**DEEPIKA SRIPALLE**

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**QUALITY ANALYST**

Extensive experience in Information Technology with emphasis of Quality Assurance which includes Manual Testing, Automation Testing, Manual Mobile Testing, Mobile native application testing and mobile device testing.Well versed in testing the claims process in the healthcare industry and in the insurance industry as well. Worked in different domainswhich include banking, health care, insurance and automobile industry.

**AREAS OF EXPERTISE**

Strong Analytical and Communication Skills | Multitasking | Defect and Root Cause Analysis | Test Environments and Data | Technical Documentation | UAT planning | SDLC processes: Waterfall, V\_MODEL and Agile Methodologies

**QUALITY KNOW-HOW**

* Experience in **Test Planning, Test Strategy, Test Cases Design, Test scripts, Test Data Setup, Defect Management, Test Traceability Matrix and Test Reports.**
* Complete knowledge of all phases of **Software Dev/Test Life Cycles (SDLC/STLC)** design, development and implementation of test plans, test strategy, test procedures and bug life cycle.
* Experience in **Functional testing, System testing, Integration testing, Regression testing, Performance testing, Back-end testing, Black Box Testing and User-acceptance testing.**
* Expertise in analyzing **Functional and Design Specifications**. Creating **Use Cases** and identifying **Test scenarios** to ensure adequate Test coverage.
* Experience in Manual Testing and Automation testing tools like Selenium, Protractor, Rest Assured SOAP UI, Cucumber etc.Extensive knowledge in Manual testing using tools such as HP Quality Center for test management and defect management.
* Experience in testing mobile apps on different mobile application platforms, such as IOS and Android and on Mobile device testing.
* Reviewed Use **Case / Functional / Business Design Documents,** creating **Master Test Plans / Acceptance Scenarios** for Manual Testing.
* Analyzed Business Requirement Document (BRD), Functional Requirements (FRD) & System Requirement Specification Documents (SRD).
* Conducting workshops with **Business & Client IT** teams for the walk-thru of the test plans and testscenarios to provide end-to-end testing solution.
* Hands on experience in writing **SQL queries** and good knowledge of **SOAP UI** testing.
* Excellent experience in **Triage, Prioritizing** and **Assigning defects.**
* Extensive experience in defining **Acceptance Criteria,** identifying **Test Metrics,** preparing **Test Reports** and presenting Test Progress Reports to the management, preparation of **Test Summary Reports and Defects Reports.**
* Management of defects and focus development teams on high **priority/severity** fixes &**Deferrals** within SLA’s.
* Assiduous team player with demonstrated talent for deploying IT and organizational skills towards **Analyzing, Designing, implementing and streamlining various testing phases.**

**TECHNICAL SKILLS**

* **O/S:** Windows Vista/XP/2000/NT, HP-UNIX.
* **Testing Tools:** HP Quality Center, Selenium IDE, TOAD,SOAP UI, QTP,JIRA, HP ALM.
* **Testing Techniques:** Black Box, Smoke Testing, System, Functional, Integration, Regression Testing, End-2-End Testing, Performance Testing, Scalability Testing, Load & Stress Testing, UAT, Product Testing, Browser Compatibility Testing, Mobile App Testing ( IOS/Android ) and Mobile.
* **Device TestingTechnologies:** Java, UML, SQL, PL/SQL, HTML,DHTML, XML, MS Visual Studio.
* **Web Servers:** Oracle 10gAS / 9iAS, Java Web Server, Tomcat.
* **Mobile Experience:**ios 13 to 16 versions. Android from 9 to 12 versions.
* **Browsers:** Mozilla, Microsoft Internet Explorer, Netscape.
* **Business Analysis:** Requirement Management, Use Cases, Test Strategy, Test Plan and Test Cases.
* **Methodologies:** Object-Oriented Analysis, Agile, Waterfall ,Scrum.

**PROFESSIONAL EXPERIENCE**

**Q2 Banking,** AUSTIN, TX  **June 2022 to May 2023**

**Software Quality Analyst**

Tested different financial Institute (FI) apps which includes new functionality like Zelle, Plaid, Manage external accounts.Interacted with third party vendors to determine the defects caused by the integration into the different FI apps. I was also involved in tested different mobile devices which includes ios and android.

* Responsible for understanding and analyzing the functional processes and business scenarios.
* Reviewed and analyzed System Requirement Specifications.
* I was able to perform mobile testing by using the Browser stack. Run Compatibility Testing

(cross Windows/ Mac and Android/ iOS platforms, cross browsers, cross mobile devices - phones, tablets, iPads etc)

* Involved in testing application on different mobile Platform such as iOS and Android devices.
* Extensively involved in Functional and Regression Testing of banking applications suite.
* Defined and Executed the Test Cases for various scenarios.
* Developed System test scripts based on the FRS and BRD documents.
* Designed and executed the Functional, User Acceptance, Integration and Load Testing.
* Involved in Functional Testing using Quick Test Professional.
* Used Quality Center to prepare Test Cases with the complete description of Requirements of client.
* Interacted with developers to ensure early resolution of defects.
* Responsible for logging and updating Defect Status in HP Quality Center.
* Monitoring the automation runs in QTest for smoke and regression testing.
* Updating the automation scripts in selenium as the new enhancements come through.
* Testing the backend database using Navicat running the SQL scripts.
* Involved in define the entrance/exit criteria for all testing phases (i.e. Unit, System, UAT, & Performance testing).
* Involved in facilitating defect review meetings.
* Supervise the Test execution process and supported test case and test script creation for test team using Quality Center.
* Create and maintain the Detailed Test Execution Plan.
* Analyzing the nightly, weekly and regression automation runs.
* Sending the test execution reports to the leadership.

**Environment:** Jira, Qtest, SQL Server, ios and android devices, browser stack

**GENERAL MOTORS,** AUSTIN, TX **Jan 2018- April 2022**

**QA Lead**

Managed multiple projects of medium-to-large size simultaneously, and their respective project teams of varying sizes, complexity and backgrounds through the entire Project Development Life Cycle.

* Established and maintained project plans and project budgets, reported progress as required, generated risk assessments, escalated issues, and facilitated project review presentations.
* Developed presentation deliverables related to projects.
* Was involved in the design and implementation of Selenium WebDriver automation framework using Java for smoke and regression test suites using TestNG.
* Demonstrated expertise in developing Selenium WebDriver Test scripts using Java and Test Frameworks using TestNG, MAVEN, and Cucumber build tools.
* Developedframeworks like Page Object Model, Hybrid frameworks, and BDD.
* Implemented the open-source web test tool Selenium WebDriver for cross-browser testing.
* Developed automated tests in partnership with developers for continuous regression testing and reduced manual testing using Selenium, TestNG, and Maven.
* Worked with a cross-functional team on assigning tasks, establishing project deliverables, and scheduling those tasks and deliverables.
* Obtained approvals from primary stakeholder(s) and controlled project scope, priorities, and schedule.
* Contributed to thoughtful and creative discussions with project sponsor(s), stakeholders, department, and division management on strategic goals, resources, scheduling, plans, and challenges.
* Assisted leadership with allocating resources and outlining budgets to complete various strategic initiatives.
* Managed the day-to-day projects/logistics and the corresponding communication for each project.
* Was involved in defining the entrance/exit criteria for all testing phases (i.e. Unit, System, UAT, & Performance testing), and in facilitating defect review meetings.
* Supervised the Test execution process and supported test case and test script creation for the test team using Quality Center. Created and maintained the Detailed Test Execution Plan.
* Established and organized Onsite/Offshore Test Teams and defined standard SQA methodology and standards.
* Was extensively involved in the requirements traceability matrix to ensure all requirements had been met and thoroughly tested.
* Extensively used SQL scripts/queries for Data Verification and Data Validation at the backend.
* Participated in User Acceptance Testing, coordinated with clients for maintaining Quality Standards.
* Participated in the status meetings to report issues. Communicated with developers through all phases of testing to prioritize bug resolution.

**Environment:** TOAD, Quick Test Pro, Load Runner, HP Quality Centre, SQL Server, Windows 2003 Server, Windows NT, Windows XP, PL/ SQL, Linux Red hat, Java, XML, Oracle 10g, .Net.

**Pharmaceutical Product Development | QA Analyst June 2017 - Jan 2018**

Evaluated and analyzed Business Requirements, Functional Specification, System Specification documents.Provided Test plans, Test cases and attended walk-through meeting with the QA leads, Functional lead, Business Analysts, and Project Managers.

* Attended Kick off meeting intended for new realize, KT session to gather new product knowledge, daily scram meeting, and defect evaluation meeting.
* Prepared detailed Test Plan, Test Strategy, and Test Scenarios to test business requirements.
* Performed Manual Testing and of the entire application by executing the Test scripts.
* Managed System Integration, User Interface, Integration, Positive and Negative, Black box and Regression testing.
* Performed website UI and functional automation testing by using QTP and Selenium IDE.
* Coordinated Eligibility, Post Eligibility, and Passive Renewal, Different types of Batch, Client Notice, Reports and Dashboard testing.
* Performed different types of application approach like Intake, Renewal, Review and Reactive.
* Performed Interface testing including inbound and outbound.
* Designed QTP automation test cases and developed test scripts, execution results and status reporting according to the company standards.Skilled in web application Automation testing by using SELENIUM IDE and SELENIUM WEB DRIVER through different browsers.
* Utilized Microsoft Test Manager for design and developing Test cases as per the requirement.Used defect tracking tool Microsoft Test Manager and cooperated with the team lead and developers to resolve them.
* Verified defects in the defect-tracking tool Team Foundation Server and Allocated Priority and Severity based on the defect found.Created defect reports and test summary reports from Microsoft Test Manager.
* Verified the Unit test plan in order to minimize the defects and make sure they are in sync with QA test scripts. Ran the **SQL** queries for checking the data stored in the database. Validated database by writing SQL queries and joins.

**Environment**: Microsoft Test Management, MS Visual studio(2012),SQL Server 2000, Window NT, TFS,.net, IBM Mainframe,DB2, VSTS, selenium IDE.

**MASS MUTUAL,** Connecticut **May 2015 - June 2017**

**BA/QA Tester**

Experienced in writing test scripts, test cases, test plans and execution of test cases reporting and documenting the test results using Quality Center/ALM and performing end to end testing.Wrote programs for testing data as well as develop business enterprise data warehouse application.

* Tested the entire compliance reports generated using Business Objects BI tool by validating the data in the report against the database according to the requirement specifications using SQL.
* Tested PL/SQL procedures that were developed to load the data from temporary tables in staging to target tables in the data warehouse.
* Provided support to offshore QA team by giving them knowledge transfer and helping them with closure of the defects.
* Assisted in gathering the business requirements, ETL Analysis, ETL test and design of the flow and the logic for the Data warehouse project.
* Performed data validation on the flat files that were generated in UNIX environment using UNIX commands as necessary. Performed various types of testing like Usability, Functional, Integration, System, Regression and Acceptance (UAT) testing etc. during different stages of the application development.
* Performed manual testing of the application to test the system for positive and negative scenarios.
* Used Quality Center for generating and organizing test cases.
* Utilized JIRA as a Bug-tracking tool and generate Bug report.
* Extensively worked in agile environment, with daily scrum meeting, stand up meetings, presentations and review.
* Worked closely with development team in creating automated scripts for the application using Selenium and SoapUI.
* Expertise in bug-reporting and bug-tracking using the test management tool like ALM and Quality Center.
* Identified defects and reported them using Quality Center, and documented daily defects status.
* Interacted with developers to resolve the defects. Performed Regression testing to verify that bug fixes did not break some other parts of the system.
* Interacting with development team for bug's closure.
* Performed Browser compatibility testing with different browsers like Firefox, Internet Explorer on different Operating Systems.
* Tested the ETL with XML as source and tables in the data warehouse as target.
* Tested source data for data completeness, data correctness and data integrity.
* Participated in business requirements gathering and in modifications of the requirements based on the scope.
* Good experience in writing SQL in order to data validation in migration as part of backend testing worked with ETL group for understating mappings for dimensions and facts.
* Maintained all the test cases in **HP Quality Center** and logged all the defects into the defects module.

**Environment:** Data warehouse ETL Informatica 8.6, Business Objects, UNIX, SQL, PL/SQL, HP Quality Center 9.2, XML, Oracle 10g, QTP, ALM, Selenium, SOAP UI, JavaScript and TOAD for Oracle.

**SOUTHERN NEW HAMPSHIRE UNIVERSITY,** New Hampshire **April 2014 - May 2015**

**QA Manual/Mobile Tester**

Designed and developed the test strategy and test plan which define the test environment, phases of testing, entrance and exit criteria into different phases of testing. Designed the Test Scenarios based on the requirements; reviewed the same with the project team for sign-off. Developed a Test approach and reviewed the test scenarios and test cases based on the business and functional requirements document.

* Participated in day-to-day SCRUM meetings in an Agile environment, both on-site and with offshore teams, to provide daily updates on the testing schedules.
* Gained extensive experience in logging bugs in the HP ALM tracking tool.
* Reported the bugs and sent email notifications to the developers using the HP ALM.
* Had strong experience with HP ALM/HP Quality Center for requirements/test case/defect tracking.
* Maintained effective communication with internal and external customers to ensure business needs were met for HP ALM.
* Wrote SQL queries to verify application front-end input values from the database. Used SQL queries to access data from different database tables.
* Participated in Sprint retrospective meetings and provided inputs and pain points from the QA perspective.
* Managed and conducted back-end testing using different SQL queries for data integrity and quality.
* Conducted web services API testing using SOAP UI, and mobile app testing on physical devices and Perfecto mobile devices on various devices and OS combinations.
* Involved in end-to-end testing of mobile applications. Tested chat conversations, sent/received picture messages, sent SMS from chat, and made calls from conversations. Performed compatibility testing with various confidential mobile handsets to ensure the functionality worked fine.
* Worked on applications developed for touchscreen phones.
* Provided daily test status updates, conducted weekly/on-demand bug review meetings, and followed up thoroughly on issues/defects with business and developers.
* Participated in change management and assessed the impact on delivery in terms of cost, effort, and schedule.
* Coordinated the efforts of the Quality Assurance offshore/onshore team for the assigned initiative.
* Led a test team in writing and executing application integration and regression test cases.
* Contributed to and monitored test planning, test preparation and scripting, and test execution according to defined best practices, standards, and procedures.
* Monitored and reviewed test cases in ALM accurately and checked them for compliance with business specifications.
* Involved in scheduling target dates for deliverables, prioritized and monitored activities to meet such dates.
* Participated in Requirement Reviews, prepared a test strategy, defined test methodology and standards, and communicated them to the project management.
* Reported test execution status to Project management on a timely basis.
* Estimated test effort and managed testing schedules to align with overall project timelines.

**Environment:** HP ALM / HP Quality Center, Windows Server 2005/08, .Net, Java, HTML, SQL Server 2008, TOAD, Oracle11g, IIS, SharePoint.

**EDUCATION**

**Masters in Information Technology**

SNHU