

Ankur Vats

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Professional Summary:

PMP certified QA Manager with proficient knowledge and industrial experience of leading industry methodologies in the field of **Software Quality Assurance**. Strong interpersonal skills and enjoys working collaboratively with testers, developers and other team members in testing complex applications and in overall enhancement of software product quality. Team player with strong written and oral communication skills and highly motivated to deliver consistent quality work.

- Over 18 years of experience in **Manual and Automated Software Quality Assurance in a fintech company**.
- Hands on Experience in Test automation tools such as Selenium WebDriver/Grid, Appium to develop automation testing scripts for Web-based and Mobile applications.
- Experience in creating Data Driven automation frameworks using Page Object Model, Cucumber , TestNG and Junit.
- Extensive knowledge of Service Oriented Architecture (SOA) along with hands on experience testing web services such as SOAP, REST using tool SOAP UI.
- Hands on experience in writing SQL queries to perform backend testing to verify Data Accuracy.
- As an Advisory manager and product lead, managed the onshore/offshore QA team(26 associates), estimated and implemented projects plans and testing procedures
- Responsible for assigning projects and work requests based on priorities and ensuring testing is comprehensive and complete
- Creating test strategy, test plan and SOW for new projects
- Coordinated and worked closely with Project Managers, Business Analysts and Developers to ensure 100% of team objectives for product quality and functionality are achieved
- Led the post implementation reviews and documentation of testing process, lessons learned after major releases and creating Test Reports
- Liaison between the offshore team and Project teams to get the required information and ensure seamless progress towards completion
- Led a team 26 QA engineers in developing and executing test strategies for fintech applications, Improving product quality.
- Proficient in performing GUI Testing, Functional, end to end Testing, Integration Testing, System Testing, Regression Testing, Back-end Testing, Smoke Testing, Browser compatibility Testing and User Acceptance Testing using Manual & Automated testing tools.
- Managed Defect tracking and resolution process
- Oversaw the selection and implementation of QA tools and technologies
- Have been actively involved in all the stages of software testing cycle – Requirement study and analysis, Test Estimation, Test Plan creation, Test Case Design, Manual Test Case execution, reporting and tracking defects to closure
- Led test case reviews and defect triage meetings
- Working on **creating test cases through Artificial Intelligence using Open AI persona**.
- Strong knowledge of all types of testing – **Smoke, Functional, System, Integration, Sanity, Positive, Negative, Regression, User Acceptance and Web Service testing**
- Successfully tested multiple domains like Biller, Healthcare, Health Insurance, Finance, Banking Sector, Debit and Credit Card services and Automobile Industry applications
- Managed the entire testing process using **QTEST & ALM Quality Center 12.5**
- **PMP, ISTQB and Quality center Certified**

- Experience in leading onshore/offshore resources, mentoring and supervising junior and new team members including on boarding to provide functional knowledge and detailed QA processes
- Maintained project metrics dashboard imbibing Progress, Productivity, Delivery Status & Product Quality Metrics
- Experience in working in Waterfall and Agile/Scrum methodologies
- Led the group to identify test automation needs to increase the scope of regression testing. Worked with automation specialists to assist in test tool selection and implementation.
- Strong knowledge in defect tracking tools such as JIRA, Xstudio & Bugzilla

PROFESSIONAL PROFILE:

18 YEARS of experience as a Software Tester in Finance, Travel and Healthcare domain. Worked extensively on web applications.

Organization	Designation	From	To
Fiserv, USA	Manager, Quality Assurance Engineering	March 2009	Till date
Cognizant, Bangalore	Programmer Analyst	November 2006	February 2009

Technical Skills:

Project Methodologies Waterfall & Agile (SCRUM)
Testing Tools: Selenium IDE/GRID/WebDriver, HP QTP/UFT , Saucelab, Xstudio, Browserstack, Cucumber, OpenSta and QTP
Defect Tracking tools HP ALM, Quality Center, Test Director, Qtest, and JIRA
Database Management: Oracle 9i/10/11, MySQL, DB2, PostgreSQL, SQL Server
Programming Languages C, C++, C#, JAVA and PL/SQL
IDE Microsoft Visual Studio, EclipseIDE3.6, Dreamweaver, Adobe Photoshop, Text Pad, Notepad++, Firebug, Ultraedit
Web Technologies: Javascript, AJAX, XML, SOAP UI and Postman
Automation: Test cases through Open AI persona, QTP and Selenium Web driver using JavaScript knowledge
Operating Systems Windows, Embedded, Linux and UNIX, Android, IOS
Build/CI tools Jenkins

Professional Experience:

Fiserv **Mar'09 - Present**
QA Manager

FISERV provides turnkey business communications solutions for many Financial Institutions, Health Insurance, Investment Services, Retail and Consumer products by providing critical business communication to clients worldwide, from plastic card manufacturing to laser printing to electronic document delivery services. FOS uses several tools to provide state-of-the-art technology solutions to its business partners.

Project: FOCUS (Domain- Finance & Healthcare)

FOCUS framework is one of the platforms used to create custom solutions for clients. Currently it has about 800 clients, it gives ability for faster client onboarding, developing customized products (Bills, statements, cards, letters...) with negligible support and low maintenance cost.

Clients: AAA, Nelnet, Voya Financials, NRG/Reliant, New York Life, Associated Bank etc

Responsibilities:

- Involved in Requirement review meetings with Project Managers, Business Analysts, and Developers to analyze the requirements, understand overall product work flows and business process diagrams
- Involved in manual and automation GUI, Functional, Regression Testing and User Acceptance Testing phases.
- Developed Page Object Model Cucumber (BDD) framework in Eclipse using JAVA and automated them using Selenium WebDriver.
- Developed Appium framework using SeeTest for both Android and IOS applications.
- Developing Appium Scripts for Native Android/IOS applications and Mobile browser applications using Java.
- Used different types of virtual devices Emulator (Android virtual device built in Android Studio for android) and Simulator (Xcode for IOS) and real devices for Testcases validation.
- Identified Objects of App using UI Automator tool for Android and Appium Inspector for iPhone.
- Performed Mobile Cloud Testing with Appium on SeeTestCloud and Sauce labs Account.
- Created automated script for REST API testing using Rest Assured framework.
- Used Maven to build and run the Selenium automation framework and sending the automation reports over mail.
- Implemented Cross browser testing using Selenium API for Mozilla Firefox, Chrome and IE.
- Created dynamic/customized Xpaths to locate elements uniquely.
- Analyzed and translated business requirements to Testing requirements & creation of Test Scenarios and Test Cases
- Created Test data and setting up Test environment
- Involved in creation and execution of structured Functional and Performance test scripts”
- Drive overall completion of software testing including Integration testing, System, Functional, End to End, Usability and Regression testing
- Mentored and provided support to the offshore team to complete all the testing tasks
- Prepared Bug matrix for each build
- Generated reports using ALM at the time of execution and releases

Project: DC5e HealthCare/ Non-Health Cards or Letters (Domain- Healthcare)

DC5E is a platform or application which performs function of printing cards / letters for healthcare clients. Some products are card strips, placard, keychain, CRV cards with matching letters.

Clients: Cigna, United Health Care, BCBS, Humana, etc.

Responsibilities:

- Involved in functional study of applications and conduct gap analysis of requirements and develop QA metrics for assessing the quality of Test deliverables
- Used HP ALM for creating and documenting Test Plans and Test Cases and register the expected results.
- Utilized ALM Defect Section for the track, report and manage defects throughout the test cycle and attended Defect Status Meeting on daily basis during the testing cycle.
- Attended weekly Project Status Meeting with Development team and QA Manager, and worked closely with QA Manager to define Test Scope and constraints.
- Performed backend testing to validate the data using Oracle SQL Developer and added SQL queries to the required Test cases.
- Wrote complex SQL queries using SQL *Plus to validate backend functionality of the application.
- Isolated test cases for manual and automated testing, also established regression test suite, both manual and automation to assure the stability of SUT.

- Prepared Test Plan, RTM and Test estimation. Designed and executed the Test cases
- Tested for the defects in Multiple Builds and Regression Testing
- Created UAT Test scenarios and performed testing with stake holders during Go-live
- Maintained Test cases in XStudio (Defect Management Tool)
- Reported enhancements & updated the dash board on daily basis keeping track record of defects raised by team.

Project: WC3/SmartView (Domain- Finance & Healthcare)

WC3 (Web Client Control Centre)/SmartView is a web-based application to help customer to automate the process of customizing various products. This system is used by several Health Insurance, Banks, and Credit Unions companies for designing Cards, Carrier, Statements, and letters on the fly.

Responsibilities:

- Performed Single Sign On testing with integration of other application/Websites
- Integrated different portal keys which allows user to view health cards on their mobiles
- Analyzed and translated business requirements to Testing requirements & creation of Test Scenarios and Test Cases
- Hands on experience in Agile Scrum Methodology, involved in the full lifecycle of the project, attended daily Scrums, Sprint Planning, and Sprint Review Meetings, update the test data as per the frequently changing requirement.
- Analyzed System Design Documents and involved in the review discussions of Business Requirements.
- Reviewed the Use Cases in Use Case document and converting into test scenarios and test cases test scripts.
- Prepared Traceability Matrix of Use Case coverage with Test Cases
- Involved in categorizing of environment specific Test data.
- Worked as a manual tester to create test scenarios, test plan, test cases of system design documents.
- Involved in generating Test cases for the existing system to new system for different Levels of Business.
- Responsible for reviewing the development standards, testing standards, and processes.
- Performed Positive and negative testing, Black Box, and End User Testing.
- Involved in performing Functional, Application, Integration, System and regression tests.
- Improved control of testing tools and increased the Regression Functionality coverage.
- Performed smoke, usability, functionality, GUI, browser compatibility and regression tests.
- Extensively used SQL *plus and Oracle SQL Developer tools to access and manipulate Oracle 11G database and validated back-end testing.
- Written SQL Queries to fetch data from a single table and as well as multiple tables using JOIN statement.
- Configured the connection between MS Excel and HP ALM.
- Automated Regression test cases and working on data driven and keyword driven framework using Selenium
- Performed UAT and Browser compatibility Security testing
- Worked closely with UI specialists to improve testability of requirements specifications
- Involved in Daily Scrum meetings to discuss on-going issues and identify applicable resolutions

Project: DigeCenter((Domain- Finance & Healthcare)

DigeCenter is an online processing system, a leading provider of critical business communications to clients that caters client's needs in card and booklets printing process. This architecture facilitates real time processing by using event driven actions when files arrive, or processes complete the current task. Modular services and applications allow for granular control of process tasks and ease in designing new custom solutions for integrating/design Card/Carrier/Booklet/ Statements

Project: Development of Selenium Framework

Fiserv developed this application (mywc3.personix.com) for his clients to look various details and progress of the work.

Client can see the prototype of his project by this application and can change the required settings. Various modules include Admin, Doc Info Query, Custom Table, Hold/Release, Special Handling, Inserts etc.

Responsibilities:

- Analysis of the project requirement with the Selenium Tool.
- Development of Selenium Framework including all the required functions.
- Development of the HTML Report.
- Unit and System Testing of the Framework.
- Reviewing the test cases

Test Environment: Selenium Framework using C# & Java as a script language.

Cognizant Technology Solutions

Oct'06 –Mar'09

Project: Travelport Orbitz(Domain- Travel)

Travel port Orbitz , a NASDAQ listed company , is a leading online travel company offering Leisure and Corporate travelers a wide selection of low airfares, as well as deals on lodging, car rentals, cruises, vacation packages and other travel. Travelport Orbitz has various web based applications (e.g. www.orbitz.com, www.cheaptickets.com, www.ebookers.com) catering to specific needs of various sectors of online travel. QE Scope includes- functional testing for new enhancements, regression testing for each build along with daily sanity testing.

Responsibilities:

- Writing test cases and uploading the test cases to Mercury Quality Center 8.0
- Preparing Requirement Traceability Matrix
- Functional Test case execution using Mercury Quality Center 8.0
- Defect reporting and tracking defects until closure using JIRA/Bugzilla
- Performing daily sanity testing and build wise regression testing
- Preparing Minutes of Meeting for weekly conference calls with onsite.
- Preparing Bug matrix for each build.
- Preparing test plan for new enhancements.
- Maintenance of VB scripts using QTP 9.2.
- Integration of HP ALM and QTP.

Education:

- **Bachelor of engineering (B.E) in Telecommunication** from Visvesvaraya technological University (VTU), Bangalore in July 2006 securing **78% aggregate**.
- Pre University Course (PUC) from CBSE board in PCM with **70% aggregate** (YOP-2001).
- S.S.L.C from ICSE board with **81% aggregate** (YOP-1999).

CERTIFICATIONS

- PMP
- ISTQB
- HP Quality Center 10.0.
- Six Sigma Yellow Belt .

References available upon request



