# Ravindranath Kotti
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## SKILLS SUMMARY

- Over 20 years of IT experience as a **Project Manager, Agile Scrum Master, QA Manager, Test SME-Subject Matter Expert, Test Coordinator**, **Senior Quality Assurance Lead, QA Analyst Tester,** Internet Application Programmer and Senior Analyst Programmer in Testing, developing and maintaining the **ERP, CRM, Web, Client / Server environments** and in the **Mainframe based Applications** in **Government**, **Banking, Medical, Utility, Telecom, Automobile, Insurance, Store Automation, Cargo, Billing & Training**.

- Extensive experience in **Mentoring** and **Leading Teams** in **Engineering** Test Processes, Test Plans, Test Cases, Test Scenarios, Test Scripts, Test Reports and Documentation for both Manual and Automated Tests, **White-Box** and **Black Box** Testing using **HP/Mercury Suite (ITG–IT Governance, LoadRunner, Quality Center/TestDirector, QuickTestPro/WinRunner), Silk, Rational Suite (Functional/ManualTester, TestManager, ClearCase, ClearQuest & Rational Robot)** and also extensively used **Version Control** and **defect tracking** Tools **Share Point**, **PVCS, VSS & Livelink**. Expertise in **unit, Functional, Performance, Integration**, Interface, **Regression, Stress, Load** and **System** Testing. Excellent knowledge in implementing **Change / Demand / Configuration management** using **IT Governance** along with **Quality Center & ITG Administration**

- Experienced in Designing, developing, Functional, Performance Testing, tuning and maintaining Web based applications using **ASP 3.0/2.0, .NET, C#, COM/COM+, Visual Studio InterDev 6.0/1.0, FrontPage2000/2002, VB/JAVA SCRIPT, HTML, XML, J2EE, JAXB/JAXP** & Scalability Testing using Client-load & WAS Web Stress Tool.

- Extensive experience in developing, testing applications and products using **Visual Basic 6.0, 5.0, 4.0, Visual C++ 6.0/5.0** as front-ends, Visual SourceSafe/PVCS for Version Control, Crystal Reports for Reporting with **SQL SERVER, ORACLE, DB2 MS-Access** as RDBMS back-ends on **Windows, UNIX** and **Mainframes.**

- Experienced in Testing and developing applications, **as per CMM, ISO-9001,** FDA 21 CFR Parts 820 and 11, regulated medical device industry**, and Various Software development Models & Methodology.** Systematically Strategize, Design & collaboratively Work with **IT Business Analysts, Developers and business users** Demonstrated ability to work within a structured environment, ability to work as an individual contributor and as a team member, Superior attention to detail, **organized, assertive, Self-starter, with strong analytical skills**, who thrives on finding and resolving issues. Ability to prioritize multiple work assignments, perform well under pressure and to deadlines.

- Trained & Knowledge in in HIPPA, ISO, FDA Regulations, **SAP**, **People Soft, Siebel & Oracle Apps E-Business Suite.**
- **Highly Motivated, Excellent communications(Verbal/Written), interpersonal, Management & Facilitation skills.**

| EDUCATION | |
|---|---|
| | - **Scrum Alliance Certified Agile Scrum Master CSM**<br>- **PMI P**roject **M**anagement **I**nstitute **Certified PMP P**roject **M**anagement **P**rofessional<br>- **Master's in Computers Science** from Columbus University New Orleans, LA.<br>- **Graduate of NIIT** with Specialization in **Software Exports.** From **National Institute of Information Technology** & **American Council on Education**, Washington DC<br>- **Bachelor's Degree in Computer Sciences** from Osmania University, Hyderabad. |

## SOFTWARE SKILLS

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|---|---|---|
| **OS** | : | MS-DOS, UNIX, Linux, Sun-Solaris, Windows NT/95/98/2000/XP/Vista,7,8 & 10 |
| **CRM / ERP** | : | SAP, PeopleSoft, Siebel & Oracle E-Business Suite |
| **Mainframes** | : | COBOL, DB2, CICS, Natural, Adabas, VSAM, Xpeditor, MF-Revolve, TSO, ISPF, Endeavor, Superce, File-aid, SAS, Comparex, Play-back, Change-man, Librarian, Infopac, JCL, Abend-aid etc., |
| **RDBMS** | : | SQL Server, Oracle, Sybase, DB2 & MS-Access |
| **Hardware** | : | Apple, Sun, IBM PC Compatibles, Wincor-Nixdorf, Diebold & NCR DA/Non-DA, Front/Rear Load, USB/V24 ATMs, Biometric / MICR readers, Check Scanners, Touch Screens, POS systems & Printers |
| **Web Technologies** | : | Client-Server, ASP Active Server Pages 2.0/3.0, .NET, JAXB/JAXP, IIS4.0 and MTS 2.0 |
| **Language** | | C/C++, PL/SQL, VB Script, Java Script, HTML, C# and XML |
| **GUI/Tools/Others** | : | HP/Mercury Suite (LoadRunner, ALM/Quality Center/TestDirector, Funtional Test/ QuickTestPro/ WinRunner, PPM-Project Portfolio Management, ITG-ITGovernance), Silk, RationalSuite (Functional / ManualTester, ClearCase, ClearQuest & RationalRobot), eCash, Cashwise, MS Test Manager / TFS / Test Center, Selenium, Eclipse, Smart Bear QA/Test Complete. Kayako, ActiveCollab, VisualBasic 5.0 / 6.0, COM/COM+, CrystalReports7.x/6.x/5.x, Visual C++ 5.0, Visual Studio InterDev 6.0, FrontPage2000/2002/XP, SourceSafe, Livelink & PVCS, Sharepoint, Visio, ROBO-Help, PhotoShop, Word, Excel, PowerPoint, MS Project, Project Server, Outlook, Lotus Notes, Macromedia Flash, Fireworks, Dream weaver. Trained & Knowledgeable in PMI Project Management Standards Skills, Agile values/principles, Scrum framework including Burn down and burn up techniques, various Retrospective formats, team Stand Up patterns, but not limited to User Stories, ATDD, TDD, Continuous Integration, Continuous Testing, Pairing etc., and also in HIPPA, ISO, FDA Regulations |
| **Industries/ Applications** | : | Government, Banking, Financial, Medical, Insurance, Utility, Telecom, Automobile, Store Automation, Cargo, Billing & Training. |

| PROJECTS DETAILS |
|---|

| Community Choice Financial, Dublin OH | | March 2015 – Present |
|---|---|---|
| Software | : | **eCash, Cashwise, MS Test Manager/Test Center, TFS, Selenium, C#, Eclipse, Smart Bear QA/Test Complete, Visio, MS Project, Share Point, ASP .net, Java Script, HTML, XML, MS Office, Access, Word, Excel, Power point,  Project Server, Unix & WINDOWS 7** |
| Role | : | **IT Manager** |

As a IT QA Manager in Agile Environment for Ecash and Cash wise Rollouts and Releases for Check$mart stores USA  of Community Choice Financial Inc, Reporting Directly to the Senior Vice President of IT.

- Responsibilities include but not limited to Managing and Mentoring the IT Team Members, in designing, building and executing automated tests against **eCash/Cashwise** POS Applications. Create, execute and coordinate computer system validation testing (automated and manual). lead, educate and mentor others as we Convert Manual Validations to automated testing into our Portfolio via Selenium and Test Manager.
- Implementing **Agile** best practices, Scrum framework including Burn down and burn up techniques, various Retrospective formats, team Stand Up patterns, but not limited to User Stories, ATDD, TDD, Continuous Integration, Continuous Testing, Pairing etc. To ensure the POS Applications works as expected to comply with Compliance and Legal regulations.
- Guiding / Training Test Team members & Users in **MS TFS / Test Manager/Test Center, Selenium, Eclipse, C#/Java** scripting to automated scripts for .net web POS applications and Training the Testers and Developers with How to Log Defects and all the Test Scripts into Excel for Review by Line of Business & Modify scripts as needed.
- Publishing reports that summarize **QA Test Statuses** for Monthly Releases, State Pilots and Rollouts for systems implementation and upgrades in **Legal, AML Compliance** regulated environment.
- Providing technical expertise in the evaluation of **Smart Bear QA/Test Complete**, design and implementation of new, and in the improvement of existing, software, technology and equipment for CCFI use of business computer systems.
- Key internal relationships consist of users, IT Business Analysts and periodically IT Developers, External relationships periodically included interaction with **Esoftware Solutions** QA & Development resources to troubleshoot.
- Planning and Decision Making: Scheduling of testing development and execution based on master plan.
- Strategically determining cost of automation development & Utilize the most cost effective methods in blending automation and manual testing

| Smiths Medical, SSC RAQA Columbus OH | | January 2011 – February 2015 |
|---|---|---|
| Software | : | **Oracle E-Business Suite,  HP/Mercury ALM/Quality Center with Genologix E-Signature Addon, Visual Studio, TFS, Share Point, ASP .net, Java Script, HTML, XML, MS Office Access, Word, Excel, Power point, Visio, MS Project,  Project Server, Unix & WINDOWS 7/XP.** |
| Role | : | **Senior Q A Manager Automation Engineering** |

As a Senior QA Manager Automation Engineering for **R**egulatory **A**ffairs and **Q**uality **A**ssurance at **S**hared **S**ervices **C**enter in Smiths Medical Reporting Directly to the Business Systems Validation Director

- Responsibilities include but not limited to Managing and Mentoring the Shared Test Team Members, in designing, building and executing automated tests against multiple applications Create, execute and coordinate computer system validation testing (automated and manual). lead, educate and mentor others as we Convert Manual Validations to automated testing into our Portfolio via QTP and Quality Center. Implementing best practices to ensure the Oracle Applications works as expected to comply with medical device regulations.
- Guiding / Training Test Team members & Users in **QC/ ALM & QTP / FT (Mercury Quality Center / ALM & Functional Test /** QuickTest Pro (QTP) and Visual Basic (VB) scripting to automated scripts for Quality Center application with eSignature capabilities**)** and Training the Testers and Developers with How to Log Defects and Uploading all the Test Scripts into QC from Excel & Modify scripts as needed. Coordinate program tasks with ad-hoc validation team members using **SharePoint, TFS, MS Visual Studio**
- writing reports that summarize executed testing for business computer systems implementation and upgrades in an FDA regulated environment.
- Providing technical expertise in the evaluation, design and implementation of new, and in the improvement of existing, software, technology and equipment for RA/QA use of business computer systems.
- Utilize the most cost effective methods in blending automation and manual testing in writing scripts
- Key internal relationships consist of users, IT Business Analysts and periodically IT Developers.
- External relationships may periodically include software suppliers' resources to troubleshoot.
- Planning and Decision Making: Scheduling of testing development and execution based on master plan.
- Strategically determining cost of automation development versus manual testing.
- Familiarity with ISO 9001, FDA 21 CFR Parts 820 and 11, regulated industry; medical device industry

| JP Morgan Chase / Wincor-Nixdorf, Columbus OH | | July 2009 – June 2010 |
|---|---|---|
| Software | : | **Wincor-Nixdorf, Protopas, Proview, Procash, MACing, XFS,  HP/Mercury Quality Center, Simulators, Diebold-Opteview, NCR-Aptra, XFS, Base24, Gasper, ActiveCollab, ASP .net, Java Script, HTML, XML, MS Office Access, Word, Excel, Power point, Visio, MS Project,  Project Server, Unix & WINDOWS-XP.** |
| Role | : | **Q A Manager/Engineer** |

As a Q A Manager/Engineer(Onsite Quality Assurance Test Manager / Test Coordinator and Release Manager) of **Wincor-Nixdorf** Multi-Vendor Software Solution Provider in ATM Technology of **Retail Financial Services** at **JPMorgan Chase bank** Columbus OH. Leading Testing efforts of Several DA, Non-DA, Front Load, Rear Load, USB V24 ATMs.

Responsibilities include but not limited to Managing and Mentoring the Test Team Members, **Work with Development team, Business Analysts, Vendors(NCR/DieBold)** in Test Coordination, Test Planning, Scheduling, Release Scheduling, Defect Tracking, Script Tracking, Metric Reporting and Complete Cross Traceability.

- Guiding / Training Test Team members & Users in **QC & AC (Mercury Quality Center & ActiveCollab)** and Training the Testers and Developers with How to Log Defects and Uploading all the Test Scripts into QC from Excel & Modify scripts as needed.

Defining **Test Processes, Test Approach, Test Plan** and Conduct **Reviews & Cross Trace Defects in AC/QC Update Statuses** to implement Standardized Best Testing Practices across the Life Cycle

**Working & Following up with Developers and Testers** in Getting QC/AC Defects Fixed Providing Support (Reproduce Defects / Traces & Verify and Confirm Fixes) Configuration / Guidance / Coordination / Communicate / Test Setup (Re-image, Install) & Execution of Regression Testing, Functional(Deposits: Cash/Check, Withdrawals, SOP), Exceptional (Tampering / Jams / Timeouts / Retracts ) & Retesting Open Defects.

| National City Corporation, Cleveland OH | May 2007 - June 2009 |
|---|---|
| Software : **Rational Suite (Functional/Manual Tester, Test Manager, Clear Case and Clear Quest), Mercury QTP-Quick Test Pro & Load Runner, ASP .net, Java Script, HTML, XML,MS Office Access, Word, Excel, Power point, Visio, SharePoint, TFS, Visual Studio, MS Project, Project Server, Unix & WINDOWS-XP.** | |
| Role : **Q A SME (Senior Test Lead and Mentor)** | |

As a Quality Assurance Testing SME-Subject Matter Expert (Senior Test Lead & Mentor) in IDC-Integrated Development Center Quality Services for **Channel** and **Core** Portfolios at **NCC** National City Corporation Cleveland OH. Leading Multiple Testing efforts of Several Projects **ATM** TCP/IP, **MPLS** Upgrade**, ASO, CMP** and **ConsultNC EAS**.
Responsibilities include but not limited to **Motivating, Managing** and **Mentoring** the Test Team Members

Engineering **Test Processes, Test Approach, Test/Task Plan** and Conduct **Quality Gates** and Inspections to implement Standardized Best Testing Practices across the Life Cycle

**QTP**(Quick Test Pro) Training to Functional Test Team to perform data driven Functional testing

Performance Test Configuration/Guidance/Coordination with Performance Test Team in using **Load Runner** Performance Test Setup/Execution

Guiding / Training Test Team with their Ad-hoc Queries and Concerns with all **Rational/Mercury Tools**
**Coordinating** with the Business/Users/Development teams to enhance the **scalability, reliability and availability** of their mission critical applications.
**Defect Tracking** and as Repository for all the **Test Scripts, Release Schedule, Script Tracking, Metric Reporting; Cross Traceability** is also achieved with in the Limitations of the **Rational Suite** (Functional/Manual Tester, Test Manager, Clear Case and Clear Quest)

- Trained and Mentored team members & Users in **QTP, Load Runner & Quality Center** and Training the Testers and Developers with Usage, How to Log Defects and Keeping all the Test Scripts Updated (upload scripts into it and amend scripts as needed.)

**Work with Development team, Business Analysts, Vendors(Visa/DieBold)** in Test Coordination, Test Planning, Scheduling, Release Scheduling, Defect Tracking, Script Tracking, Metric Reporting and Complete Cross Traceability.

| State of Ohio (OAKS), Columbus OH | June 2006 – May 2007 |
|---|---|
| Software : **HP / Mercury Suite(QTP-Quick Test Pro, Load Runner, Quality Center and ITG-IT Governance), SharePoint, Visual Studio, People Soft, Oracle, Java, EJB, Java Script, HTML, XML, MS Office, Access, Word, Excel, Power point, Visio, MS Project, Project Server, Unix & WINDOWS** | |
| Role : **Q A SME (Lead to the Test Leads & Mercury ADMIN)** | |

As a Quality Assurance Testing SME-Subject Matter Expert (Lead to the Test Leads & Mercury ADMIN) for **OAKS** (Ohio Administrative Knowledge System) Projects Testing in Department of Administrative Systems at **State of Ohio, Columbus OH**. OAKS is a Business Transformation Project that will improve the effectiveness, efficiency and Integration of Central Government business Functions through People Soft
Responsibilities include but not limited to **Managing and Mentoring** the Test Team Leads / Members Performance Test Configuration/Guidance/Coordination with Performance Test Team in using **Load Runner** Performance Test Setup/Execution for OAKS Training Site

HP-Mercury **Quality Center and ITG Administration** Customization, Support, Password resets and Create Users / Projects /Fields Mercury QC Workflow Scripting to Populate Values automatically to defects avoiding manual entry, Synchronize **QC** With **ITG** by Creating / mapping the Fields / List Values…
**QTP(Quick Test Pro)** Training to Functional Test Team to perform data driven Functional testing Guiding / Training Test Team with their Ad-hoc Queries and Concerns with all **Mercury Tools**

**ITG Configuration/Change/Demand management** Creating Packages, Assigning Build, Migration, OMR and Support

requests and ITG Support and Password resets and Create Users / Projects /Fields Test Coordination, Test Planning, Scheduling, Release Scheduling, Defect Tracking, Script Tracking, Metric Reporting and Complete Cross Traceability

Update  the LR installation and Mercury Docs  to Del-39Admin Manual Procedures  on Mercury Products

**Coordinating** with the Business/Users/Development teams to enhance the scalability, reliability and availability of their mission critical applications.

Defect Tracking and as Repository for all the Test Scripts, Release Schedule, Script Tracking, Metric Reporting; Cross Traceability is also achieved with in the Limitations of the Tool **Quality Center.  Trained and Mentored** team members & Users in **QTP, Load Runner**, **Quality Center and ITG,**  and Training the Testers and Developers with How to Log Defects and Uploading all the Test Scripts into QC from Excel & amend scripts as needed.

| Wells Fargo Financial, Des Moines IA | | February 2006 – June 2006 |
|---|---|---|
| Software | : | **QTP, Test Director/Quality Center, Visio, MS Project, Rational Suite(Clearcase and Clearquest), Java, EJB, Java Script, HTML, XML, MS Office, Access, Word, Excel, Power point,  Lotus Notes, ASP .net, SAP (FI/CO BL), WINDOWS-XP  and Mainframes** |
| Role | : | **Q A Test Manager** |

As a Quality Assurance Test Manager for Store platform Projects in **TIG HCFTG Lending QA** at Wells Fargo Financial, Des Moines IA. Formerly Technology Quality Assurance (TQA) provides consultation and testing coordination services for Wells Fargo Financial Information Services (WFFIS). The objective of the HCFTG Quality Assurance group is to establish a QA Infrastructure that supports Quality Assurance functions and Quality Control Functions.
Responsibilities include but not limited to Managing and Mentoring the Test Team Leads / Members

Test Coordination, Test Planning, Scheduling, Release Scheduling, Defect Tracking, Script Tracking, Metric Reporting and Complete Cross Traceability

Coordinating with the Business/Users/Development teams to enhance the scalability, reliability and availability of their mission critical applications.
Defect Tracking and as Repository for all the Test Scripts, Release Schedule, Script Tracking, Metric Reporting; Cross Traceability is also achieved with in the Limitations of the Tool **Quality Center**

Prepared WFF Test Summary, Testing Approach, Test Strategy & Test Plan.

From the Finalized high level Deliverables, deadlines made a Test Schedule with understanding of

Front and Back office test team/Bus

- Environment Setup based on the list of applications in TIG Lending QA by identifying the specific environments we will be Unit, Integration & System testing in Web enabled **SAP (FI/CO BL)**
- Trained and Mentored team members & Users in **QTP (SAP Add-in), Quality Center ,** Created Test Script Library, Defects, Releases, Enhancements frame work in the **Clear Quest**  and Training the Testers and Developers with Usage, How to Log Defects and Keeping all the Test Scripts Updated.

| AEP (American Electric Power), Columbus  OH | | September 2005 – January 2006<br>September 1998 – October 1999 |
|---|---|---|
| Software | : | **Share point, Visio, MS Project, Sharepoint, MS Office, Access, Word, Excel, Power point,  Lotus Notes, ASP .net, WINDOWS-XP  & Mainframes * Win runner, ASP, COM, MTS, ORACLE 8.0/7.3, VISUAL BASIC 6.0/5.0, Crystal Reports 6.x/5.x, WINDOWS NT/98, ASP, COM, ADO, OLE/ODBC, Visual Studio / Interdev  6.0,  HTML,  FrontPage,  Java  Script  and  VB  Script.  NATURAL, ADABAS,COBOL,CICS,LIBRARIAN,PLAY-BACK,DB2,VSAM,XPEDITOR,MF-REVOLVE,TSO/ISPF, ENDEAVOR, SUPERCE/FILE-AID, LIBRARIAN, INFOPAC, JCL, ABEND-AID, LOTUS NOTES** |
| Role | : | **Q A Test Manager/Coordinator * Senior QA Tester and Senior Analyst/Programmer** |

As a Quality Assurance Test Manager/Coordinator in IT QA Testing Group at AEP American Electric Power, Columbus OH. Coordinating the testing of The SPP (Southwest Power Pool) Energy Imbalance Integration Project. FERC has Approved SPP to Become a RTO (Regional Transmission Organization) AEP has to develop and Support the Software applications used to exchange data/information with the SPP Market Operation System as specified by the SPP MWG(Market Working Group)
Responsibilities include Test Coordination, Test Scheduling, Release Scheduling, Defect Tracking, Script Tracking, Metric Reporting and Complete Cross Traceability

Prepared AEP SPP Testing Approach, Test Strategy & Test Plan.

Defect Tracking and as Repository for all the Test Scripts, Release Schedule, Script Tracking, Metric Reporting; Cross Traceability is also achieved with in the Limitations of the Tool "Share Point"

Created Test Script Library, Defects, Releases, Enhancements frame work in the Share point and Training the Testers and Developers with Usage of Share point, How to Log Defects and Keeping all the Test

Scripts Updated (upload scripts into it and amend scripts as needed.)

From the Finalized high level Deliverables, deadlines made a Test Schedule with understanding of Front and Back office test team/Bus, Finalizing the Structure and various Sections Setup of SPP on Share point  & tech writing resources to define the scope of work required for SPP

- Environment Setup based on the list of applications in SPP by identifying the specific environments we will be Unit, Integration & System testing in.  Using the Information From the Infrastructure Planning group identifying the new hardware that is being put in place for SPP as well as the current hardware they are aware of.  Also from the Remedy group and is a report of ALL environments currently used for the various SPP applications.  Another is a report from our DBA with his list of environments. made sure that each test plan identifies exactly what server and database is being used.

As a Senior QA Test, involved in testing and verifying various applications PASSKEY and POWERDAT of American Electric Power (AEP Columbus, OH). The PASSKEY System allows users to conduct their gas transportation and storage transactions from a personal computer. POWERdat is designed by experienced industry analysts to reflect the real world of the electric power industry.

- Responsibilities included Leading the team to do acceptance testing, functional testing, integration testing, system testing, performance testing, stress testing and load testing the system.
- Mentored the team members in preparation of Assessment Report & Application Summary after the analysis of the system.
- Test cases, test scripts and test case summaries are prepared based on which applications are tested.
- Performed Data-Driven testing using **WinRunner**
- Participated in the Testing of Web applications for Intranet Active Server Pages.

As a Senior Analyst/Programmer, was involved in the Analysis, Conversion, Review and testing of **ECR (Energy Costing and Reporting)**. This is a project by **IBM for American Electric Power (AEP Columbus, OH)**.  It involved mentoring the team members in analyzing, Reviewing and in the preparation of test cases, test scripts and test case summaries. Involved in both online and batch testing.

- Analyzed the existing programs and identifying the criticality of the system.
- Prepared specifications for the necessary with Regular interaction with Users and Business persons.
- Did Enhancement to the existing Natural, Cobol programs and JCLs and CICS screens.
- Debugging and applying fixes and retrofitting product source code changes.
- Worked with Endevor to download existing systems & upload enhanced systems back to production region.
- Supporting production systems and fixing the abends in production.
- Writing the test plans, test scripts, User Acceptance reports for the User Acceptance.
- Capture all the On-line transactions through Playback.
- Tested the applications and interfaces for unit, string and system testing.
- Documented all the information through Lotus Notes databases and Keep in Readiness Tracker for future reference.

| Bank One (JP Morgan Chase), Columbus OH | January 2005 – August 2005 |
|---|---|
| **Bank One Card Services, Wilmington, DE** | **September 2003 – June 2004** |
| Software : | **QTP, Win runner, Test Director/Quality Center, LiveLink, Visio, MS Office, Access, Word, Excel, Power point, MS Project,  Lotus Notes, WINDOWS-XP NT/2000  and Mainframes** |
| Role : | **Quality Assurance  Test Lead** |

As a Quality Assurance Test Lead in Central Technology Operations CTO IT QA Testing Group at JPMC/Bankone Columbus OH. Leading a team in testing The Online Fraud System "OFS" application for heritage Bank is used to maintain parameters for multiple fraud systems.  It  is housed in the current Key/Master software application.  This system will provide the user with a real-time environment to maintain the system parms. OFS will contain the online parameters for the QUAD Applications (Suspicious Account Monitoring System, Maker Match System, ANS Filters and OnUs-OnUs System)

- Responsibilities include Mentoring and Leading Team in Test automation architecture design within the Mercury tools suite, using Quality Center/TestDirector and Quick Test Pro / Winrunner
- Test case development and automated test script creation and Testing Both Manual & Automated in Both **Web** and **Mainframe** Environments.
- Analysis and design and implementation of common functionality into reusable user defined functions
- Execution of test cases and test sets in support of a dynamic set of banking applications.
- Version controlling with **LiveLink,** Logged the traced defects and created Test Metrics to analyze the defects, Test Project Planning and Analysis, Requirements management, Test Plan Management, Test Lab Management and Defect management was done by using **Quality Center/TestDirector**
- Created **Compiled/Common Modules** with various **Functions**, Report Test Run Information, Navigation Actions, Main Screen actions.
- Coordinating with the development teams to enhance the scalability, reliability and availability of their mission critical applications. Trained team members & Users in **QTP, Quality Center/TestDirector**
- Performed Data-Driven testing using **QTP/WinRunner** automated testing of each individual functionality & Regression Testing of the applications.
- Monitored resources to identify performance bottlenecks, analyze test results and report the findings to the clients, and provide recommendation for performance improvements as needed.

As a Quality Assurance Lead in Maritz Testing Group at Bankone Card Services Wilimington DE. Automated Regression Test Bed (ARTB) build to validate existing functionality of the Maritz reward redemption systems. It establishes the tasks, methods and progression for execution of a successful test of in production rewards programs & the functionality associated with redemption. It also includes a section on maintaining the tool for on-going use, migrating test scripts into the auto regression bed.

| FedEx, Collierville, TN | | June 2004 – December 2004 |
|---|---|---|
| Software | : | **Test Director, QuickTest Pro, ASP, Java Script, VB Script, Visual Studio / InterDev 6.0, Visual SourceSafe, PVCS, VB, VC++, FrontPage, HTML, .NET, XML, C#, Crystal Reports 7.x/6.x, Visio, MS Access, SQL Server 7.0, IIS 4.0, COM/COM+, ADO, OLE/ODBC, WINDOWS NT/2000 and Legacy AS/400 & Mainframes** |
| Role | : | **Quality Assurance Lead** |

As a Quality Assurance Lead in Automation Products Testing Group of System Integration Services Development **SISD** at FedEx Tech Center Collierville TN.  Lead a team of four in the QA Testing Development of Web Application Program Interface **WAPI** Oct '04 Load.
- Responsibilities include Mentoring and Leading Team, Test Plan Preparation, Business requirement Analysis, Functional Requirement Preparation, Over All Design, Initial Summary, Test script Preparation and Testing Both Manual & Automated in Both **Web** and **Mainframe** Environments.
- Developed Scenarios, Both Positive and Negative Test Cases, scenario's are explained at transaction level also Prepared Test Data. Performed client acceptance testing, functional testing, integration testing, system testing and Created graphs and generated reports.
- Defects are logged as they are identified while testing manually and a it is logged with the Plog reference in TD. Environmental issues are also logged as defects in TD with the RT Reference.
- Version controlling with **PVCS,** Logged the traced defects and created Test Metrics to analyze the defects, workspace management, process configurability, and build management was done by using **TestDirector.** Performed Data-Driven testing using **QuickTest Pro** for automated testing of each individual functionality & Regression Testing of the applications.
- Provide help in Reproducing, resolving and validating the CR's, working with ITSR team in providing details for currently running applications. Research Mainframe related issues like, registration, pipeline errors, rate/trkng/ursa downloads, sw updates, account/rate validations, ITSR review meetings, test plan walkthru, status meetings, etc.,

| UPS Louisville KY | | August 2002 – September 2003 |
|---|---|---|
| Software | : | **Win runner, Loadrunner, Test Director, QuickTest Pro, ASP, Java Script, VB Script, Visual Studio / InterDev 6.0, Visual SourceSafe, PVCS, VB, VC++, FrontPage, HTML, .NET, XML, C#, Crystal Reports 7.x/6.x, Visio, MS Access, SQL Server 7.0, IIS 4.0, COM/COM+, ADO, OLE/ODBC, WINDOWS NT/2000 and Legacy AS/400 & Mainframes** |
| Role | : | **Quality Assurance Lead** |

As a Quality Assurance Lead in Testing Group of Brokerage Operations Support System "BOSS" at United Parcel Service "UPS" Louisville KY.  Lead a team of five in the QA Testing Development of the BOSS **Distribution System** for use in UPS Brokerage locations worldwide. It provides the means to clear shipments through customs; assigning duties and taxes, preparing customs paperwork, maintaining importer information, and many other functions. The system is customized to each country's specific needs, while maintaining a core functionality that will tie all of our Brokerage operations together.
- Responsibilities include Mentoring and Leading Team,  Business requirement Analysis, Functional Requirement Preparation, Over All Design, Initial Summary, Test script Preparation and Testing Both Manual & Automated in Both **Web** and **Mainframe** Environments.
- Designed and developed Stress Test plan using the Transition Distribution Diagram, Transaction Profiles and User Profiles documents.
- Version controlling with **PVCS,** Logged the traced defects and created Test Metrics to analyze the defects, workspace management, process configurability, and build management was done by using **TestDirector**
- Coordinating with the development teams to enhance the scalability, reliability and availability of their mission critical applications.
- Create and implement performance tests using Mercury Interactive's **LoadRunner**, extensive advanced programming of LoadRunner scripts, write custom functions and programs to support the load testing efforts.
- Performed Data-Driven testing using **WinRunner &** Performed Load/Stress test using **LoadRunner & QuickTest Pro** for automated testing of each individual functionality & Regression Testing
- Developed scripts using Web (HTTP/HTML) protocols to record the specific business process.
- Monitored resources to identify performance bottlenecks, analyze test results and report the findings to the clients, and provide recommendation for performance improvements as needed.
- Developed Scenarios to run scripts for vusers on multiple Load generators for different loads.
- Created **smoke test case**s for the **end to end test process** of the **successful and failure path**.
- Performed client acceptance testing, functional testing, integration testing, system testing, performance testing, stress testing, load testing and Created graphs and generated performance reports  of the **BOSS Distribution System**

| QWEST Columbus OH | | May2001 – July 2002 |
|---|---|---|
| Software | : | **Win runner, Loadrunner, RationalRose (Clearcase and Clearquest), Java, EJB, Java Script, HTML, XML, PVCS, SQL Server 7.0,  JDBC, JAXB, JAXP, WINDOWS NT/2000,** |
| Role | : | **Quality Assurance Lead** |

As a Quality Assurance Lead in Middle Tier Testing Group of BODC (Business Objects Development Center) at QWEST Columbus OH.  Involved in the Testing the Test Bench, A Generic testing environment to Test Middle Tier Components.
- Responsibilities included Leading a team of  four,  design, development, testing the Test Bench.
- Performed Functional, System, Security, Regression & User Interface testing

- Logged the traced defects in **ClearQuest** and created Test Metrics to analyze the defects
- Version controlling with **PVCS,** workspace management, process configurability, and build management was done by using **Rational Clear Case.**
- Performed Data-Driven testing using **WinRunner ,** Load/Stress test using **LoadRunner**
- The tool converts XML into a client program that incorporates the test data and method calls. Prepared the DTDs and Binding Schemas, Created graphs and generated **performance reports**
- Worked with Automation expert to implement automation utilizing **WinRunner and LoadRunner**
- Used JAXB/JAXP to Transform The XML Documents into classes

| ICC Columbus OH | | Nov 2000 – May 2001 |
|---|---|---|
| Software | : | **Win runner, Loadrunner, RationalRobot, Clearcase and Clearquest, ASP, Java Script, VB Script, Visual Studio / InterDev 6.0, Visual SourceSafe, FrontPage, HTML, .NET, XML, C#, Crystal Reports 7.x/6.x, Visio, MS Access, SQL Server 7.0,  IIS 4.0, COM/COM+, ADO, OLE/ODBC, WINDOWS NT/2000.** |
| Role | : | **Senior Quality Assurance Engineer** |

As a Senior Quality Assurance Engineer, in Testing Group, of ICC Columbus OH.  Lead a team of two in the QA Testing Development of the Mid Ohio Training Consortium "MOTC" serves as a cooperative for small to large size companies to collaborate and locate the best training and learning services from their purchasing power and networking.
- Mentored and Lead the team in Performing client acceptance testing, functional testing, integration testing, system testing, performance testing, stress testing and load testing
- Version controlling, workspace management, process configurability, and build management was done by using **Rational Clear Case.**
- Logged the traced defects in **ClearQuest** and created Test Metrics to analyze the defects
- Performed Data-Driven testing using **WinRunner,** Load/Stress test using **LoadRunner**
- Developed and executed various scripts using **RationalRobot** for automated testing of each individual functionality & Regression Testing of the applications.  Created graphs and generated **performance reports**
- Worked with Automation expert to implement automation utilizing **WinRunner and LoadRunner**
- Also Trained in XML, C#,   .NET and Involved in the  Development of Helpdesk Web Application and in the Enhancements of Staff Tracking System

| Unlimited Solutions / STS /NSB Columbus OH | | Nov 99 – Nov 2000 |
|---|---|---|
| Software | : | **Win runner, Loadrunner, ClientLoad, WAS Stress Tool, ASP, Visual InterDev 6.0, FrontPage, HTML, Java Script, VB Script, SQL Server 6.5/7.0, COM/COM+, ADO, OLE/ODBC, VISUAL BASIC 6.0/5.0, Visual C++ 6.0/5.0, Visual Studio, Crystal Reports 6.x/5.x, WINDOWS NT/2000,** |
| Role | : | **Senior QA Tester** |

As a Senior QA Tester in Products and Technologies Group of NSB Columbus OH (formerly Unlimited Solutions, Inc.). lead the team in testing the web pages developed with in-house developed COM components and scalability testing using Winrunner, Loadrunner, Clientload and WAS web stress tool. The E-Commerce version of our Product, COALITION is a Windows NT based Point-Of-Sale (POS) Software Product for the Retail industry. COALITION is an integrated Suite of software allowing POS workstations to network data to third party database through Computer Output Microfilm services and Components.
- Lead a Team of three in the Quality Assurance of Web applications for Intranet using in-house developed COM components in Active Server Pages.
- Scalability Testing of the Components by creating Test Scripts and running them using Winrunner, Loadrunner, **Clientload** and **WAS** web stress tool. SourceSafe was used for Version Control
- Generated Reports in Crystal reports, Exported the WAS Report values to create Various Graphs and Charts.
- Server side scripting and Client side validation of data was done using VB Script & Java script.
- Monitored the Performance of services and other specified Perf counters using Perfmon/WAS.

| Mastech Pittsburgh PA (Now Called IGate) | | May 1998 - September 1998 |
|---|---|---|
| Software | : | **Windows NT, IIS 4.0, ADO, OLE/ODBC, ASP, Visual InterDev 6.0, HTML, FrontPage, VB Script and SQL Server 6.5.** |
| Role | : | **Internet Developer** |

As an Internet Developer, Designed and Developed a web page for the Mascot Systems. The web page contain the information about the company, core values of the company, employee services, training, quality, networks and a bulletin board. Windows NT (Internet Information Server, IIS) is used as the web server for this application.
- Active Server Pages (ASP) has been used for the server side computations.
- Used VB Script to validate the ASP code for client side validations.
- Used ActiveX Data objects (ADO) to interact with the SQL Server database to retrieve and store the data.
- Via the customer services option, a user can access the Knowledge Repository (KR), Defect Tracking System (DTS) & Project Initiation and Management System (PIMS), which reside on the Lotus Notes Domino Server.
- The numerous company policies, which are kept on the local network drive (MS Word files), have been made available to the users by web enabling them, contents of the pages are dynamically updated by making the pages data driven.
- These approaches make sure that the users will always be exposed to the updated policies information, and maintenance effort of the page is reduced.