**Priyanka Potel**

**Performance Test Engineer**

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**Summa**

* Around 8 years of expertise in software testing which includes functional (manual) and Performance testing against web-based applications, web service interfaces, and back-end server components.
* Strong background in performance / load testing for web, client server, n-tier configurations.
* Experience developing Performance Test Plan and Test Data Strategy.
* Excellent knowledge in end-to-end performance testing process and methodologies.
* Experience working on multiple load testing tools like Load runner, JMeter and Neo Load.
* Skillful in Identifying production metrics & historical data critical to performance/load testing efforts
* Played major role in analyzing performance testing results along with providing performance enhancing recommendations to application teams
* Experience testing various protocols including Web (http/html), Web- Click & Script, Web services, Windows socket, Java, MQ series server.
* Expertise in performance testing for data center migrations and upgrade.
* Interface with developers, project managers, and management in the development, execution and reporting of performance test results
* Expert in the different types of testing that include Shakeout and Smoke testing, Endurance testing, Load testing, benchmark testing and Stress testing.
* Performing load and performance tests against web-based applications, (SOA) Web Service interfaces UNIX/LINUX, Database
* Maintaining an online repository for current status and reports of the project.
* Building a common dashboard, that acts as a single point of viewing all the analysis data about each and every activity.
* Building and presenting a performance trend graph for the application by determining its behavior at various user loads.
* Analyzing the application behavior for performance constraints by conducting different types of load test.
* Assisted team lead in python programming to write some automation on Test scenarios.
* Programming or scripting language skills such as Ruby on Rail, Python.
* Monitoring Database and Application server, generating reports for their performance during load tests.
* Good experience working in agile development environment. Experience in developing Performance Test Plan, Test cases.
* Conversant with Key Performance Indicators (KPI) viz., threading, concurrency, response time, latency, throughput, fault tolerance, load balancing, and high availability. Knowledgeable on Service Oriented Architecture (SOA), web services, and messaging transports / technologies.
* Network experience and Python experience is a plus.
* Possesses detailed working knowledge of Load Runner components, including VuGen, Controller, Load Generators, Agents, and Analysis and Monitoring tools.
* Has detailed experience analyzing Load Runner test results and articulating these into an accurate report for business, development, and management teams as well as operations stakeholders.
* Proficient in articulating modern web application architectural components, including application server containers, session management, authentication and authorization techniques, load balancing devices, and proxies.
* Team player, result-oriented, fast learner, excellent communication skills with strong research capability.

**Technical Skills:**

**Operating System :**  Windows, Sun Solaris, UNIX, LINUX

**Hardware :** IBM PC/AT compatibles, Sun Solaris Workstations

**Languages :** C, C++, C#, COBOL, Java, COBOL, ASP.net.

**Web Technologies :** SERVLET, JDBC, EJB, JSP, HTML, XML.

**Middleware :** COM, DCOM, web methods, Data power, and MQ Series.

**Scripting :** UNIX, VB script, Java Script,Python.

**Web servers :** Web logic 5.1, J2EE, Java Web Server, IBM Web Sphere.

**RDBMS :** Oracle11i, PL/SQL, MS Access, SQL Server7.0, MS SQL,

and DB2

**GUI / Front-end**  : Visual Basic 5.0/6.0, Power Builder5.0, Developer 2000(Forms4.0,

Reports 2.5)

**Testing Tools :** Load Runner 11.0, Performance Center 11.0, Wily Introscope, Clear Quest, JMETER, QTP, Quality Center 11.0, ITKO/CA LISA **,**App Dynamics

**Documentation :** MS-WORD, MS-EXCEL, MS-Office and VISIO-5.

**Client: North Carolina Deparment of Information Technology,Raleigh,NC Dec’22– Till Date**

**Performance and Monitoring Engineer**

The IMPACT system is the case management system for the Child Protective Services (CPS), Adult Protective Services (APS), and to a lesser extent the Child Care Licensing (CCL) program area. IMPACT has grown in its functionality during its 17 year life span using technology and design patterns from the mid 90’s. With each passing year additional functionality is added to address legislative needs or increase efficiencies by automating manual processes. The skilled resources required maintaining these older technologies and design patterns are becoming harder to find in the marketplace.

Responsibilities:

* Developed the data needs and data approach for Performance test scripts.
* Involved in performance testing in AWS environment.
* Created and modified automated test scripts using single/multiple protocol supported within HP Load runner.
* Configured, executed, monitored, and troubleshoot scenarios in LoadRunner Enterprise 2021in a variety of situations and conditions
* Created scripts Using Http/Html, Web Services, Truclient protocol using Loadrunner.
* Executed SQL queries to analysis the query.
* Involved in ALM admin like a dding a user and adding a project.
* Involved in manual testing of the application, creating test plans, test cases and documentation.
* Used Quality Center for requirements management, planning, scheduling, running tests defect tracking and managing the defects.
* Perform manual testing as well as functional testing, Integration testing, Regression testing and End to End testing of SOAP/REST web services using SOAP UI tool.
* Performed Web Services testing and Validated XML request/response data using SOAP.
* Collaborated with Developers, Stakeholders, production owners for Requirements.

Environment: Vugen, Web services, WSDL, Websphere, HP ALM, ALM Client, ALM admin, API, windows 10, UFT One, Soap UI

Testing Tools: Load Runner 2021, Analysis 2021 ,ALM Performance Center, **Dynatrace**

**Conduent Service, Raleigh, NC Feb’21- Nov'22**

Role: Performance Tester

**Project Description:**

HSP applications is a claim management and processing application of the Conduent services. This application is used by both clients and vendors during claim processing and authorization of the claims.

**Responsibilities:**

* Involved in End-to-End performance testing life cycle
* Involved in gathering business requirements and identifying performance test cases.
* Involved in developing test plans which include scope, test strategies, test scenarios, types of tests, test summary reports and test execution metrics.
* Developed performance test plans, test scripts.
* Involved in developing and enhancing the Web (HTTP-HTML), Web services scripts using HP LoadRunner.
* Built reports and managed defects by using Jira.
* Responsible for developing and executing load, stress, endurance, spike tests.
* Analyze the results using Performance center and based on Analysis pinpointed the bottlenecks of the application.
* Monitoring the application resource usage using monitoring tools like Introscope.
* Ensure the compatibility of all application platform components, configurations and their upgrade levels in production and make necessary changes to the lab environment to match production.
* Performed Testing methodologies.
* Created multiple excels and vast test data using Excel.
* Performance load test at Database level using stored procedures
* Good Handson experience with Junit.
* Performance load test using batch processing jobs.
* Tracked and management performance defects Using Track Record
* Responsible in developing and maintain the test scripts for new migration of the application.
* Always met the deadline when required to do Regression testing and multi-browser testing.
* Submitted High level test results summary report to the team.
* Coordinate with offshore team members and communicate status updates on testing activities to the Project Management Team

**Environment:** Jmeter,Quality Center, Java, XML, Manual testing, SOAP, REST, MS SQL Server, JSON, Jira.

**Testing Tools:** Jmeter/ALM Performance Center**/**App dynamics

**T-Mobile, Atlanta, GA Nov'18 – Jan'21**

Role: Performance Test analyst

**Project Description:**

T-Mobile operates the nation’s most reliable wireless voice and data network, serving millions of customers. They also have Wholesale business with both Prepaid and Post-Paid options. CCT (Customer Care tool) is the tool which empowers the wholesaler by providing efficient customer service and giving them rights to create their own users and FAQs and many more. CCT is developed in Portal Web sphere technology with multiple integration layers such as for Usage History, Account summary, Call detail records and Apply credits and Debits.

**Responsibilities**

* Involved in End-to-End performance testing life cycle
* Involved in gathering business requirements and identifying performance test cases.
* Involved in developing test plans which include scope, test strategies, test scenarios, types of tests, test summary reports and test execution metrics.
* Involved in developing and enhancing the Web (HTTP-HTML), Web services scripts using HP LoadRunner.
* Conducted load/Stress tests using HP Performance Center/Load runner and communicating with the Developers, Architects, and Managers in the project team.
* Responsible for developing and executing baseline, stress, soak and volume tests.
* Analyze the results using Performance center and based on Analysis pinpointed the bottlenecks of the application.
* Monitoring the application resource usage using monitoring tools like Introscope.
* Ensure the compatibility of all application platform components, configurations and their upgrade levels in production and make necessary changes to the lab environment to match production.
* Submitted High level test results summary report to the team.
* Coordinate with offshore team members and communicate status updates on testing activities to the Project Management Team

**Environment:** Java, J2EE, Web Logic, Oracle, SQL, Linux, Python, F5 Load Balancer, Windows, MQ series

**Testing Tools:** Load Runner/ALM Performance Center**/**App dynamics

**SunTrust, Atlanta, GA Jun’17-Oct’18**

**Performance Tester**

SunTrust is currently maintaining multiple “customer information” systems. Customer Relationship Facility (CRF) is the system of record for all retail and some commercial customer information today. Customer Information System (CIS) is being positioned as the strategic repository for all enterprise customer information, however, the current focus of this project will only address customer information that CRF currently supports. This approach was focused on validating and verifying correctness, auditability, and reliability of the overall legacy online Solution and its capability to process the existing online legacy transactions according to defined requirements and Specifications.

**Responsibilities:**

* Involved in gathering business requirements for the project by interacting with the business and holding sessions with Technical Architects and Developers.
* Understanding the impact of various CRs on Web, App, DB tiers
* Deriving on user loads from Live Volumetric and further designing an effective Performance Test scenario to emulate live system traffic
* Scripts creation for Identified business functionalities and enhancing them by using parameterization, Correlation Techniques and using Web/LR specific functions wherever necessary
* Assisted team lead in python programming to write some automation on Test scenarios
* Designing and Executing Performance Test scenarios in HP LR Controller.
* Monitoring various performance parameters during the test across all the tiers (Web/App/DB servers) and application specific parameters.
* Analyzing the results and preparation of reports for various tests conducted and circulating them to the concerned stakeholders
* Walkthrough of E2E performance test results in calls with Designers and Technical Architects
* Following up with the concerned teams for the issues raised
* Responsible for handling client communication throughout the test cycle
* Attending Daily Standup calls, External/Client Review calls and updating them performance test status and dependencies if any
* Sending daily and weekly status reports as per build line
* Preparing Performance Test Plan, Performance Test strategy and Performance Test log
* Guiding the team in terms of identification of User journeys and developing scripts
* Providing detailed test execution reports to concerned stakeholders on a periodic basis

**Environment:** Load Runner,Java, J2EE, oracle, Iplanet, tomcat, Linux, XML, Rest Services, UNIX, DB2, SQL, SOAP UI, Quality Center, Vugen, Web services, WSDL, EJB, HP Service Test, QTP, VMware, WPS, WMB, IBM Web Sphere, Web sphere application server (WAS), Nmon, AIX

**Testing Tools: Load Runner & JMeter**

**IntegritySpirit, Hyderabad,Telangana Sep’15- Mar’17**

**Performance Tester**

The integration of the supplier, Venders distribution and customer logistics Requirements into one cohesive process to include demand planning, forecasting materials requisition, order processing inventory allocation, order fulfillment transportation services, receiving invoicing, and payment. Also the management and control of all materials, funds and related information in the logistics process from the acquisition of raw materials to the delivery of finished products to the end user.

**Responsibilities:**

* Developed solutions to performance issues using HP Load Runner.
* Developed and maintained the performance test script in HP Load runner 9.0.
* Analyzed the output log for the cause of errors.
* Understood the application and wrote test cases, scripts and conditions using HP Load runner.
* Experienced building performance engineering tool add ins
* Build and test automated performance or load test scripts using Load Runner.
* Involved in Total Testing Life cycle
* Developed Test Execution Matrices during the test cycle
* Create Test Data that satisfy the requirements
* Analyzed test cases for automation and used Quick Test Professional (QTP) to automate manual test scripts for Regression and Functional testing.

**Environment:** Windows 2000 NT, UNIX, Oracle 8.x, DB2, VB 6.0, SQL, PL/SQL, Crystal Reports 8.0, SOAP UI, Web services, WSDL, App Dynamics, QTP, Performance Center, Windows Scripting,.

**Testing Tools: Load Runner**

**Education** : Bachelors degree in B.com (Foreign Trade)

**University** : Osmania University