




Name:  Santosh, Shankarpura Krishnegowda
Role: Lead QA Engineer- Manual & Automation
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PROFESSIONAL SUMMARY:




- **Over 10+ years** of experience with Object Oriented technologies on client-server, multi-tier applications and Web technologies with extensive experience in strong QA Methodology and QA Process to ensure the Quality Assurance Control and background involving System Analysis, Technical Architecture, Requirements Gathering, Design, Development, Testing and Implementation.
- Experience in **Healthcare, Insurance, Finance, and Retail** industry, Automation Engineer with **Development background**.
- Experience in working with **State Healthcare Clients including, Medicaid, MMIS, SNAP, TANF and DHS** module projects.
- Worker on end-user requirements, analysis, systems study, implementation and **Service Virtualization testing with Selenium Automation/Web with Junit, TestNG Framework Experience**.
- Strong experience covering data feed handling, implementing **business logic**, communicating with web-services through various module, testing **RESTful APIs, Mongo/Oracle DB, SOAPUI, Postman, Selenium with Rest Assured, writing analytics report, key management, encryption, vulnerability management**,
- Experience in **Object Oriented design, Systems Analysis, Software & Web Application development**.
- Created, executed and managed test plans/cases across the entire spectrum of quality: **Exploratory Tests, Acceptance Tests, Regression Tests, Smoke Tests, Performance Tests, Load Tests, Stress Tests, Usability Tests**.
- Well conversant with the implementation and practical hands on experience in different types of frameworks like **Keyword Driven, Data Driven, Modular, Page Object Model, Hybrid frameworks**.
- **Software Defined Networking Content Management System, Media Asset Management Systems**
- Experience in running various kinds of tests such as **Black Box/White Box Testing, Regression Testing, Ad-Hoc Testing, System Testing, Integration Testing, Stress Testing, Functional, Performance, end to end, User Acceptance Tests (UAT) for Client/Server Applications, ATDD (Acceptance Test-Driven Development)**
- Experience in testing **Mobile Web applications** and performed the Apps testing on iPhone, iPad and Android Devices.
- Experience in back end Database testing writing and executing **SQL** queries and other database operations with databases like **SQL Server and Oracle**.
- Experienced in reading the test data from excel spreadsheet using **API and TestNG Data provider**.
- Expertise in different types of testing like **Automation testing, Manual testing, Integration testing, System testing, Regression testing, JUnit testing, Black box testing, Functional testing, Compatibility testing, Database testing, GUI testing, Web / UI and (UAT) User Acceptance Testing**.
- Experience with build tools like **Maven** and **GIT**, worked with **build tools like TestNG, Jenkins, Ant and Maven**. Tested the **Mobile Applications** on Windows and Mac.
- Effectively communicated and reported bugs / defects which are identified in different phases of testing.
- Generated defect reports, bugs validation with tools **AWS and Microsoft Azure Cloud** and developed strategy to move test cases in **Continuous Integration and Deployment (CI/CD)**.
- for existing and new test cases.
- Bug severity analysis, Bug reporting and can prioritize the issues based of Important, Urgency and hot fixes.
- Experienced in using defect tracking tools such as **Microsoft Azure-Surefire cloud test reports Rally, JIRA, Bugzilla, Clear Quest, Team Foundation Server(TFS)**
- Actively involved in **GUI, Functional, Integration, System, Regression, End to End testing**, User acceptance, and Database testing. Establish and maintain security and integrity controls and good experience in supporting the onshore and offshore clients.

EDUCATION:

- **California State University, Fullerton, CA, USA**
Master's Degree: Electrical and Electronics Communication Engineering
- **Bangalore Institute of Technology, Bangalore, Karnataka, INDIA**
Bachelor of Engineering: Telecommunication

TECHNICAL SKILLS:

Languages	Java, C, SQL, PL/SQL, HTML, Python, Perl, C++, C#
Frame Works	Struts, Spring, Hibernate, Log4j, JUNIT, Node JS, Test NG, ANT, MAVEN, Selenium WEB Driver, API, XML, AngularJS, HTML5, ASP .Net
IDE Tools	Selenium RC, Selenium WebDriver, Selenium Grid, Selenium IDE and AutoIT. SAP ABAP/4 Programming
Databases	MySQL, DB2, SQL Server, Oracle, Mongo DB, SQL, PL/SQL, RDBMS, MS Access.
Development Methodologies	Waterfall, Agile, Scrum, ERP business applications
Operating Systems	Linux, Unix, Android and MAC iOS
Testing Tools	Quality Center 9.0/9.2, QTP, JIRA, Win Runner, Selenium Eclipse, Appium, JMeter, Firebug
Testing:	Manual, Performance Testing and Load Testing Automated, White Box, Black Box, Modular Testing, Grey Box, System Testing, Integration, Unit, API, Mobile API, Regression, Test Plan, Test Cases, Matrix, JAMA, JIRA, IBM-RQM, RQM, Integrated RQM Preparation, API Testing, Performance Testing, Load Testing, Localization Testing and Internationalization testing

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PROFESSIONAL EXPERIENCE:

Kforce Inc.,

Client: IBM, Northern Trust Business & AT&T
Duration: May 2021- Ongoing
Service Line: Ecommerce, Banking and Business Program
Role: Lead QA Engineer

Responsibilities:

- Interacted with the Users, Designers, Developers and Project Manager to get a better understanding of the Business Processes and gathered Business Requirements for Personal Client Information Systems (PCIS).
- Documented the existing system and verified it with follow-up meetings and worked with the team and the Business to document the Use Cases.
- Analyzed & suggested business requirements, specifications, apprised the same to the PL of the project for any additional improvements, its subsequent impacts on the job flow. It includes finalizing the time frame to finish the task and complete project implementation.
- Extensively used JIRA for reporting and tracking Bugs.
- Actively came up with solutions to some of the issues. Developed the Results document, which aimed at suggestions to improve the performance of the application.
- Successfully implemented Agile scrum frameworks for software development teams, allowing for increased efficiency and productivity by 30% with AWS CI/CD Pipeline.
- Experience AWS services and deployment services with Ops-Works and Cloud Formation and security practices such as Cloud watch and Cloud Trail.
- Managing security groups on AWS and custom monitoring using cloud watch.
- Worked in an "Agile Software Delivery methodology" highly focused on developing & enhancing the build pipeline for Continuous Integration and Deployments.
- Facilitated Agile ceremonies such as daily standups, sprint planning, sprint retrospectives, demos, and reviews, to ensure all objectives were met and the project progressed on schedule.
- Collaborated with stakeholders and business sponsors to proactively identify risks and dependencies for Agile projects, reducing the chance for costly delays and errors.
- Migrated test case frameworks from AWS to Microsoft Azure cloud to facilitate CI/CD at ease.
- Improved monitoring and management of software development projects, leading to an improvement of overall project performance by 10%
- Used Component based approach to develop automation scripts, this approach reduces the cost of maintenance and maximize the re-use of existing test scripts.
- Performed Cross browser **Compatibility testing** using Chrome, Firefox, IE browsers.
- Maintained Frameworks using Selenium Web Driver, Rest-Assured tools- SOAP UI for GUI based testing
- Designed and executed automation tests for complex API tests, including both back-end and UI-based components, increasing test coverage by 45%
- Developed and maintained automated testing documentation, including test scenarios, test plans, and requirements, improving project transparency and collaboration with stakeholders
- Improved overall test accuracy and efficiency by participating in code reviews, ensuring coding standards and best practices were met and followed
- Automation using **Behavior driven development tools and frameworks.**
- Responsible for planning, designing, building reusable and scalable automation frameworks for various **Web applications** and **Web Services.**
- Working closely with integrators to automation integration scripts for **Regression and System** suites.
- Involved in writing Test Plan for the web application after analyzing the specifications and business requirements.
- Analyzed system requirements and develop test plan for End-to-End testing.
- Input the requirements in Quality Center and trace the requirements for the test cases and used Selenium IDE for testing various web applications.
- Uploaded and executed the Functional Test cases into HP Quality Center.
- Involved in performing Data Driven test using parameterization technology and writing the Project test plans for this test effort by using the Confidential template and attempted in collecting the team meeting minutes.
- Integrated Automation scripts (Selenium WebDriver API) in Continuous Integration tools (Jenkins) for nightly batch run of the Script.
- Extensive experience in deploying, managing, and developing MongoDB clusters. Creation, configuration, and monitoring Shards sets.
- Analysis of the data to be shared, choosing a shard Key to distribute data evenly, implemented scripts for Mongo DB import, export, dump, and restore.
- CRUD operations on Mongo DB with creating clusters and adding DB users.
- Worked on creating various types of indexes on different collections to get good performance in the Mongo database.
- Exposed the services as Rest Web Services and developed a backend system using NodeJS.
- A user provision script developed using NodeJS which includes fetching files from the SFTP server and creating users in and database using rest API calls.
- Involved in Creating, Debugging, and testing web services with Node.JS to structure code to build Restful web services.

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Environment: Agile, Scrum, Manual & Automation, CI/CD, Microsoft Azure, JAMA, JIRA, Post-man, Kafka, REST Assured , AWS, Microsoft Azure, Node Js, SOAP WSDL.

Deloitte Inc with Technosoft Corporation,

Client: State of Arkansas Healthcare Business Program, State of Georgia Healthcare Business Program, DHS, MMIS & Anthem Insurance Business EBC
Duration: Jan 2018-May 2021
Service Line: Insurance, Ecommerce and US State Healthcare Business Program
Role: Sr Systems QA Consultant

Responsibilities:

- Quality Control, Process Flow Mapping and effort reduction to give out quality business solution.
- Communicate with development regarding installation issues and software defects
- Work closely with other members of the Development Team and Marketing to review the designs of systems, implement test plans, and test the quality of software products
- Worked and managed Onshore team on delivering modules and variety of performance testing like Load Testing, Stress Testing & Volume testing.
- Manage and lead 2 module tracks, coordinated with onshore teams on the deliverables.
- Hierarchies are implemented to support drill down reports and document on traceability from clients' requirements.
- Trained test team about 15 users on the business product functionality test case and test scripts importing, test scripts execution, and reporting features.
- Written Automation scripts to validate against databases Oracle and Mongo DB.
- Worked with HP ALM/Quality Center, Apache JMeter for performance testing of the application. Performed during the execution phase.
- Implemented automation using **Selenium Web Driver/IDE** for performing browser **Compatibility Testing**.
- Sole performance of **API testing** with different sub-systems as a part of **Back-end test**.
- Followed **Agile testing methodology**, participated in daily **Scrum** meetings and tested each Sprint deliverables.
- Performed **GUI functional and sanity testing Manually** for each new build of the application with **Gray Box Testing, Regression Testing, Manual Testing, Functional Testing and Usability testing**.
- All the issues that came up during the testing process were tracked and logged in **Clear Quest** as defects.
- Tested the application using **Agile testing methodology and written** test cases in **Selenium IDE** by inspecting elements with the help **Firebug**.
- Designed Test Cases using **Selenium Web Driver** and **TestNG which can parallel run on AWS- cloud monitoring**.
- Used **Selenium WebDriver APIs** for writing **JUnit test** suites and test cases for testing functionality.
- Configured **Selenium Grid** for parallel execution on AWS cloud
- Implemented **Continuous integration** using **Jenkins** and **Selenium Grid** to execute the automation scripts.
- Used **Rational Clear Quest Bug Reporting tool** to log the defects and reporting purposes for developers to fix the defects.
- Developed **White box and Black box (System Testing) test cases**.
- Possess excellent communication skills and dedicated to high quality and exceptional results on all task assignments.
- Exported Test Case Scripts (Java- Selenium RC) in Eclipse IDE and modified the Selenium scripts and executed.
- Implemented test automation scripts for mobile testing using Appium for Android and iOS applications.
- Developed automation scripts for Mobile Native applications on iOS and Android platforms using Appium and Java.
- Used Appium to facilitate mobile testing by creating mobile Driver class with the required Mobile capabilities.
- Developed Test Scripts to implement Test Cases, Test Scenarios, and features for BDD (Behavior Driven Development), TDD (Test Driven Development) using Cucumber in Gherkins format.
- Used GitHub to maintain and manage the build scripts, test data used and other documents related to the project.
- Implemented TestNG unit testing framework for the smoke test and used all Annotations in TestNG effectively.
- Good hands-on experience on bug tracking tool like Jira.
- Automation scripting experience in Intranet/Internet applications using Selenium Web Driver and SOAPUI.

Environment:




Agile, Scrum, Manual & Automation, JAMA, Java-8, Java-util API, J2EE Maven, spring boot, Pom.xml, Eclipse SoapUI pro (Restful web services). Selenium 2.4, Selenium RC, Selenium IDE, Selenium Web Driver, Selenium Grid, Selenium WebDriver API, HP Quality Center 10.0/9.0, Appium GUI 1.6.5, Sauce Labs, Test Object, Node Js, Manual Testing, Toad, Teradata, Oracle 11g, Mongo DB, AWS, Jira, PL/SQL and Windows2007.

Empro Systems., LLC

Role: Sr. Systems Analyst
Service Line: Finance
Duration: April 2017- Jan 2018

Responsibilities:

- Automated functional, GUI and Regression testing by creating scripts in **QTP 10.0**.
- Design, implement and maintain the **QA Automation Hybrid framework using QTP** and developed VB scripts in **QTP**.
- Utilized **Excel** to maintain test cases and test scripts.

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- Created Automations Test Scripts in QTP for GUI, **Functionality, Navigation and Data Validation**
- Performed Black Box, White **Box testing, Selenium Web Driver IDE** of various modules.
- Involved in extensive Data Validation using **Junit, IOS, TestNG Framework**.
- Involved in developing the automation framework from the scratch.
- Experienced in cloud solutions Amazon Web Services (AWS) Platform.
- Developed the automated test script for **regression test suite** in an application by using **java** with **Selenium tool**.
- Configured the **Test Cases** to receive input **Test Data Sets** for the corresponding test cases using **TestNG Data Provider Annotation**.
- Handled the special mouse events, keyboard events and to select the options from the **drop-down menu** using **Selenium Actions builder, JavaScript, mouse hover**.
- Took the **Application Screenshots** and copied the images whenever exceptions occurred and at important checkpoints of **application execution**.
- Once it is loading from the Siebel to Staging are then needed to validate the date based on the mappings
- Prepared the test data by using SQL queries, mappings and legacy Seibel applications
- Once loading the data from Staging to SFDC application, we used to test the functionality and GUI testing
- Develop detailed testing approach and plans for specific test areas or overall plans for small to medium size projects
- Participate in peer reviews of Test Cases, SQL structure, Test Plans and Automation scripting and perform all aspects of automated testing for client engagements
- Scripted Tests and automated using **Selenium IDE /Selenium WebDriver** at OS level for **User Interface (UI)**.
- Developed, modified and debugged scripts in Automation framework using **QTP** for future release
- Provided Efforts estimate and coordinated the test schedule using **Agile testing methodology**
- Prepared **Quality assurance metrics, defect reports** and reviewed with the **QA team**.
- Performed the **White box** and **Black Box testing**.
- Used **Team Foundation Server** for the project management (scrum) and bug tracking.

Environment:

Agile, Java, Eclipse, Selenium WebDriver, Selenium Grid, IBM-RQM, Integrated RQM, Test NG, HTML, XML, JIRA, Appium, SQL Server, SOAPUI, Cucumber, Maven, Jenkins, Scrum and Windows.

Alphatac Technologies

Role: Systems Software Engineer.

Duration: May 2012- Aug 2014

Responsibilities:

- Responsible for assessing and analyzing content needs and designing content layout solutions.
- Responsible for prompt development of services, **features and tools for the company's highly interactive UI System**
- **Involved in the full life cycle of the software design process including, requirements definition, prototyping**, and proof of concept, design, interface implementation, unit testing and maintenance.
- Client-side validation was done using JavaScript
- Install configure Application server for the VPDC environment and currently working on the Prod environment setup in Cloud environment, Involved in creating test cases using Junit for Java classes and Abstract spring dependency Injection test for spring beans.
- Performed a thorough unit testing and resolved several data related issues before migration to production.
- Used **Hybrid Driven Framework** and extracted the data from external Excel files using **Apache POI**.
- Involved in developing **Hybrid Automation Frameworks** with **Page Object Model** using **Selenium WebDriver** and **TestNG** and defined dependencies using **Maven**.
- Regression testing was performed after each build release of the application and updated the Scripts by executing the **Regression suites** built using **Selenium**.
- Selenium WebDriver for automating **Cross Browser Testing** on IE, Firefox, Safari and Chrome and performed parallel testing using **TestNG** and **selenium Grid**.
- Performed **database/back-end testing** by writing and executing **SQL** queries to validate that data is being populated in appropriate tables and manually verify the correctness of the data with front-end values.
- Worked on various mobile applications including **native mobile applications**.
- Having experience on **Mobile Automation (Android and IOS)** using **Appium (Selenium)** and **Perfecto**.
- Involved in using **Maven** build tools to manage **framework** dependency jar files.
- Participated in continuous integration using **Jenkins** and Performed Test Execution and **defect logging** and tracking using **JIRA**.
- Prepared user documentation with screenshots for **UAT (User Acceptance testing)**, **Test Conditions**, **Test Cases**, Mapping test cases to the scenarios.
- Performed **Functional** as well as **System Integration Testing** and Participated in daily **scrum meetings**, **retrospective meetings**, **triage meetings**.
- Analyzed and evaluated complex client requirements and converted them into suitable Automation test suite.
- Extensively used Descriptive programming in developing the **Hybrid Framework for Automation**

Environment: JavaScript, Eclipse, Web Logic, IBM WebSphere, Windows 7, Unix, Matlab, Pspice. MS Software Tools, Eclipse, TestNG, SVN, MySQL, Java, SQL, Selenium IDE, Selenium WebDriver,