Quality Assurance Lead

## Saranya Lakshmikandan

## Mobile# +1 6096061972

## Email: rajesh.b@tekprosol.com

# Professional Summary

* Over 13+ years of experience in software testing in IT, focus on Manual and Automated testing of products, Client-Server applications and web-based application, Guidewire PolicyCenter and BillingCenter
* Worked in Insurance (Commercial Auto, Personal Auto, HO, Liability Plus, Life Insurance and Claims) domains. And 7 years of experience in Guidewire Policy Center, Billing Center
* Extensive knowledge of Quality Assurance standards, methodologies, and strategies with better understanding of Software Development Life Cycle (SDLC).
* Excellence in developing JAVA based automation testing tools like Selenium Web Driver test scripts using Junit/TestNg, MAVEN build tools, Jenkins for Continuous Integration.
* Hands on experience in managing an onsite/ offshore team and in all aspects of project management.
* Most of the testing experience centered on Manual and Automation testing using Selenium Java and

BDD using JavaScript for UI testing Experience in Waterfall and Agile Scrum Methodologies.

* Used BDD framework with Cucumber, Java and created feature files with scenario and scenario outline files.
* Evaluated business requirements, Software Requirements Specifications and software prerequisites and limitations in generating conceptual and routine test plans.
* Strong knowledge in Software QA standards flows Black box testing, Integration testing, System Testing, Functionality testing, Regression testing and extensively involved in UAT testing.
* Proficient in testing database applications developed with SQL Server
* Developed an automated scripts and frameworks using JavaScript, Java
* Experienced with Web Services, SOAPUI, REST technologies
* Expertise in preparing Requirement Traceability Matrix (RTM), Test Plan, test cases, and test scripts with extensive experience in manual and automation testing.
* Experienced in providing efficient locators strategy like XPath and CSS to run WebDriver script in stable condition.
* Hands on experience in preparing Test plans, Test cases, and Test Data, execution, and logging defects by following the QA standards and Defect Life Cycle, Test Summary Report, Evidence of Test and Validation Approval package.
* JavaScript based test framework using cucumber JS, node.js
* Hands on experience in using the version controls like SVN and GIT
* Proficient in using Test Link for Test Planning, Requirement Management, Defect Tracking & Reporting.
* Working experience with test management tools like TRAC, RALLY, JIRA, Lean Kit and Version One.
* Able to work independently, good communication skills, self-motivated, good team player and quick learner of new technologies.

**Technical Skills**

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| Testing Tools | Selenium Web Driver, Selenium Driver in Java,Cucumber, SOAP UI, JIRA, NodeJS |
| Web Technologies | HTML, CSS, XML, XPATH, jQuery, JavaScript, Visual Studio, Spring tool Suite |

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| Bug Tracking Tools | TRAC, Version One, Rally, Lean Kit, Rally, JIRA |
| Languages/Script | Java, SQL, JavaScript. |
| Version Tools | GIT and SVN |
| Testing Frameworks | Junit, TestNG, BDD |
| Build/CI Tools | Maven, Jenkins |
| Databases | MS SQL Server 2000/2005, Oracle PL/SQL |

# Education

* Bachelor of Technology in Computer Science, SASTRA University, Tanjore, India

# Certifications

* Insurance Foundation Training
* Insurance Generalist Certification
* AINS (21,22 and 23)

# Professional Experience

**Horace Mann Insurance, Springfield Illinois Jan 2020 – Till date**

Role: Guidewire Test Lead

Project Name: Property & Casualty Modernization

P&C Modernization uses Guidewire Policy Center to convert all the policies from legacy to Policy Center. This is exercised in different states as a part of State Rollout

Responsibilities:

* Plan, Schedule, Execute and Test Deliverables with high quality and sign off within the defined timeline for the enhancement and production support for Guidewire product
* Utilized Snowflake for data warehousing and Postman for API testing.
* Implemented Continuous Integration/Continuous Delivery (CI/CD) practices to improve software delivery speed.
* Conducted Regression Testing and Automated Testing to ensure software quality.
* Used Version Control Systems like Git for source code management.
* Worked in an Agile environment and regularly interacted with Stakeholders.
* Developed Test Cases and used Automated Test Tools for efficient testing.
* Ensured Product Functionality and provided Production Support.
* Demonstrated Leadership in managing an onsite/offshore team.
* Tested Web/Webapp and Backend Applications using various Test Frameworks.
* Conducted Unit Testing, UI Testing, Test Automation, Load Testing, and Integration Testing.
* Utilized Analytics Tools to gather insights and improve processes.
* Used SQL for Relational Databases and performed Database Testing.
* Followed Scrum methodology for project management.
* Showcased Strong Analytical Skills in resolving complex software issues.
* Developed Test Scripts and Automated Scripts using Scripting Languages.
* Ensured adherence to Quality Standards in all stages of product development.
* Used Python, Java, C++, JavaScript, and C# for various development tasks.
* Utilized SOAP, GitLab, GCP, AWS, JIRA, Confluence, and other tools in the project.
* Worked on Mobile Applications testing and used tools like Appium for automation.
* Used Shell Scripting in Linux environment for various tasks.
* Ensured Quality Assurance in all stages of the software development lifecycle.

Environment: Guidewire policy Center, Billing Center, Rally, JIRA, SOAP UI

**State Farm Insurance, Bloomington, IL April 2017 – Jan 2020**

Project Name: Business Lines Modernization

Role: Test Lead

Business Lines Modernization is working to deliver a modernized Business Lines Insurance Quote and bind process for two lines of Business: Commercial Auto and Business Owner’s Policies.

Responsibilities:

* Plan, Schedule, Execute and Test Deliverables with high quality and sign off within the defined timeline for the enhancement and production support for Guidewire product
* Manage, plan, and execute testing cycles for Guidewire Policy Center, Billing Center
* Provide estimates for testing effort to senior management for each sprint and manage work stream deliverables
* Create Test Plans, Test Strategies, Test case Documents, Test Result Report documents and good knowledge of reviewing and executing Test cases based on the requirements
* Manage and work directly with offshore teams providing specific detailed instructions, enabling them to routinely deliver high quality work products.
* Maintain Requirement Traceability Matrix to check if all the requirements are implemented and tested according to entry/exit criteria.
* Lead defect management, triaging, test coverage analysis, reporting, and regression test suite creation using tool such as Lean kit
* Work with Functional and Configuration/Integration counterparts to effectively deliver quality work products
* Review all the test cases with business and Product Owners to make sure all the acceptance criteria are covered
* Work with Subject Matter experts and Business users to understand change request
* Involve in validating different integrations services like MVR, CLUE, General Ledger and Document & Forms
* Work with developers to identify the root cause and update defects and tracking the status
* Participate in daily Scrum Meetings, Sprint Planning Sessions, Sprint Review and Sprint Retrospective Sessions.
* Status reports to all the stakeholders and keeping them apprise on any blocking issues
* Help in project planning, tracking, reviews in all phases of implementing the new functionality.
* Attending Project stand up, design and requirement meetings with BA and architects.

Environment: Windows XP, Test Link, Version One, HP Service Manager, HTTP Watch Professional, LOTUS Notes, TRAC, Selenium Web Driver, JAVA, TestNG, SoapUI, Cucumber, GIT, Jenkins, Maven, SQL, SQL Server, Agile, Visual Studio, Guidewire Studio

**State Farm Insurance, Bloomington, IL Jun 2014 – March 2017**

Project Name: DC2 – Life Process simplification

Role: Test Lead

DC2 is responsible for Life Quote and Application management. It deals with the Life Insurance Application enhancement project where more UI and other requirement changes will come for each release and technical upgrades will happen.

Responsibilities:

* Analyzed business requirement, Use Case and specification documents to create test cases.
* Developed front-end functional specification documents based on reporting requirements.
* Co-ordinated offshore team for testing effort and report all the testing difficulties faced by test team in daily status report
* Worked as SME for testing teams on projects to address offshore team questions.
* Coordinated, scheduled and implemented the testing phase for new instances as well as upgrades to existing instances.
* Initiated, Participated in internal and external design review meetings with development & BA teams
* Performed system, functional, performance, End-to-End Application Testing, Regression Testing and UAT Testing.
* Created Test Strategy, Test plan, Test closure reports, metrics reports.
* Developed User-Acceptance Test cases and assisted users in executing test cases
* Worked with automation teams to incorporate any new functionality related changes and improved the Automation scripts for further regression tests.
* Hands on experience in handing developers and business teams for the issue resolution.
* Reported and tracked bugs using TRAC and discussing the bugs in the daily status meetings.
* Experience in leading defect resolution meetings for the reported bugs and technical issues.
* Worked directly with the client personnel to gather, negotiate, and document business requirements for implementations, upgrades, and enhancements.
* Worked on Troubleshooting and problem solving for resolving bugs and issues reported by the clients
* Involved in testing of change requests
* Tested the web sites for cross-browsers and cross-platforms (Operating systems) compatibility for Insurance Agents & Call Center Agents
* Forecasted/estimated the project future requirements related to testing
* Estimated the number of resources needed during testing activity.
* Hands on Experience in creating dependencies and Risk whenever required in project.
* Abridged the gap between the business and technology to effectively leverage the capability of testing applications to exceed the expectations of clients
* Analyzed internal business and operational processes and contributed towards process improvements and process re-engineering to improve the speed and quality of implementation.
* Worked with various technology teams including server support, networking, access control, etc to ensure all systems remain stable and available for testing phase.
* Created Acceptance criteria for Requirements, Functional - Non-Functional Test cases, TCM (Test Coverage Matrix), UAT, Automation test scripts, Performance test scripts and Test summary.

Environment: Windows XP, Test Link, TRAC, HP Service Manager, LOTUS Notes

**State Farm Insurance, Chennai, India Sep 2010– May 2014**

Project Name: Enterprise Claim System

Role: Test Analyst

State Farm Insurer is the U.S.’s number one auto and home insurer. The Enterprise Claims System is a web- based application that helps the claim representative to manage the auto and fire claim processing.

Responsibilities:

* I have expertise in claims application testing, experience in preparing test scenarios and RTM (Requirement Traceability Matrix) based on Use case.
* Involved in Black box testing like functional, System, Configuration, integration, load and Regression testing.
* Created test data to execute the test cases in test environment
* Developed and executed Test cases and the test cases were validated by comparing to the back-end Oracle Database by retrieving the data from the tables using queries.
* Grouped the test cases by organizing the test cases into test suits. It gave the flexibility to specifically select the test cases to be run in every test cycle.
* Designing and developing Test Cases based on business rules and functional requirements.
* Continuous follow up on critical issues and over all coordination with Dev Team and Coordination with onsite team for defect analysis
* Performed operations on the front end and checked all the tables involved whether they are updated correctly as per the specifications.
* Interacted with developers, users and various members of the team to discuss issues to resolve defects and set priorities.
* Used to generate Adhoc Report for the scenarios and validate the data details in the report with the available data in the database.
* Mentor and trained the new members in the team and get them in to speed quickly.

Environment: IBM Data Studio, TRAC, MS Office, SQL, IBM DOORS, IBM Data studio, Windows OS