**Thiyagarajan**

Cell: +91 95351 26583

[Rajanviswan83@gmail.com](mailto:Rajanviswan83@gmail.com)

Availability : 25 Days

* Over 13+ years of Experience in Business Analysis, Functional Manual testing, for delivering of quality software products, and applications.
* Hands on experience in Banking and Financial Services, Mortgage, HealthCare, and Life Insurance industry projects in various roles as UAT Tester, functional tester etc.
* Over 4 years experience in Mobile Testing includes both Mobile Native application & web applications.
* Sound knowledge and Experience in Agile and Waterfall Methodologies.
* Expertise in Loan Origination Systems that includes personal Loan and Mortgage.
* Involved in preparation of Requirement Traceability Matrix (RTM), Defect Tracking Report, Bug Reporting, and Weekly Status Reports.
* Expertise in mobile testing using web site across multiple browsers and mobile devices
* Expertise in Defect coordination and hosting Defect Triage meetings.
* Expertise in bioinformatics using trimmomatic for sequence data
* Experience in Salesforce CRM testing using SFDC Administrative tasks includes creating profiles, Roles, Users, Page Layouts, Workflows, and Reports.
* Experience in Salesforce Marketing, sales and service cloud
* Experience in community cloud using customer community and partner community
* Experience in Salesforce Marketing cloud Email Studio, Mobile Studio, Social Studio and platforms like Journey builder, Audience builderr
* Involved in both Front-End and Back-End/Database QA process of the application using Black Box Testing methodologies and performed backend testing using SQL Queries.
* Involved in Smoke Testing, Integration Testing, System Testing, Regression Testing, Installation Testing, Compatibility Testing, Performance (Load & Stress) Testing, Documentation Testing, GUI Testing, User Acceptance Testing (UAT).
* Experience in cards domain projects for managing projects from Issuing and Acquiring side from Qatar National Bank
* Coordination with vendor for setting up new merchants with TSYS prime system
* Coordination with vendor management for Visa and Master card certification validations
* Experience in Manual Testing/Mobile application testing for blackberry, Android,IOS devices
* Excellent Experience in Banking, Financial and Mortgage industry
* Excellent experience in Health care and Pharmacy benefit management systems
* Excellent experience in User Acceptance Testing, System Testing, Regression Testing, and functional extensively involved in Test planning
* Exposed to all phases of Software Development Life Cycle. Involved with teams in requirements gathering, analysis, design, development, testing, implementation and maintenance.

**Technical Skill set:**

Salesforce Technologies : Software Testing /QA – Testing Techniques – Project & Test plan Review – Test Case Execution – Test Plan creation –Manual Testing – Agile Testing – Waterfall Technologies – UAT ,Defect Tracking, Reports

**EDUCATION:**

* B.TECH from Bharathidasan University, India

**Professional Experience:**

**Project 1:**

Client : Deloitte

Project : Pipeline Insight and Jupiter Program

Role : **Sr. QA /UAT Tester**

Company : Alois /ACS Global

Duration : Jan 21 to Till Date

Technologies: Java, J2EE,.Net, Jira, Salesforce ,Visual force, Oracle |India

PI users will be on boarded to Jupiter and will continue to access the data from CR Daily Integration and from Salesforce PI Users will be stored in Jupiter program for Dashboards and Reports tracking.

* Leading or coordinating the Clients, Business Analysts with off shore team. Preparation of Test Plan and approach based on the Business requirements
* Lead and provide appropriate knowledge transfer to offshore testers to assist in efforts. Develop and maintain test data as necessary to support testing efforts
* Mostly worked with Cases, Contacts, Accounts, Solutions and Reports entities in Service cloud application
* Verification & validation of Inbound Emails as converting as Cases. Validating the Assignment rules of Cases
* Performed back end testing by executing SOQL queries. Conducted and participated in defect triage meetings.
* Checking the functionalities of Escalation rules of Cases. Testing the Flow functionality of the Cases by using the Call Guides

**Project 2:**

Client : RBS

Project : Retail Enterprise Credit Risk Information System

Role : **Sr. QA Tester (Salesforce)/Mobile Tester**

Company : Cap Gemini

Duration : Aug 10 to Sep 11 & Feb 20 to Jun 20

Technologies: Java, J2EE,.Net, Jira, Mainframe |India Cap Gemini

The RBS has involved in to various areas where we have involved in to security Authentication and Authorization of payment module. Where we will involve in to all the payment gateway and payment engine and loan processing systems.

* Leading or coordinating the Clients, Business Analysts with off shore team. Preparation of Test Plan and approach based on the Business requirements
* Lead and provide appropriate knowledge transfer to offshore testers to assist in efforts. Develop and maintain test data as necessary to support testing efforts
* Mostly worked with Cases, Contacts, Accounts, Solutions and Reports entities in Service cloud application
* Provide support for Temenos T24 functional testing, creating test base for testing, requirement gathering for AA product catlog.
* Tested the mobile application for UAT, usability, compatibility for iOS and Android devices.
* Conducted mobile testing for both native and web applications for New account and Fund transfer
* Verification & validation of Inbound Emails as converting as Cases. Validating the Assignment rules of Cases
* Performed back end testing by executing SOQL queries. Conducted and participated in defect triage meetings.
* Checking the functionalities of Escalation rules of Cases. Testing the Flow functionality of the Cases by using the Call Guides
* Verification of Target and Non-Target Account functionalities. Verification of Inbound and Outbound Cases requirements
* Validated the pick list vales based on the Record type layouts. Thoroughly validating the validation and business rules
* We followed the Scrum SDLC approach to implement the project. Execution of Test scripts and Defects rising in HP QC/ALM
* Maintain test environments to support testing efforts. Review requirements, designs, and other documentation to ensure testability
* Worked on Android, IOS mobile and Tablet, IPHONES using print agent applications.
* Responsible for all aspects of testing of mobile applications
* Mobile apps for native and customized apps testing through perfecto mobile.
* Conduct testing to ensure that GUI, functionality, usability, reliability, and performance of IT solutions are consistent with requirements and established acceptance criteria
* Report and manage defects to ensure that all issues are resolved according to established guidelines and expectations
* Assist development team in troubleshooting and determining root-cause of application defects and issues
* Document test results and communicate to Project Management and other Project Stakeholders
* Work with upstream and downstream application teams to execute E2E test cases. Attend and collaborate in all stand ups, planning and design
* Preparing the Traceability Matrix between Requirements & Test cases

**Project 3:**

Client : Qatar National Bank

Project : Cards Operations and Settlement

Role : **UAT Testing/Sr. QA Tester**

Company : Belhopat/ Wings Micro

Duration : Apr 19 to Dec 19

Technologies - Java, .Net, Web service(s), SOQL, Oracle and DB2 | Doha Qatar

QNB - Credit management operation for QNB customer and maintain settlement and Reconciliation for their customers.CMO provides workflow for their customers to analysis the settlement and Reconciliation process.ATM and POS Testing for QNB customers.

CMO interacts with TSYS, Base 24, Equation applications for managing their customers.

* Interaction with the business and the stakeholders for the requirements analysis and review. Execute test, validate results, manage defects and report result using asset track applications.
* Participated in UAT testing from operations team
* Participated in Walkthrough and Periodic Meetings with Clients, Business and Development team leads to coordinate, resolve and schedule testing efforts.
* Conduct defect triage meeting
* Tested the mobile application for UAT, usability, compatibility for iOS and Android devices.
* Participated in Cashier ATM activity, Payment Gateway Processing, Sales, Return & Exchange scenarios
* Experience in  Managing Issuing and Acquiring side for the below channels
* Issuer :  Base 24 ->Visa,MC,NAPS to Local Banks to ATM and POS,Ecommerce
* Base 24 -> Prime for credit card transactions and Equation for Debit card transactions from their it will route it to Base II
* Acquirer : Prime -> MC ,Visa,JCB out to MC Visa JCB
* Prime to Base 24 and POSTRXN -> Prime to Kapiti Generation
* From MC Visa JCB to Settlement from here it will settle the QAR and USD currency for final settlement
* Participated in ATM testing for cash and Cheques deposit for different cards.
* Develop, execute, and maintain test designs, including test cases and test scripts. Develop and maintain test data as necessary to support testing efforts
* Execution of Test scripts and Defects rising in HPQC
* Mostly worked with Leads, Contacts, Campaigns, Accounts, Opportunities & Report entities in Sales cloud application
* Conducted mobile testing for both native and web applications for QNB Account setup and Merchant tracking using PAYCO fund transfer system.
* 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
* Verification & validation of conversion of Web - Leads functionality
* Validating the Assignment rules of Leads
* Report and manage defects to ensure that all issues are resolved according to established guidelines and expectations
* Assist development team in troubleshooting and determining root-cause of application defects and issues
* Document test results and communicate to Project Management and other Project Stakeholders
* Work with upstream and downstream application teams to execute E2E test cases
* Attend and collaborate in all stand ups, planning and design
* Execute System and Regression Testing
* Gain user acceptance of test results. Preparing the Traceability Matrix between Requirements & Test cases

**Project 4:**

Client : Ally Financial Bank

Project : Advantage One Dealer CRM

Role : **QA Testing /UAT Testing**

Company : Cognizant Technology solutions

Duration : Oct 16 to Mar 18

Technologies -Apex, Visual force, SOQL, Java Web service(s), Oracle and DB2 | Boston MA USA

Ally via the advantage program is replacing the system of record for dealer information from CARS to ACCM.It will support the customers of Ally dealer information transitioning from CARS to Ally Auto advantage.

* Worked across multiple stake holding teams to devise business and technical solution
* Develop, execute, and maintain test designs, including test cases and test scripts. Develop and maintain test data as necessary to support testing efforts
* Execution of Test scripts and Defects rising in HPQC
* Written the Test cases based on the Mapping sheets & Business requirements. Verification Data values with Legacy Siebel application to Sales force application
* Performed back end testing by executing SOQL queries. Conducted and participated in defect triage meetings.
* Validating all GUI alignment and column level data in SFDC application. Done the products like Half & Full circuit complex functionality testing
* Main entities involved in this assignment are Solutions, Orders, Leads, Contacts, Opportunities, Quotes, Campaigns and Sites
* Written some complex SQL queries by using Joins, Group by functions to do the data validations
* Tested the mobile application for UAT, usability, compatibility for iOS and Android devices.
* Verification of all conversion rules and Calculations
* Helping to UAT testers by giving the Screen shots of the functionalities and Test cases flow.
* Worked on shift basis to do the tasks for Pre-production testing for Go-No go decision. Also tested the Cases functionalities which is loaded by using the TOAD interface
* Work with upstream and downstream application teams to execute E2E test cases. Preparing the Traceability Matrix between Requirements & Test cases

**Project 5:**

Client : First Republic Bank

Project : ATM Diebold and Brokerage Testing

Role : **QA Testing Salesforce**

Company : Cognizant Technology solutions

Duration : Aug 15 to Oct 16

Technologies |.Net, Web service(s), UNIX, Mainframe, Oracle and DB2 | SFO CA

FRB deals with loan processing system in United States where it deals with RISKS and collateral for the customers’ applications will transfer the money between FRB customers to BBX application for transferring the money between the accounts for brokerage transactions and ATM Strategic enhancements will upgrade the Win xp to Diebold system for the customers.

•Interaction with the business and the stakeholders for the requirements analysis and review.

• Certify the website in the iOS and android Mobile phone and tablets.

• Testing both for Native app and web app in iOS and Android.

• worked on AA, MM modules in Temenos for creating test cases

• Prepare and maintain Requirement Traceability matrix

• Support Temenos T24 UAT testing

• Review and update the regression suite for the overall application.

• Performed production deployment and the Business verification testing.

• Interacted with the Business Analyst and application teams to discuss the performance requirements and load test strategy

• Maintain regression test suites for Automation(s) and manual Testing.

Using Test Management tool (QC) and proving Test Metrics report on Daily and weekly

**Project 6:**

Client : Blue Cross Blue shield

Project : Obama Care - RMAS Program

Role : **QA Testing Salesforce**

Company : Cognizant Technology solutions

Duration : Sep 14 to Aug 15

Technologies |J2EE, Web service(s), UNIX, Mainframe, Oracle and DB2 | Boston MA USA

Insure advantage small group Blue Coat, Testing functionality covered and replaced the IA system to Salesforce migration.

Health Insurance for U-65 and O-65, Testing functionality covered from exchange to HCSC downstream systems enrolment, Billing and reporting.

• Worked on Test data management using MMT tool for capturing both new and MMT transactions.

• Work closely with software developers and take an active role in ensuring that the software components meet the highest quality standards.

• Involved in preparation of estimation, testing plan and details, capacity plan and performance strategy docs and conducted assessments and data modeling using excel.

• Worked on Claim Processing Claim, Claim editing, Medical policy, care management, provider performance.

• Worked on large volume test all the business processes affected by the ICD-9 to ICD-10 changes.

• Attending daily defect triage meeting and prioritized the defects and communicate to offshore.

•Performing regression testing for different module when any changes in the infrastructure components.

**Project 6:**

Client : Freddie Mac

Project : CEFM – Credit Enhancement front end management

Role : **QA Testing**

Company : HCL | Mphasis

Duration : HCL - Sep 11 to Nov 13 | Mphasis - Nov 13 to Apr 14

Technologies |.Java, Net, Java Web service(s), Oracle and DB2 | Tampa FL USA |HCL |Mphasis | HCL | Mphasis

CEFM interacts with Rules engines for exiting customers and produce the results with Agreement and obligation. It will collect the customer information about Single loan and multiple loans with various products. Using fin none application to handle customer service, business operations and system process modules

• Analyzed FRS and SRS on new products/portal development.

• Interacted with various business team to get the functional knowledge about fin none LMS and core banking ecosystem

• Involved in Test cases creation for customer service, business operations and system processes for fin none application

• Execute test, validate results, manage defects and report result for Finn one application for LMS, Selling and CEFM applications.

• Participated in Integration, System, Smoke and User Acceptance Testing.

• Selecting or identifying areas/test cases for automation.

• Creating Automation Test plan and getting approvals.

• Configuring UFT tool settings, object identification and globalizing the settings

• Creating, storing, Organizing and Managing Test automation resources

• Creating, Enhancing, Debugging and Running tests

• Co-coordinating team members and development team to resolve issues

• Interacting with client-side people to solve issues and update status

**Project : 7**

Client : RBS ( Royal Bank of Scotland)

Project : ATM & Enterprise Credit Risk Information System

Role : **UAT Testing**

Company : CSS Corp

Duration : Jan 10 to July 10

The RBS has involved in to various areas where we have involved in to security Authentication and Authorization of payment module. Where we will involve in to all the payment gateway and payment engine and loan processing systems.

**Project :8**

Client : Rabobank

Project : Tandem Non-Stop SQL, Mobile and Infrastructure Testing, FPS (Faster payments, ATM, SEPADD, SEPACT

Role : **QA Testing**

Company : Cognizant Technology solutions

Duration : Oct 06 to Dec 09

Technologies |J2EE, Mainframe, DB2, Web service(s) | Netherland & India| Cognizant Technology Solutions

Rabobank deals with Agriculture loan processing system in Netherland where it deals with SEPADD, SEPACT transactions which utilize both Tandem Non-stop sql and Mainframe. Includes three sub-systems, Loan Origination, Repayment Management Servicing and Collections. This project caters to the Retail Lending, Leasing and Credit Card Industry. This mission-critical application is a feature-rich multi-user software solution. Lending Solution can be deployed across multiple retail portfolios that include Personal Loans, Home Loans, as well as Credit Cards.

• Involved in test design and execution

• Involved in requirements traceability

• Involved in QA test conditions and test cases review

• Understood the application and identified the critical business scenarios

• Providing Critical support to the Users for User Acceptance Testing.

• Involved in User Interface Testing and Web Service testing