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**Certified Scrum Master**

**Sreemala Venkatesh -** QA Engineer Lead

**Mob: 469 436 3510**

**Email:** [**sdhandapani@selsoftinc.com**](mailto:sdhandapani@selsoftinc.com)

**EXPERIENCE:**

* + **Have a total of 9+ years of experience in Software Manual, Automation, API & Mobile Testing, and RPA testing.**
  + Currently working as a **QA - Automation Test Engineer/Lead at Verizon, Houston TX (February 2023 to till now)**
  + Previously worked as a **Sr.QA engineer at Qbotica.inc - Arizona - USA (March 2018 to January 2023)**
  + Previously worked as a **QA engineer at Capital One -NJ (July 2015 to Feb 2018)**

**TESTING EXPERTISE**

* + Experience in Quality Assurance of Software products with Functional Testing
  + Team Lead and mentoring experience. **Experienced in Manual and Automation Testing**
  + Experience in ***Automation Testing with Python*** and ***Java*** Web Applications
  + Experience in ***Automation Testing with RPA using path tool***
  + Experience in ***API Testing and Mobile Testing*** on Web Applications
  + Currently working on an ***Agile Model Project*** and providing quality deliverables in every Sprint at par with the schedule planned.
  + Experience handling ***Scrum roles and roles***
  + Good experience handling ***End to end testing*** using the for **RPA testing**
  + Good experience in Automation feasibility study of the project application
  + Good hands-on executing selenium scripts, analyzing the results, and maintaining the code
  + Experience in API testing using ***POSTMAN, SoapUI***
  + Manual Testing tools – ***JIRA***

**TECHNICAL SKILLS**

|  |  |
| --- | --- |
| **Testing tools** | Selenium web driver, POSTMAN API Testing tool- Cucumber, SoapUI, JUnit, TestNG, JIRA, Appium, UiPath, Tosca commander. |
| **Programming Languages** | Python basics, Java, SQL |
| **Methodologies** | Agile Scrum, V, and Waterfall (SDLC & STLC) |
| **Automation Framework** | Keyword Driven, Data Driven, Hybrid, Page Object Model (POM), Robot Framework |
| **Defect Tracking Tools** | JIRA, Bugzilla. Zephare, qTest |
| **Web Debugging Tools** | XPath, Firepath, Firebug |
| **Project Management** | Microsoft Project, Microsoft Office (Word, Excel), Microsoft PowerPoint, MS Access, Agile & Waterfall |
| **Build Tools** | ANT, Maven |
| **Version Control Tool** | GitHub and SVN |
| **Browsers** | Internet Explorer, Firefox, Chrome & Safari |
| **MS Office tools** | Outlook, Word, Excel, PowerPoint. |
| **Operating Systems** | Windows XP, 7, 8, Vista, Mac, UNIX and Linux |
| **Domain Knowledge** | Healthcare, Banking, Telecom domain Mobile Testing, eCRM |

**TESTING EXPOSURE**

* + Strong in concepts of **QA methodology, STLC, and Defect Life Cycle**
  + Extensive experience and good knowledge in **Functional, Manual, API testing, Test Automation, and end-to-end testing.**
  + Extensive experience Knowledge of designing **Test Workflows, Test Plans, Test Estimation, Test Scenarios, Test cases, and Test Documentation based on review and analysis of FRS/SRS**
  + Proficient in different phases of testing like Integration testing, Regression testing, and System testing.
  + Understanding the client’s requirements and tracking the requirement changes in the test cases to make sure each of the requirements is mapped to a test case; **practicing the Requirement Traceability Matrix.**
  + Experience in analyzing test results and submitting **bugs using Bug Tracking Tool JIRA.**

**Education and certification**

**Bachelor’s in Science (Information Technology)**

**Certified in Tricentis Tosca as Automation Specialist (AS1) & (AS 2)**

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**UiPath – Diploma in Introduction to RPA and Automation**

**UiPath – Diploma in RPA Business Analyst Foundation**

**UiPath – Diploma in RPA Business Analysis Fundamentals**

**UiPath – Diploma in RPA Build you First Automation with Studio X**

**UiPath – Diploma in Automation Hub Overview**

**UiPath – Diploma in Process Mining**

**UiPath – Diploma in Developer**

**UiPath – Task Capture**

**UiPath – AI center over**

**UiPath – Diploma of Test Suit**

**Professional Experience**

**Innova Solutions**

**Client: Verizon, Houston TX - USA - Remote**

**Role: Sr.QA Test Engineer Lead**

**February 2023 to till now**

**Projects:** Verizon provides services for its potential customers through browser-based applications. As a Quality Analyst, I worked on web-based workflow management and Bill Management Systems that are accessed by potential and new customers. The eligible customers were allowed to view detailed information about their accounts and services.

Handled 3 projects and completed them till finOps approval.

**Roles and Responsibilities**:

* + Analyzed business requirements, studied the application, and collected information from business analysts to create test scripts.
  + Involved in Agile Activities which include PSI Planning, Sprint planning, scrum meetings, backlog grooming, and sprint demos.
  + Led the end-to-end testing activities for telecom systems, encompassing customer
  + Experience in, billing to FinoOps approval processes manual/automation
  + Experience in creating new quotes from existing customers to new customer data
  + Conducted manual testing of telecom applications to validate test cases to align with business processes and requirements.
  + Created a Test Suite and added assertions in the SoapUI tool to validate the response XML.
  + Responsible for creating the functional testing framework using TestNG and using Selenium WebDriver to automate the UI components.
  + Analyzed the Crash reports on various mobile platforms and reported to the development team
  + Worked closely with Platform Subject Matter Experts in understanding the upcoming and existing APIs on different mobile platforms
  + Used Microsoft SQL Server to execute SQL queries.
  + Tracked and analyzed Jira issues related to DB and UI. Created and loaded mock data and tested the Jira issues in the QA and UAT environment.
  + Designed and implemented basic/complex SQL queries for backend testing and performed cross-browser testing and cross-platform testing.
  + Developed SQL queries to query the database, find correct data for testing, and test the application's backend process.
  + Implemented handset automation framework, scripting, and execution of Sanity, Regression, Stress, and Boundary test cases.
  + Involved in testing of web applications by creating XML test suite.
  + Responsible for the quality and completion of testing deliverables.

**In addition to my primary responsibilities as a Sr. Quality Analyst, I also handled Scrum roles during the project:**

* + Facilitated daily stand-ups, sprint planning, and sprint retrospective meetings.
  + Ensured the team followed Agile principles and practices.
  + Removed impediments and blockers to keep the team focused and productive.
  + Coordinated with Product Owners to prioritize the backlog and refine user stories.
  + Collaborated with stakeholders to define and prioritize the product backlog.
  + Created and communicated the product vision and roadmap to the development team.
  + Ensured that user stories were clearly defined and met the acceptance criteria.
  + Reviewed and accepted completed work to ensure it met business requirements.
  + Participated in sprint planning to commit to work and define sprint goals.
  + Worked on test case creation, execution, and defect management within the sprint.
  + Engaged in continuous improvement initiatives to enhance team performance and product quality.
  + Used various tools for multiple projects to handle for end to end testing.

**Environment:** Zephyr, Jira, XML, SOAP, SOAPUI, REST, UAT, SQL Server, Mobile Testing, Android, iOS, Agile, qTest, Selenium, Phyton, Fastaa tool, Salesforce lightning, edge tool, ProQuest Jenkins.

**Client: Qbotica.inc - Arizona - USA - Remote**

**Role: Sr.QA engineer /Lead**

**March 2018 to January 2023**

**Project 1:** Automation for Unstructured Data Processing Digital using Document AI and ML.

A set of detailed steps to receive email quotes from different customers for quotation requests involves Document AI and RPA robots to automate manual processes of reading and capturing Golden Data for submission of reports across the execution and sending through email.

**Project 2**: The process Health Claims Processing” which involves interacting with EPIC application residing in Citrix, navigating to each claim in the queue, downloading paper forms associated with the claim, extracting all data points from the downloaded paper forms, up to deferring the claim to be processed at a later date. There are a total of 7 regions containing at least 1 work queue for each region. Each work queue contains the claim that needs to be processed. The purpose of this automation is to streamline the process by automating all the repetitive steps involved in the AS IS process, including but not limited to, navigating in EPIC, performing data extraction and adjustments, etc.

**Project 3:** Involved in a comprehensive project aimed at automating and enhancing the testing processes for a banking invoice processing system using UiPath

**Roles & Responsibilities:**

* + Developed a UiPath bot to capture the data from the Tableau reports in .pdf format against the mainframe-generated
  + report and report the discrepancy to the user via email.
  + Based on the user approval, data correction was automated via UiPath database activities
  + Worked extensively in the coordination of different technical teams and acted as an important interface for project execution as the project involved a legacy system.
  + Have quite good experience in data scrapping using OCR with Uipath tools activities
  + Scheduled jobs via UiPath Orchestrator.
  + Possess a good knowledge of RE Framework using queues and implementing various states i.e., Initialization, Get
  + Transaction data, Process transaction, and End process.
  + Configured new automated processes and objects using core workflow principles that are efficient, well-structured,
  + maintainable, and easy to understand.
  + Handled and executed efficiently during different phases of the project – Functional and technical requirements
  + gathering, designing, development, and testing and also documented every single piece of information for reusability.
  + Claim update is automated via web automation
  + Worked on POC for Mainframe automation
  + Created asset in Orchestrator for common usage of all robots
  + I worked on the Process Design Document (PDD) as-Is process along with the business analyst.
  + Preparing a Solution Design Document (SDD) containing the To-Be Process including error-handling concepts and
  + variable description, which helps the operations team control the production
  + Gather setup requirements for UAT and Coordinate and assist in the execution of UAT scripts
  + Load test scripts in the test tool for execution. Orient test participants on the UAT execution, problem reporting,
  + and resolution processes
  + Coordinate development of test script(s). Ensure adequate test coverage and independent review of test scripts.
  + Track setup of requirements for UAT. Triage reported defects from test team members and forwarded them to the program
  + Develop test conditions to validate business requirements. Execute UAT scripts and complete problem logs
  + Manages central repository of UAT documents, scripts, and materials.
  + If applicable, validate the accuracy of user materials and online videos. Participate in the resolution/retest of issues.
  + Supporting creating PDD (process design Document) &amp; SDD (Solution design document).
  + Know Robotic Enterprise Framework in UI Path towards the web application.

**Environment:** UiPath Studio, UiPath Orchestrator, SQL, Test Automation Frameworks, qTest, Selenium, Task Capture, AI center over,

**Client: Capital One - USA - Remote**

**Role: QA engineer**

**July 2015 to Feb2018**

**Project description**: The project was a web-based application that enables the company's customers to account through websites. This application enables credit card account holders to log in to their account online and manage their account center. Features such as tracking of charges and payments before they get their paper statements, view and pay bills, recent activities, past statements, and payment history are provided.

Roles and Responsibilities:

* + Reviewed business requirements and technical specification documents and Analyzed use cases, and functional requirements to write detailed Test plans and Test cases.
  + Conducted Functional testing and regression Testing using selenium with a Data-driven framework and BDD.
  + Attend meetings, involved in QA planning, coordination, and implementation of QA methodology.
  + Responsible for participation in writing the Test Plan and Test Cases based on the business requirements.
  + Worked with three Mobile Testing applications simultaneously: IOS (iPhone & iPads) and Android
  + Requested different versions of IOS, Android, and Blackberry mobile devices for Mobile Testing
  + Created and Executed SQL Queries using Microsoft SQL Server Management Studio to perform database testing.
  + Updated WSDL file as needed for Endpoint, Tested request and response XML. Added Assertions to validate the response XML with the database.
  + Involved in testing online trading and mobile banking applications.
  + Worked in the UAT environment and verified the results from the User’s perspective.
  + Involved in creating Test Case Scenarios, Test Case Execution, and maintaining defects using the JIRA Tool.
  + Tested web services based on data and functions by SOAPUI.
  + Validated and executed Test Cases in the UAT environment in different browsers and logged defects in Jira for failed Test Cases.
  + Implemented a simulator for Mobile App Testing in the Android Platform using Appium.
  + Written and executed SQL queries and Joins, Group By clause, having clause, etc. to validate the data.
  + Participated in daily SCRUM meetings and meetings involved in QA planning, coordination, and implementation of QA methodology.
  + Perform Test data creation and Scripting, Validation, Review, Analysis, Reporting, and Troubleshooting.
  + Responsible for Writing the Test Plan and Test Cases based on the business requirements.
  + Review Test Plans, Manual Test Cases, and Test Scripts to ensure consistency with strategic direction, goals, and objectives of QA resources working on the project with Agile SCRUM methodology.

**Environment:** WebDriver, C#, .Net framework, SQL Server, Mobile Testing, Android, iOS, Jira, XML, Windows R2 Servers, SQL, HTML, JIRA, MS Office Tools, SOAPUI, Appium.