**JYOTHI**

 **QA Automation Engineer**

**Phone: 703-953-2230 E-mail: sai@atgtechinc.com**

**VISA:USC**

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**PROFESSIONAL SUMMARY:**

* Accomplished IT professional with over 8 Years of experience in Information Technology specializing in **Software Quality Assurance Testing** having proficiency in testing on Client/Server, Web based applications and Mainframe applications.
* Experience in **BFSI, Real Estate, e-commerce and Health Care Domains**.
* Highly experienced in **manual and automation testing of web-based** , client-server and E-commerce applications with cross browser testing.
* Strong expertise in **SDLC** lifecycle methodologies like **Agile**, **Lean**, **Waterfall**, **Iterative**, **DevOps**, Rational Unified Process (**RUP**), Spiral and **TDD** (Test Driven Development).
* Proficient in analyzing system & functional specifications, UI wireframes, use cases, business requirements, business rules to execute **Test Planning**, **Test Cases Designing**, **Test Environment Setup**, Test Data Setup & Defect Management.
* Proficient in Sanity, Regression, System Integration, Performance testing, Cross-Browser Compatibility Testing, **UAT Testing** and Support.
* Verified data integrity by back-end testing of the application by writing and executing **SQL queries**.
* Experience in Bug Tracking and Reporting Using Bug Tracking Tools like **Quality Center**/**ALM**, **JIRA**, IBM Clear Quest, Trello, Asana, **Bugzilla** etc. and preparing reports on testing activities such as Testing Results, **Test Case** Coverage, Defects Status, Security and Performance Benchmarking etc.
* Extensive experience & knowledge in dealing with various open source tools like **Selenium IDE**, **Selenium RC**, **Selenium WebDriver**, **Selenium Grid**, **SoapUI**, **Cucumber**, **Junit**, **Eclipse** and **TestNG**
* Expertise in developing Automation frame works using Selenium WebDriver. Extensively used Selenium WebDriver for functional testing & built regression suites.
* Experienced in Design and implementation of automation frameworks like Hybrid, keyword Driven, Data Driven, Modularity library and Page object modules frameworks using Selenium WebDriver under **Java** platform.
* Sound knowledge on **Junit**, **TestNG framework** for Unit testing, **Maven**, Gradle and Ant for Project building tool, **Jenkins**, Hudson for Continuous Integration to support tools likes CVS, subversion, **GIT**.
* Experienced using Web-debugging tool like **XPATH**, **Fire Path** and **Firebug** for finding elements locator.
* Experience with cloud infrastructure components from Amazon Web Services (**AWS**) .Tested web services both **XML** and **JSON** formats using the **SOAP UI/Rest API** Testing **Postman**.
* Vast knowledge and experience in Health Care industry, experienced in testing different healthcare ERP solutions such as FACETS, MedPlus, EPIC and other claim processing solutions.
* Excellent analytical skills and experience in working with State, **federal Health Insurance exchanges**, **Medicaid**, **Medicare**, **Medicaid Expansions**, Duals, Marketplace, Healthcare Benefits Administration, Affordable Care Act/**Health Care Reforms(**ObamaCare).
* Knowledge of **MMIS**(Medicaid Management Information System), **HIX**(Health Insurance Exchange), **EMR**(Electronic Medical Records), **EHR**(Electronic Health Record), Health Insurance Portability and Accountability Act(**HIPAA**) standarda, Electronic Data Interchange(**EDI**) and implementation of HIPAA code sets, ICD-9, ICD-10.
* Experience in developing business rules for **Claims**, Claim Settlements, Claims Adjudication, MMIS, Benefit Plan Administration, Claims Payment Cycle, Revenue Cycle, Reference and Waiver Programs for Managed Care, Market Place, SHOP, Duals, LTSS, Hospice, CHIP, Administrative Service Only(**ASO**) and Commercial Line of Business.
* A result oriented professional and a strong team player with highly developed planning, analytical, technical, communication and decision making abilities.

TECHNICAL SKILLS:

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| Scripting Languages | SQL, JAVA, XML, HTML |
| Testing Tools | JIRA, Selenium IDE, Selenium Web Driver, Selenium RC, Selenium Grid, Eclipse, Quick Test Pro, Cucumber, Junit, TestNG, Soap UI, Postman. |
| Bug Reporting tools | JIRA, Trello, Asana, Quality Center/ALM, Bugzilla |
| Frameworks | Scrum, TestNG, Data Driven, BDD, TDD |
| Database | MySQL, MS SQL Server, Oracle |
| Methodologies | AGILE, Waterfall, SAFe, KANBAN, SCRUMBAN |
| Operating Systems | Windows, UNIX, Linux, IBM Mainframe |

Education: Master's in Business Administration (Systems), India.

**Professional Experience:**

**Client: Prime Healthcare** -**Plano, TX Jun 2021– Till Date**

Prime Healthcare is one of the largest health care providers in a United States of America. It allows its Employers to perform enrollment on various health care products using Employer Access application. Employer Access creates a group/case for an employer to enroll in various products like health, dental, vision, life products etc.

**Role**: **QA Automation Engineer**

**Responsibilities**:

* Performed testing in **agile** scrum methodology and involved in daily **scrum meetings**, technical reviews and walkthroughs.
* Involved in the full Hipaa compliance lifecycle from GAP analysis, implementation and testing for processing of Medicaid Claims. Worked on **EDI transactions:834, 835 and 837(P/I**) to identify key data set elements for designated record set. Interacted with Membership, **Claims, Billing** and Enrollments hence analyzing and documenting related business processes.
* Performed System Integration Testing of core modules with external systems.
* Involved in User Acceptance testing using **Cucumber** and **Selenium WebDriver** and prepared user documentation with screenshots
* Was responsible for finding the eligibility of members and filing claims for the State Disability Insurance benefits, both short term disability who are not eligible for the social security benefits and for the long term disability customers who are qualified under social security plan for the payment of benefits as a result of injury.
* Claims testing with various integration modes such as Web Services, Batch and Report testing, **EDI transactions, 835/837** testing/validation.
* Involved in defining test automation strategy and **test scenarios**, created **automated test cases**, **test plans** and executed tests using **Selenium**.
* Extensively used **Selenium Web Driver**, **TestNG** to develop automation framework and **JDBC** Connections which reads data from scripts using property and **XML** files to perform **Data Driven testing**.
* Identified various critical points in the functionality of the application, created automated regression test suites using Selenium **WebDriver** and **TestNG** and prepared Traceability Matrix to ensure the adequate coverage of the test cases.
* Created and enhanced numerous test scripts to handle changes in the **GUI** objects, using Selenium WebDriver.
* Tested compatibility of application for dynamic and static content under various cross browsers using **HTML** IDs and **XPath** in Selenium.
* Generated Selenium reports using **TestNG** reporter and converted **QTP** scripts into Selenium **WebDriver** scripts.

**Environment**: Java, Selenium WebDriver, SOAP UI, TestNG, Jenkins, Fire Path, Firebug, Eclipse, HTML, XML, XPath, Quality center, Oracle.

**Client: Wells Fargo, CA** **Jan 2019 – May 2021**

**Project: ECS Streamline Address Change (SAC)**

**QA Engineer**

Streamline Address Change/Update Contact Information is a project led by Online Banking and Investments (OLBI), within the Internet Services Group (ISG). The current process related with physical address updates uses a combination of offline solutions using eForms and real time system updates to Hogan CIS. This includes updates to the customer’s physical address, e-mail address, and telephone numbers improving the customer experience for active OLBI customers.

**Responsibilities**:

* Work in **Agile & Scrum** development environment.
* Created **test plan**, **test cases** and **test scripts** based on business and technical requirements and created automation scripts for the application using **Selenium**.
* Responsible for fixing and maintaining regression automation test scripts for end to end testing using Selenium WebDriver in Eclipse and **TestNG** framework.
* Responsible for creating and maintaining automation acceptance test suite using Selenium, Also responsible for converting automation scripts to new framework using Selenium WebDriver, **Java**  and **TestNG**.
* Performed data integrity testing by writing **SQL queries**.
* Used Maven to help manage project’s build, report and documentation across the network.
* Implemented **manual** and **automated** testing methods to perform functional, regression, System, integration, **end-to-end**, and user acceptance test (**UAT**) test cases.
* Converted **QTP** scripts into **Selenium** automated scripts.
* Analyzed and created the bug tracking reporting and summary report in the **JIRA**.
* Used **JIRA** for requirements management, planning, scheduling, running tests, defect tracking, managing the defects and executing the test cases.
* Ensured Test Entrance and Exit Criteria are met and created the Test Completion report for any Risks involved in migrating the code in to production if any defects are not resolvable in the current Release.

**Environment**:

Windows XP, UNIX, IBM Web Sphere Message Broker, IMS Database, DB2, Mainframe, Data Warehousing (EDW - Enterprise Data Warehousing), Clear Quest, QTP, Load Runner

**Client: Wal-Mart, Bentonville, AR.** **June 2017- December 2018**

**QA Analyst**

**Responsibilities**:

* Requirement Analysis.
* Involved in Sprint Status Call, Sprint Planning, Sprint Review & Sprint Retrospective & Release plan meetings.
* Created test plan and strategy.
* Involved in test planning & resource planning.
* Conducted smoke, functional, regression, integration and system testing for retail web application.
* Involved in implementation of Hybrid automation framework using **Selenium** **WebDriver**, **Java** and TestNG.
* Involved in developing & testing REST based Web Services using Fidler.
* Involved in the Test Data setup and execution of automated Test Scripts.
* Designed, executed and maintained regression automated test cases with Selenium Web Driver, **TestNG**.
* Setup and Configure the testing environment with **GITHUB**, **Eclipse**, **Selenium WebDriver**, **Maven**, **TestNG**, **Cucumber**.
* Worked on Selenium **GUI** Object verification is done through Id, Class & **XPath**, Locators.
* Worked on Cross Browser testing through Selenium WebDriver by testing the website on different browsers like Chrome, IE and **Firefox**.
* Contributed to the Continuous Integration pipeline running component builds using Jenkins.
* Generated test reports from **TestNG** and captured the error screenshots.
* Automated webservices using **RESTful** based services.
* Provided **UAT** support activities.
* Involved in Go, No-Go meetings for production deployment.
* Co-ordinate and manage offshore team.

**Environment**: JIRA, HP ALM, Java, Windows 7, Eclipse, Selenium WebDriver, Selenium IDE, TestNG, GITHUB, Maven, Cucumber, Oracle, JENKINS, Fidler, IBM Tririga.

**Client: Cisco Systems, Inc. CA.** **Jun 2015-May 2017**

**Project: IPCentral**

**QA Analyst**

IPCentral is a repository of the pristine open source and commercial software assets used in Cisco products and is intended to track the re-use of the software assets. IPCentral allows open source/commercial specialists to check for compliance with licensing terms (like GPL) and approve component use in the product. Application Also allows product managers to track the COGS (cost of goods sold) based on the licensing costs for the components being used. This application is a web application developed using J2EE technologies.

**Responsibilities**:

* Reviewed the FSD and created Test Plan and Ambiguity Review Document.
* Created Test Cases and performed regression testing.
* Bug tracking using JIRA and generating reports
* Deployed the application (war) in JBOSS application server.
* Worked with Hudson , continuous integration tool for the build process
* Located or created test data as needed and validating the data using SQL.

**Environment**:

Windows XP, UNIX, JBOSS 4.2, SQL Developer, ORACLE, Hudson, JIRA, CVS