Thrividya M

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Sr.QA Lead/Test Lead

**Summary:**

* 8 years of experience in both Agile/Scrum (Software Development Life Cycle -SDLC, Software testing Life Cycle -STLC) and Waterfall Project Environment.
* Around 5 years of experience as a QA lead.
* Proficient in Automation tools like **Selenium WebDriver** (Functional & Regression Testing), **TestNG**, **Maven**, **Jenkins**, **Cucumber** for testing Web-based Applications.
* Experience in **Manual** and **Automation** testing, well versed in understanding the code written in different programming languages **Java**, **SQL**, and databases like **MYSQL Server, MS SQL server**, **Oracle**.
* Performed backend testing using **SQL Queries** to extract Data from database.
* Experience in creating and managing defects, test results and requirements in **Azure DevOps, JIRA,** and Confluence tools.
* Exposure in testing Oracle utilities applications **CCB & MDM**.
* Expertise in using **TestNG**, **Maven** to build automation frameworks with **JAVA**.
* Exposure to API testing **web service** tools such as **Postman**, **Soap UI**.
* Knowledge on **Python scripts** to update content in the database and manipulate files.
* Exposure to functional tests at various stages of **STLC** such as Functional, System Integration, Regression, and User Acceptance Testing (UAT).
* Well versed in performing different types of testing such as **White Box**, **Black Box**, **Front-End** and **Back-End**, Stress & Load, Regression, Configuration, Functional, Installation & Integration, Smoke, and User Acceptance Testing.
* Experienced in performance testing with tools such as **load runner**, **JMeter**.
* Experience in writing **Test Plans**, defining **Test Cases**, developing, and maintaining Test scripts, analyzing the results of scripts, interaction with developers in fixing the errors.
* Strong skills on testing the reports in the web application against the reporting database using **selenium** tool.
* Good experience in **Mobile testing** using tools such as **APPIUM** on both **IOS** and **Android** platforms **simulator and emulator**.
* Expertise in Developing use cases, user interface specifications, and user requirement specification documents.
* Involved in security and performance POC with the QA team.
* Well-versed with **Requirement traceability matrix** for the effective requirement coverage of test cases.
* Strong analytical, troubleshooting, communication, and presentation skills.
* Sound Knowledge on testing **UI components** of application to ensure the requirement fulfillment.
* Experienced in validating the data of the customer files that we receive in different formats like **XML**, excel format etc.,

**TECHNICAL SKILLS:**

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| --- | --- |
| **Test Approaches** | Agile/Scrum, Waterfall, SDLC, STLC, Bug Life Cycle |
| **Testing Tools** | Selenium WebDriver, TestNG, Selenium IDE, Selenium RC, Selenium Grid, QTP/UFT, Appium, JUnit, Cucumber, log4j, JMeter |
| **Web services** | SoapUI, REST |
| **Test Build& Integration Tools** | Maven, ANT, Jenkins, SVN, GITHUB |
| **Frameworks** | Keyword Driven, Data Driven, Hybrid, Page Object Model, BDD |
| **Programming Tools** | JAVA, C, C++ |
| **Databases** | Oracle, SQL Server, DB2 |
| **Browsers** | Internet Explorer, Mozilla Firefox, Google Chrome, Safari |
| **Defect Tools**  | HP Quality Center/ALM, JIRA, Rally, Azure DevOps |
| **MS Office Tools and other tools** | Outlook, Word, Excel, PowerPoint, MS Access |

**Professional Experience:**

**i3-Milestone, Nashville, Tennessee April 2023 to Present**

**Test Lead**

**Project:** Milestone’s ePortal Customer Self Service Solution was developed for our customers out of a need to streamline processes and deliver a rich customer experience. Implemented Milestone’s ePortal Customers self-service solution to Nashville Electric Service bases on their requirements successfully.

**Responsibilities:**

* Ensure software is delivered at the right quality with reduced risk.
* Provide testing strategy and leadership focusing on roles, process, tools, and methods.
* Focuses on improving the efficiency, velocity and quality of the overall testing process and releases.
* Execute, Teach, Train, Coach – manage the testing, challenges, processes, and
* integrations.
* Single Handedly tested the Payment feature end to end.
* Manage testing lifecycle with an “end-to-end” perspective across the projects.
* Collaborate with the core team to provide guidance around SQA and Testing capabilities, standards, and best practices.
* Assist project managers in identifying project test needs and testing estimates. Monitor testing efforts on all active projects.
* Perform Testing (Functional and Automation testing) in DEV, QA and UAT environments to release a stable application to production.
* Performance Testing – Ensuring the solution is optimized for its expected load.
* Mobile Testing - Helped set up a framework for Mobile testing using Appium, ensuring the product is compatible with different mobile devices.
* Automating the manual test cases and running them on different mobile emulators.
* Defect management logging, tracking, closing, reporting, and conducting triage meetings at development and project management level.
* Assist projects with transition to production, ensuring creation and handoff of appropriate test plans and test scripts (automation).
* Azure DevOps, Java, Selenium Webdriver, Test NG, Junit, Cucumber, Jmeter, Appium, Interfaces, Software Quality Assurance Testing Methodologies are used for this project.
* Develop Test strategy – Improving the efficiency and effectiveness of testing.

**Environment**: Java/J2EE, Selenium 2.0 WebDriver, TestNG, Junit, Azure Devops, Appium, HTML, JavaScript, AJAX, jQuery, CSS, HTTP, XML, Unix, Mac OS X.

**City of Seattle, Seattle, WA March 2019 to April 2023**

**SDET/QA Test Lead**

**Project 2:** Customer care billing (CC&B), Meter Solution Cloud Service (MSCS), is an Oracle application for Utilities serving residential, commercial and industrial customers.

**Responsibilities:**

* Work with business teams across to analyze the requirements and design specifications to develop comprehensive test strategies, test plans, test cases and test scripts.
* Worked on MSCS and CC&B applications to perform testing.
* Performed functional, BVT (Smoke), integration and performance tests on new and existing application features in QA environment to release a stable application to UAT/production.
* Communicate timelines, progress, issues of the work assigned on daily basis with the team using tools like Azure DevOps and keep the team updated with the changes and progress.
* Performed Integration and regression testing on new patches, releases in the applications from Oracle.
* Prepare test suites for data refreshes in Azure DevOps and test them.
* Work with different teams like release management team, middleware, batch, dev teams to have better view on the work items that are deployed to QA Environment and set up test scenarios and cases.
* Facilitate defect triage meetings with development team, follow up on defects as needed and retest them.
* Used SQL Queries to access/ Validate data from different tables for backend testing.
* Participate in biweekly production deployments to provide QA support to ensure successful deployments.
* Scheduled KT sessions, training sessions with SMEs on specific topics and document them.

**Environment**: Oracle applications: CC&B V2.7, MSCS 22B MP8.2.1, Azure DevOps, SharePoint, SQL Server, MS Office.

**Project 1:**  Seattle Department of Transportation Project Portfolio Management (SDOT PPM) will help SDOT deliver projects and define the methodologies for tracking and managing resources (including people and capital investments) throughout the project life cycle.

**Responsibilities:**

* Understand the business requirement and technical specification documents of the system.
* Drafted test plan which included testing objectives, testing phases, scenarios, and test environment after a thorough analysis of the business rules.
* Attend the BRI (Business Requirement Identification) meeting to understand the business Requirements.
* Responsible for writing test scenarios and test cases based on the requirements document.
* Responsible for developing new test scripts as Automation.
* Involved in webservices testing using SoapUI.
* Involved in developing automation test cases in cross browser testing.
* Worked on Agile environment.
* Attended in daily standup calls and updated status to the team.
* Involved in code maintenance and code reviews.
* Integrated automation test scripts on Continuous Integration tool Azure DevOps.
* Created new pipelines in Azure DevOps for the project to run the jobs on daily base.
* Experience in testing REST assured and SOAP based web services using various automation tools like SoapUI.
* Develop and maintain automated test scripts in Java/JavaScript.
* Develop Feature files using Cucumber and write feature steps using Gherkin language.
* Performed data driven testing using Selenium WebDriver and TestNG functions which reads data from property and XML files.
* Used Maven to create the Test Suites and to execute all the test script.
* Tested applications developed in Java with TestNG framework.
* Used JMeter to run some of the test case scenarios for the load test.
* Performed smoke testing, integration testing, functional testing, and regression testing.
* Created and managed bugs in both Azure DevOps and Rally tools.
* Implemented Automated execution using Azure.
* Performed regression testing on new builds, every modification in the application using selenium web-driver.

**Environment**: Azure DevOps, Agile Central (Rally), Selenium, Java, Java Script, TestNG, Maven, Cucumber, Gherkins, SOAP UI, JMeter, Eclipse, SQL, MS Office

**Anthem Inc, Virginia Beach, VA Aug 2018 to Feb 2019**

**QA Lead**

**Project description:** Anthem is the one of the largest Health insurance providers. Currently in Anthem's NextGen appeals and grievances, Enterprise Provider payment dispute project is pega based web application which process payment dispute cases of Medicaid and Medicare for different markets.

**Responsibilities:**

* Worked closely with software development team in all aspects of testing to ensure quality being delivered in the application, troubleshooting, and fixing issues that prevent the build to meet business requirements/quality assurance standards.
* Performed Sprint level testing, Functional, Systems Integration Testing and Regression Testing.
* To automate the validation of the data that are involved in different stages of the data process.
* To validate the reports from the web application against the reporting database.
* Developed and Executed Test Scripts using Selenium WebDriver, TestNG, analyzed Test Results.
* Performed data validation testing after the ETL process using Informatica.
* Participated in load testing using JMeter.
* Used GitHub as a version control tool for the source code management.
* Used Selenium WebDriver, Jenkins, Java and Selenium Grid to schedule nightly automation scripts.
* Opportunity to work with JSON objects alongside processing the data from xml files that comes through external vendors.
* Worked with Data Extraction, Transformation and Loading (ETL).
* Participated in Cross-browser testing across various web browsers.
* Exposure to test Restful services using tools such as Postman.
* Hands on experience with SOAP UI tool to perform Web Services testing.
* Experienced in Maven for Project building tool, Jenkins for Continuous Integration.
* Perform automated Regression testing after each change comes into the application ensuring there is no impact on existing functionality of the application.
* Properly document bugs discovered during testing phases by raising tickets in **JIRA** to the respective team and verify bug fixes in a development environment before production release.
* Coordinating with offshore team to provide KT on functional aspects of application.

**Environment:** Java, Jenkins, JIRA, Confluence, Maven, Note Pad ++, SQL server management studio, Microsoft SQL, MySQL, MS Excel, MS Access.

**Marlabs Inc, Piscataway, NJ Feb 2017 to Aug 2018**

**Software Development Engineer in Test**

**Project Description:** Marlabs is a Digital Technology Solutions company, headquartered in New Jersey, The project aimed at creating the UI for Marlabs client details and business data. The project had various modules including list of resources employed at various client locations, the start and end date for their project, the project details as well as various other data such as duration of business with the client, the revenue data etc.

**Responsibilities:**

* Understand requirement and technical specification documents of the system.
* Involved in agile scrum meeting and scrum testing of the system.
* Responsible for writing test cases based on the requirements document.
* Analyzed functional requirements and documented the user specifications and business rules. Performed functional testing to identify various critical points in the application and automated it by using selenium web-driver.
* Created automation framework using Selenium WebDriver and TestNG.
* Developed and maintained automated test scripts in Java/JavaScript.
* Performed regression testing on new builds, every modification in the application using selenium web-driver.
* Performed data driven testing using Selenium WebDriver and TestNG functions which reads data from property and XML files.
* Developed maven-based build scripts to run Selenium Automation. Integrated maven scripts to continuous integration server to run nightly tests.
* Develop Feature files using Cucumber and write feature steps using Gherkin language.
* Developing test cases, test procedures and test data from requirement document.
* Involved in the validation of equipment and software associated with the process and cleaning validation for manufacture of non-parenteral and automated filling.
* Involved in test plan and test case review meetings.
* Updating the test cases document according to review comments
* Used TestNG to create the Test Suites and to execute all the test script.
* Performed smoke, system testing, integration testing, regression testing, user acceptance.
* Experience in the development of TestNG framework in selenium.

**Environment**: Selenium Web Driver, IDE, MySQL, Windows, Jenkins, XPATH, Firebug, XML, HTML, CSS, Eclipse, JIRA, Agile, TestNG, MAVEN, Java, JavaScript, Gherkin.

**Hallmark Global, Newark, DE Dec 2016 to Jan 2017**

**QA Analyst**

**Project Description:** The Auto Parts Shop (TAPS) is a complete Ecommerce portal for auto parts and automotive equipment. Visitors can find a variety of auto parts and products at this portal. Conveniently, orders for auto parts can be placed online, and received at your preferred location.

**Responsibilities:**

* Involved in requirements gathering and analyzed client requirements and converted them in to suitable Automation test suite.
* Good Experience in Agile methodology with SCRUM Process for the product development.
* Designed, executed, and maintained Selenium WebDriver Testing, automated test cases for regression test cases.
* Design and execute the Test Plans and Test cases using User Stories/Business requirements.
* Performed Sprint level testing, Functional, Systems Integration Testing and Regression Testing.
* Created functional automation test scripts using Selenium WebDriver with TestNG framework.
* Identifying the correct GUI web elements uniquely by using different types by locators like Id, Name, Link Text, CSS, XPath.
* Developed and maintained Smoke, Regression test cases using Selenium.
* Scripting the test cases for regression using Selenium WebDriver with Java.
* Reviewed user stories, test scenarios and test cases for proper coverage of positive and negative scenarios.
* Performed business functional tests at various stages of STLC such as Functional, System Integration, Regression, and User Acceptance Testing (UAT).
* Coordinated with developers and Business analysts while doing gap analysis.
* Performed backend testing using SQL Queries to extract Data from database.
* Covered end to end scenarios, reporting defects in Jira.
* Performed Smoke testing after the build deployment on a weekly basis after the defect fixes.
* Managed the framework dependency jars using Maven.
* Attended daily standup meetings to provide status and the progress of daily test activities of the project.

**Environment:** Selenium WebDriver, Jira, TestNG, GRID, HTML, XML, SQL Server, Maven

**MBM InfoServ, Hyderabad, India. June 2013 to Dec 2014**

**QA Tester**

**Responsibilities:**

* Create high-level test plan by gathering information from developers, system engineers and project managers.
* Analyzed Business Requirements Specifications to understand the application.
* Worked with Business Analysts for requirement and test scenario reviews and project status update.
* Participated in test plan creation and from the detailed requirements, created manual test cases for web applications.
* Logged, Tracked, and reviewed Defects using Jira.
* Prepared Test Data and performed Positive and Negative testing.
* Participated in various types of testing like Functionality testing, Regression.
* Prepared test cases and test scenarios for manual testing.
* Participated in project meetings, release meetings, QA status meetings.
* Performing Functional Testing, Sanity Testing, Smoke Testing & Regression Testing.
* Coordination with Users for UAT (User Acceptance Testing).

**Environment:** Manual Testing, Agile, Jira, MS Office, SQL.

**Education**

**Master of Science, Information Technology, Webster University.**

Coursework: Information technology Management, Organizational Behavior, System and Network, System Analysis and Design, Procurement and contract, Project Management.