

# Preethi B

Senior QA Engineer

## CONTACT INFORMATION

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## OBJECTIVE

Over 8 years of extensive experience in both Manual and Automation Testing across various domains including Financial, IT, and Healthcare. Proficient in all aspects of QA testing processes including Test Planning, Test Case Design, Test Script Development, Test Environment Setup, and Defect Management. Skilled in performing a wide range of testing types such as Sanity testing, Feature testing, Functional testing, System testing, and Performance testing. Well-versed in Software Development Life Cycle (SDLC) and Software Testing Life Cycle (STLC).

## EXPERIENCE

**Overland Park, KS**  
*Jun 2022 - Present*

**Senior Software QA Engineer**  
T-Mobile

### Role:

T-Mobile is the brand name used by some of the mobile communications. SETLE is acronym of Streaming Data Extract Transform & Load Engine. This application is designed to support NBA marketing team and WDDD where it will extract the information from source system, transform the data and load it to the target system.

### Responsibilities:

- Developed comprehensive test-related documents including Test Plans, Test Scenarios, and Test Cases throughout the Software Testing Life Cycle (STLC).
- Utilized Python frameworks such as Pytest to automate testing procedures, encompassing unit tests, integration tests, and end-to-end tests.
- Implemented JSON dictionaries within Pytest code for the ETL engine service in Visual Studio Code.
- Conducted end-to-end integration testing to ensure data quality, employing features for data profiling, validation, and cleansing with Snowflake.
- Utilized SQL Developer for database administration tasks, including modifying database objects and managing user accounts within Oracle SQL Developer database performance.
- Conducted functional testing of RESTful web services using SOAP UI Tool.
- Proficient in troubleshooting to identify and resolve root causes in case of production application or job failure.
- Prepared comprehensive documentation for software applications developed.
- Conducted backend testing and validated databases using SQL queries in DBeaver.
- Prepared user documentation with detailed screenshots for User Acceptance Testing (UAT).
- Developed test suites for Regression Testing, Smoke Testing, and Sanity Testing, reporting identified defects with detailed log information and screenshots in Qtest defect tracking.
- Utilized Splunk queries to monitor the health and availability of test environments by collecting and analyzing infrastructure logs, metrics, and events.
- Validated the correctness and integrity of data flowing through the system using Kafka to capture and analyze data streams and perform data validation checks.
- Assessed and analyzed user stories, actively participated in Sprint planning, Review Sessions, and Scrum Meetings, and developed Test scenarios, Test cases, Test data, and Test reports.
- Thrived in a highly dynamic Agile environment, participating in all Scrum events such as Backlog grooming, Sprint Planning, Daily Scrum, Demo, and Retro meetings.
- Demonstrated the ability to identify functional and technical gaps in designs.
- Supported continuous improvement processes by analyzing problems and recommending actions for effective resolution.
- Adapted to fast-paced, continually changing business and work environments while managing multiple priorities effectively.
- Identified and directed the implementation of test automation-related improvements that positively impacted software delivery across the enterprise.

**Environment:** Python, Visual studio Code, Oracle SQL Developer, Splunk, Kafka, Snowflake DBeaver, Jira, Test, Web Services SOAP & RESTFUL, Postman, SoapUI, Jenkins, Okta, QTest.

**Bentonville, AR**  
*Nov 2021 - Jun 2022*

**Senior Software QA Engineer**  
Arvest Bank

### Role:

Arvest Private Banking offers personalized wealth management products and banking solutions designed for your personal and business needs. Offers mortgage loans, personal loan, long-term savings to customers. Arvest Online Banking with Blue IQ and mobile banking with Arvest Go to view account statements, balances, recent transactions and more.

### Responsibilities:

- Collaborated with project teams to ensure adherence to standards in requirements, design, and other project deliverables.
- Demonstrated expertise in testing both Native and Hybrid mobile applications for iOS and Android platforms.
- Conducted comprehensive testing of Arvest Go across various mobile devices including Android phones, tablets, iPads, and iOS phones.
- Utilized device farm services like Browser Stack for testing purposes.
- Managed defect tracking and manual test case creation using TFS.
- Executed end-to-end testing covering UI front-end (Blue IQ), API integrations, and back-end databases.
- Conducted functional, device, network, regression, and user interface testing for each product release on both Android and iOS platforms.
- Integrated and maintained automated tests and solutions for iOS and Android platforms.
- Evaluated quality management processes, identified potential gaps, and proposed solutions based on management direction, ensuring compliance with quality system standards.
- Provided guidance to new QA analysts in creating test cases from requirements documents and related artifacts.
- Oversaw defect reports, collaborated with developers and project team members to verify resolutions.
- Played a key role in systems implementations, contributing to validation approaches, ensuring audit readiness, participating in vendor audits/evaluations, and documenting validation results and requirements traceability.

**Environment:** Browser stack, TFS, SQL Server, Web Services SOAP & RESTFUL, Postman, Jenkins.

**Saint Louis, Missouri**  
*Mar 2021 - Oct 2021*

**Senior Software QA Engineer**  
MTM Inc

### Role:

MTM is here to take on your biggest challenges in healthcare and public transit. MTM Link is eager to collaborate with providers. The MTM Link Driver Application's objective is to offer providers and their drivers the tools, features & functions to empower their active engagement with MTM.

### Responsibilities:

- Proficient in all phases of the software and testing lifecycle, from inception to deployment.
  - Diverse expertise in leading test strategy development, test planning, test case design, and execution.
  - Successfully tested and validated program modules of increasing complexity to meet specifications and procedural standards.
  - Conducted comprehensive and accurate testing of client/server and web-based applications.
  - Developed and maintained test plans and test cases, covering a range of complexities for various testing assignments.
  - Provided support in reviewing, editing, and writing test case scripts, as well as writing queries.
  - Assisted in documenting and executing various testing approaches including black box, exploratory/heuristic, and end-to-end testing, ensuring comprehensive product test coverage.
  - Contributed to the identification and selection of tools necessary to implement the QA strategy.
  - Proficient in REST API, Microservices, Web services, and API integration testing using Postman.
  - Skilled in testing data in import/export files and proficient in submitting/inspecting API payloads, troubleshooting as needed.
  - Capable of defining and executing back-end software testing, generating testing reports, defining test data for positive/negative test scenarios, and understanding source/target mapping.
  - Possesses a strong understanding of the software testing lifecycle, with a particular focus on backend testing.
  - Demonstrates strong knowledge of Postman and its features, along with a good understanding of JSON/XML, schema validations, and payload manipulation for testing purposes.
  - Familiar with various HTTP methods, status codes, and API endpoints commonly used in testing.
- Environment:** SQL Server, Web Services SOAP & RESTFUL, Postman, Jenkins, JIRA, Salesforce.

**Santa Rosa, California**  
*Oct 2020 - Mar 2021*

**Senior Quality Assurance Analyst**  
Abbott Laboratories

### Role:

Abbott's rapid diagnostics by introducing near-patient tests that achieve outcomes in minutes and yield more accurate diagnoses in less time. Toxaccess, Tox2 and Starlims (COVID) are some products of the Abbott for accessing the final reports.

### Responsibilities:

- Generated comprehensive Test related documents including Test Plans, Test Scenarios, and Test Cases throughout the Software Testing Life Cycle (STLC).
- Collaborated with business analysts and developers to analyze requirements, review design documents, and conduct testing within Agile, Scrum, and Sprint environments.
- Conducted rigorous manual testing including Smoke Testing, Integration Testing, Regression Testing, End-to-End Testing, and System Testing.
- Actively participated in Agile and Scrum meetings, contributing to the review and development of test scenarios.
- Utilized Agile Methodology to prioritize real-time communication over written documentation.
- Executed Functionality testing at various stages of application development and analyzed the results.
- Prepared and documented Test plans, Test Cases, and schedules for Test Case execution.
- Reviewed complex SQL Queries involving multi-table joins and nested queries.
- Conducted both negative and positive testing manually.
- Employed Selenium WebDriver with TestNG and Eclipse for automation in a Hybrid model.
- Configured Selenium WebDriver and Maven tools, and developed Selenium automation scripts in Java using TestNG prior to Agile releases.
- Integrated Continuous Integration tools like Jenkins for automatic nightly test runs.
- Participated in conducting System testing and End-to-End testing manually.
- Conducted extensive User Acceptance Testing (UAT) manually.
- Tested Service-Oriented Architecture (SOA) processes and methodologies for Customer order applications and New Web Applications to ensure quality standards and meet customer expectations.
- Utilized JIRA bug tracking tool to analyze, capture, track, and manage bugs, as well as monitor project release updates.
- Performed rigorous manual testing including Functional Testing, Smoke Testing, Integration Testing, UAT Testing, Backend Testing, Regression Testing, End-to-End Testing, and System Testing.

**Environment:** Selenium IDE, Selenium WebDriver, Java, HTML, MS SQL Server, WSDL, XML, AgilePLM

**Lenexa, Kansas**  
*Sep 2018 - Oct 2020*

**Senior Quality Assurance Analyst/SDET**  
Quest Diagnostics

### Role:

Quest Diagnostics's product that allows Applicants/Agents/Agencies to order their medical records either directly from Medical facilities/ copy service vendors based on the custom rules setup for each customer. Clients/Agents/Applicants can view or download the medical records from Exam One Portal or APS website.

### Responsibilities:

- Developed comprehensive Test Cases and Test Strategy covering Database Impacts, Software Scenarios, Regression Testing, Negative Testing, and Usability.
  - Operated within Agile methodology, actively participating in Daily Stand-Ups, Sprint Planning, Technical Grooming, and Retrospective meetings, providing estimates for Testing tasks in Story Points.
  - Utilized tools like TeamCity and Team Foundation Server to deploy code to production for Web applications.
  - Managed defect tracking and task tracking using Rally.
  - Contributed to and maintained mobile automation test scripts with See Test.
  - Enhanced API automation scripts using SoapUI and Test Harness.
  - Utilized SOAPUI for WSDL coverage, refactoring, composite projects, requirement management, XML inspection, and Data Source Test Steps.
  - Developed WinForms in VS.NET enabling users to perform various operations related to Borrowers or Guarantors.
  - Established methods, standards, and procedures to determine product quality and release readiness.
  - Conducted backend validations in SQL Server databases and deployed SQL database scripts in lower environments.
  - Created Drill-down and Sub-Report using SSRS and monitored report performance.
  - Developed Tableau visualizations and dashboards using Tableau Desktop, blending data from multiple sources.
  - Tested Mobile app behavior under various interruptions such as battery strength (full/medium/low) and incoming/outgoing SMS, utilizing devices like iPhone and iPad.
  - Set up full CI/CD pipelines to ensure each developer commit undergoes a standardized software lifecycle process and thorough testing before reaching production.
  - Tested the application under different networks and internet speeds including 3G, 4G/LTE, and Wi-Fi.
  - Conducted Integration and Regression testing to ensure new functionality compatibility with existing application functionalities.
  - Participated in Release meetings to confirm readiness and provided extended support for production deployment, conducting post-deployment validation for all Go-Live scenarios.
- Environment:** Agile Methodology, Rally, QA Complete Web Services (SOAP & RESTFUL), Postman, SOAP UI, See Test Test Harness, Cucumber, Gherkin, C#, Firefox, IE, Chrome, SQL, Oracle, Tableau.

**Blue Springs, Missouri**  
*Sep 2017 - Aug 2018*

**Automated Test Developer**  
Bank Midwest

### Role:

Bank Midwest is a division of NBH Bank, which is a subsidiary of National Bank Holdings Corporation and operates a network of banking centers. The goal of this project was to maintain thousands of global enterprises account information and manage them efficiently.

### Responsibilities:

- Analyzed user stories and actively participated in Sprint planning, Review Sessions, and Scrum Meetings, developing comprehensive Test scenarios, Test cases, Test data, Test procedures, and Test reports.
- Developed and executed Test Scripts utilizing Selenium WebDriver and TestNG, meticulously analyzing Test Results.
- Conducted functional testing to pinpoint critical application areas and automated them using Selenium WebDriver with TestNG.
- Prepared user documentation with screenshots for User Acceptance Testing (UAT) leveraging Selenium Screenshots.
- Conducted functional testing of RESTful Web Services using SOAP UI Tool, incorporating Assertions in Groovy scripting for Restful API.
- Maintained Java and Selenium test source code and resources within the GIT source control repository.
- Utilized Visual Studio Ultimate as an Integrated Development Environment for automation.
- Scripted Test cases and managed framework dependency jars using Maven, incorporating TestNG Annotations in Selenium WebDriver in Python for executing test suites.
- Implemented continuous integration (CI) of code and scripts using Jenkins, configuring and launching builds via Jenkins jobs, and analyzing Test Results from Jenkins UI.
- Leveraged Appium Emulators and conducted Hybrid Mobile Application Testing for iOS and Android platforms.
- Collaborated with developers to update and resolve defects, tracking their status using JIRA.
- Participated in QA weekly meetings and various other discussions regarding enhancement, modification requests, and application defects.
- Worked with Load/Performance tools such as JMeter and Load Runner to ensure application scalability and performance under varying conditions.

**Environment:** Selenium IDE, Selenium WebDriver, Apache POI, Auto IT, Java, Python, JMeter, Load Runner, HTML, CSS, XML, XPath, Windows 10, SQL Server, Maven, Web Services (SOAP & RESTFUL), Jenkins, GIT, Visual Studio, JIRA.

**Addison, TX**  
*May 2016 - Aug 2017*

**Automation Test Engineer**  
Batteries Plus

### Role:

Batteries Plus Bulbs is an American specialty retail chain of several hundred franchise outlets, Batteries Plus sells and recycles batteries of varying size and voltage that provide power to operate consumer electronics.

### Responsibilities:

- Adapted to a highly dynamic Agile environment, actively participating in all Scrum events including Backlog grooming, Sprint Planning, Daily Scrum, Demo, and Retro meetings.
- Crafted detailed test plans to identify test cases, defining test scope, and conducting risk assessments.
- Recorded comprehensive test cases, including test steps and success criteria, using Project Management tool ALM, and linked them with respective user stories.
- Utilized ALM for defect tracking, test plan development, test case creation, test script development, and various other project documentation tasks.
- Developed test suites for Regression, Smoke, and Sanity testing, executing various test plans to identify defects and reporting them with detailed log information and screenshots in ALM.
- Identified and automated test cases using Selenium WebDriver and JUnit, creating reusable Java libraries and page object models (POM) for efficient test automation.
- Implemented test suites to read test data from CSV files for use in Regression, Sanity, and Smoke test automation suites.
- Enhanced maintainability and design of legacy code by integrating JUnit test harnesses and refactoring.
- Automated identified test cases using Selenium WebDriver and JUnit, building automation frameworks using a behavior driven (BDD) approach with the Cucumber framework.
- Participated in debugging and troubleshooting API proxies using Trace tool and analyzing performance metrics.
- Conducted White box testing using TestNG, Maven, and Selenium WebDriver, coordinating with developers to record and track defects in JIRA until resolution.
- Assisted Application Developers and technical support staff in identifying and resolving defects, as well as debugging and bug fixing of application modules.
- Wrote Scenarios, Scenario outlines, and Step Definitions using Gherkin in Cucumber for Behavior-Driven Development (BDD).
- Validated web services manually and through automation using SOAP UI, as well as writing and managing automation test cases for REST API endpoints using Postman tool.
- Developed multiple Selenium WebDriver Java scripts for Black-box Testing, identifying weaknesses in QA Processes, Web testing, and Selenium Automation, and suggesting and implementing improvements.
- Engaged with Deployment teams to provide QA Test activities dependencies and test timelines and provided daily and weekly reports to clients regarding project progress.

**Environment:** Java, Selenium WebDriver, ALM, TestNG, SQL, Maven, Postman, Cucumber, Gherkin, Windows XP, MS Access and MS Excel.

**Concord, NH**  
*Apr 2015 - Mar 2016*

**QA Analyst**  
Concord Group Insurance

### Role:

The Concord Group Insurance Companies are represented by more than 500 of the best local independent agents which dedicated to serving the needs of residents and small business owners in their local communities, our agents take a great deal of pride in providing personal service to their customers and sharing a sense of community.

### Responsibilities:

- Created Requirement Traceability Matrix (RTM) and test procedures for various projects, ensuring alignment between requirements and test cases.
- Utilized JIRA and Confluence extensively to report and track defects throughout the Defect life cycle.
- Developed and modified test scripts based on requirements and use cases provided by Business personnel.
- Conducted interface testing to ensure smooth interaction between the application and all touch points with host and other Client/Server Applications.
- Collaborated with Developers to monitor bug status and re-tested fixed bugs.
- Developed and maintained release acceptance tests using Selenium IDE, TestNG, and Eclipse.
- Utilized Selenium WebDriver to execute test cases across multiple browsers and platforms.
- Designed Test Frameworks in Selenium for UI Regression Test Automation, ensuring efficient and effective test automation using Java and TestNG.
- Proficient in load and performance testing tool Load Runner.
- Identified and executed regression test efforts required for project success.
- Demonstrated expertise in writing SQL queries, including complicated joins, to verify proper mapping of data elements.
- Tested module compatibility across different environments.
- Configured Selenium WebDriver, TestNG, and created Selenium automation scripts in Java using TestNG prior to Agile release.
- Collaborated across organizations to initiate and implement software development and testing processes, ensuring high-quality applications.
- Focused on achieving on-time delivery of all projects, adhering to adopted IT standards.

**Environment:** Agile Methodology, Java, Selenium IDE, Selenium Web driver, TestNG, Eclipse, Load Runner, JIRA, Firefox, Chrome, SQL, Oracle

## EDUCATION

**Manchester, NH**  
*Mar 2016 - Mar 2016*

**Master's in information technology**  
Southern New Hampshire University

**Hyderabad, India.**  
*Aug 2009 - May 2013*

**Bachelor of Technology in Electronics and Communications Engineering**  
Jawaharlar Nehru University of Hyderabad

## LANGUAGES

English

## SKILLS

**Testing Tools :** Selenium Web Driver/IDE/GRID, QTP, HP Quality Center, JUnit, Cucumber, TestNG, SOAPUI, Appium, JMeter, Load Runner

**Frameworks:** TDD, BDD, Junit, Jasmine, Protractor.

**SOA Technologies:** SOAP, REST, Web Services, SOAP UI, Postman, JASON

**Build/ CI Tools:** Ant, Maven, Jenkins, Hudson, Git, Bitbucket, Bamboo

**Platforms:** Windows, UNIX, Linux, Mac

**Test Framework:** Keyword Driven, Data Driven, Hybrid, Page Object Model (POM)

**Language/ Script:** Java, JavaScript, Shell Script, VBScript, C, C#, Python, Gherkin, Power Shell.

**Web development:** HTML, XML, CSS.

**Tracking Tools:** HP Quality Center, Bug Zilla, Visual Studio TFS, JIRA, Rally, HP ALM

**Databases Technologies:** MS SQL Server, Oracle 9i/10g, MS Access 2000, TSOL, Oracle PL/SQL, SQL\*Plus, TOAD, SQL\*Plus, SQL\*Loader, MYSQL.

**Methodologies:** Agile (Scrum), Waterfall, SDLC, STLC