEBOX Interface, Wi-Fi Commander Kibana, Opensearch, AWS

**CloudWatch, Lambda, DBVisualizer, AES.**

# Testing:- SDLC, STLC, Defect tracking, Functional Testing, Automation Testing, Manual Testing, Integration Testing, UAT, Exploratory Testing, Ad-hoc Testing, Smoke Testing, Compatibility Testing, Test Cases, Test Plan, API Testing, UI

**Testing, Localization Testing, Regression Testing, Sanity Testing, Compliance Testing, Database Testing, Voice Interaction Alexa-Google Testing, IoT Testing.**

# Mobile Application testing (Android and iOS)

* **API Testing (Postman and Run Scope)**

# Smart Device Testing

* Basic SQL (DBVisualizer), MS SQL.
* Utility:- MS WORD, MS EXCEL
* OS:- Windows and MAC.

# Experience Summary in Atos | Syntel Inc, USA (December 2018 – Present):- Designation:- Test Lead Specialist

**Client:- Whirlpool Corporation, GHQ Benton Harbor, MI Domain:-** IoT

**Project Description:- Ecosystem Voice Integration**

The project involved **developing and testing a cloud-based third party service integrating Amazon Alexa and Google Assistant**. This service allows **users to operate various smart appliances such as ovens, refrigerators, washing machines, dishwashers, and microwaves** using **Mobile Applications** and **Voice commands through Smart appliances**.

**Roles and Responsibility:-**

* Working as a **Test Lead Specialist** in a team of 16 people.
* To Prepare **Test cases for testing and prepare test Suite** according to feature list as per

# SRS.

* To **execute test cases, defects logging and tracking in JIRA.**

# Generate test reports for execution and sharing with Global stake-holders.

* Testing the **connectivity of IoT Device (appliances) through API.**

# Perform Mobile Applications (AOS & iOS) testing for Smart Appliances.

* **Perform Voice testing** with **API, Amazon & Google devices, Alexa**

**Announcement, Google Voice Notification.** Validate the events getting logged in

# Elastic search.

* **Validated the Appliance and Mobile App supporting the appliances** as the

**Firmware of the Smart Appliances** is updated Over-the-Air.

# Perform Integration testing (AWS-Cloud) and Mobile Application (iOS & Android) testing.

* **Developed custom UiPath workflows** to **automate repetitive tasks**, such as

**data setup and validation**, enhancing efficiency and consistency.

# Automated API testing using RestAssured with Java, validating Restful web services for functionality, performance, and security.

* **Conducted device compatibility testing** across **multiple iOS and Android devices, ensuring consistent performance and functionality.**
* Collaborated with developers to **review API documentation**, providing feedback to ensure all edge cases and error scenarios were covered.
* Validate **Bluetooth connectivity, pairing and data transfer** between devices in various environments.
* Perform troubleshooting and debugging of Bluetooth communication failures.
* Develop and execute test cases for embedded software and hardware components.
* Verifying that devices can connect to a **Wi-Fi network** without interruptions and handle various types of networks (2.4 GHz vs 5 GHz).
* Measure **Wi-Fi signal strength** in different environments and verify that smart appliances function properly at different distances from the router.
* Check the performance of data transmission over Wi-Fi, including download/upload speeds and response time (latency) during device interaction.
* Ensure the device adheres to security protocols (WPA2, WPA3) and encryption standards when connected to the network.
* Experience in performing **Blackbox** and **Regression testing using UFT**.

# Validated Mobile app security by testing for common vulnerabilities, including insecure data storage and improper session management, across both platforms.

* Technologies: **API Communication, MQTT, AMQP, Alexa** & G**oogle Console.**

# Responsible for E2E delivery for the project.

* Run the daily Stand-up, Sprint Planning, Product backlog refinement, Sprint review/ demos and sprint retrospective. Providing Demos to clients and other respective teams.
* Lead the Scrum Meetings on a weekly basis to discuss cross functional issues.
* **Facilitate defect triage** meeting with the scrum team to diagnose defects on a regular basis.

# Perform regression testing by using Selenium-Java and Mobile application framework using Appium.

* Collaborated with **Google and Amazon teams** on **product certification, p**articipating in technical calls and successfully obtaining certifications for voice-integrated smart

appliances.

**Project Description:- TS 2.0**

It is **TS 2.0 smart devices for Whirlpool, Maytag, KitchenAid, JennAir, Bauknecht brand** of NAR and EMEA region based on the Tech Stack technology. To perform **System integration testing for Connected Appliances and to test integration with the IoT platform which includes AWS Cloud and Mobile Application.**

**Roles and Responsibility:-**

* Working as a **Project Test Lead.**
* Target is to **perform Voice testing with API, Amazon & Google devices**.

# Perform Mobile Application (iOS & Android) testing.

* **Perform regression testing by using UFT, Selenium-Java and Mobile application framework** using **Appium.**
* Run the daily Stand-up, Sprint Planning, Product backlog refinement, Sprint review/ demos and sprint retrospective.
* Lead the Scrum Meetings on a weekly basis to discuss cross functional issues.
* Facilitate defect triage meeting with the scrum team to diagnose defects on a regular basis.
* Perform embedded testing on firmware and hardware for Bluetooth enabled devices.
* Verifying that devices can connect to a **Wi-Fi network** without interruptions and handle various types of networks (2.4 GHz vs 5 GHz).
* Measure **Wi-Fi signal strength** in different environments and verify that smart appliances function properly at different distances from the router.
* Check the performance of data transmission over Wi-Fi, including download/upload speeds and response time (latency) during device interaction.
* Ensure the device adheres to security protocols (WPA2, WPA3) and encryption standards when connected to the network.
* Test device connectivity in **Zigbee mesh networks**, verifying successful joining, leaving, and reconnecting to the network.
* Test Zigbee communication over various distances and obstacles, ensuring that devices maintain stable communication within the expected range.
* **Conducted thorough testing of UiPath** bots to ensure accuracy and reliability before deployment, catching and fixing issues early in the development cycle.
* **Performed load and performance testing on DynamoDB tables**, assessing their ability to handle high traffic and large data volumes without performance degradation, monitor the logs on BlazeMeter & Kibana.

# To execute test cases, defects logging and tracking in JIRA.

* Prepare reports or correspondence concerning project specifications, activities, or status.
* Providing Demos to clients and other respective teams.
* Collaborated with **Google and Amazon teams on product certification**, participating in technical calls and successfully **obtaining certifications for voice-integrated smart appliances.**

**Project Description:- AWS Orion**

The AWS Orion project involved migrating microservices including voice services from **IBM Cloud to AWS Cloud**. The migration required comprehensive validation of services and application functionalities. This included the successful integration and testing of **Over-The-Air** (OTA) firmware updates for Smart appliances and Mobile applications within the new AWS environment.

**Roles and Responsibility:-**

* Working as a **Test Lead.**
* Understanding user stories as per the business requirement.
* To test the events getting logged in **Elastic search**.

# To perform API testing, Mobile Application (AOS and iOS) testing.

* Conducted thorough **validation of services pre and post migration**.
* Providing Demos to clients and stakeholders after each sprint.
* Review test cases, execute test cases, defects logging, defect retesting and tracking in JIRA.
* Validate the **Smart devices firmware version upgrade**.

# Perform Mobile Application (AOS and iOS) testing for OTA functionality.

**Experience Summary in SA Technologies, Pune (April 2017 – December 2018) Designation:-** Software Test Engineer

# Client:- Whirlpool Corporation, GHQ Benton Harbor, MI Domain:- IoT

**Project Description:-**

Radiant-Connectivity Appliance (NAR-Region)-Core objective for this project was to **test integration with the IoT platform which includes Cloud and Mobile Application. Roles and Responsibility:-**

* Working as a **Software Test Engineer in a team of 20 people.**

# Perform Integration, Regression, Functional, Mobile App (iOS and Android) Testing.

* To write **Test cases for manual testing and prepare test Suite according to the feature list as per SRS.**
* To execute test cases, defects logging and tracking in IBM-RTC and HPQC.

# Perform Integration testing, Ad-hoc testing, Appliance testing, End2End testing with Mobile Applications (iOS & Android), MS SQL, API validation using “Postman”.

* Conducted thorough **testing of UiPath to ensure accuracy and reliability** before deployment, catching and fixing issues early in the development cycle.
* Generate test reports for execution and sharing with Global stake-holders.
* Trained new members in the team on the project.
* Performed KVP validation for the smart devices.

# Perform Automation testing by using Selenium with Java, Mobile application framework using Appium.

* Handling daily calls with Stakeholders for updating daily status and project updates.

Achievement**:** “STAR Award” winner in the Month of September from Whirlpool Asia LLP(GTEC).

# Experience Summary in HN Web Marketing Pvt. Ltd. Pune (November 2015 – April 2017) Designation:- Test Engineer

**Domain:-** Mobile Apps and E-Commerce website

**Project Description:-**

* Digital Marketing Experience Services is a project aimed at delivering seamless ability to the customers to shop for policies, pay their bills and manage preferences. These abilities are provided to the customers across different platforms like **web, iOS and Android.** This complex project involves **constant**

collaboration with the **back-end policy and billing teams along with API integrations.**

**Roles and Responsibility:-**

* Worked as a Test Engineer. Analyzing client requirements, evaluating projects for flaws and issues.
* Identify bugs and execute test cases as per requirement.
* Carried out the Integration testing, System testing, Regression testing.
* Responsible for preparing Weekly Status Report & handling multiple projects.

# Experience Summary in Chaphekar Engg. Pvt. Ltd. Pune (December 2013 – January 2015) Designation:- Trainee Engineer

**Domain:-** Automotive

**Roles and Responsibility:-**

* Worked as a Trainee Engineer.
* Understanding business requirements.
* Prepare test cases.
* Perform testing and share execution reports.

**Educational Qualification:-**

* **Bachelor’s in Engineering in Electronics and Telecommunication (2013) from Amravati University, Maharashtra.**
* Completed Software Testing Course at Seed Infotech Pvt. Ltd.,Pune well versed with all the concepts in Manual and Automation Testing.