**SATISH RAJ**

***Senior Validation Test Engineer /QA Test Lead/ SDET Engineer / Automation Lead***

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**PROFESSIONAL SUMMARY**

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**15+years ofSoftware Quality Assurance experience in Manual & Automation testing** of Web based, Client-Server & Desktop applications. Expertise in**System Validation Testing, DB Testing, SIT/End to EndIntegration, Regression, Compatibility, Sanity/Smoke & User Acceptance Testing**. Diverse Domains knowledge in **Banking, Life Sciences, Telecom, Media & Entertainment, Retail, Information, Education & Manufacturing**. Strong knowledge in various Software Development Life Cycle (**SDLC**) models - **Agile**, Waterfall, Iterative & Incremental Models. Involved in **Sprint Planning, Daily Scrum&Retrospective meetings** as part of **Agile Process**. Extensive experience in preparation of **Test Plan, Test Strategy, Test Estimation, Test Scenarios, Test Cases/Protocols, Defect Management, Test Summary Reports & Test Metrics.**Worked on large **Greenfield Transformation program / Biller Migration** projects for multipleTelecom customers which improves customer experience on Omni- channel customer journey which includes 20+ downstream system validations. Handled complex **End to End Patient Care Model integration validation systems**for major life science customer involving Coordination across multiple vendors/teams. Effectively worked on **Project Planning**, **Budget Forecasting, Test Management**and**Resource Planning**for seamless project delivery adhering to Quality Compliance standards.Managed **30+ Team members at Offshore/Onsite** and ability to handle multiple projects effectively. Involved in **Recruitment/Staffing, Campus drives&Performance reviews.** Excellent **Leadership** and **Communications**skills with ability to Lead, guide, motivate, organizeand coach teams across multiple geographies. Detail-Oriented, Excellent Problem solving&Decision-Making Skills with desire to learn/up-skillmyself on new testing trends/technologies.

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**CORETECHNICAL SKILLS / TOOLS USED**

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Web Automation testing using **Selenium webdriver**/**Java/Eclipse/Gherkin/Python/C#. Framework** creation using**TestNG/Hybrid/TDD/Cucumber/BDD**, **CI/CD Pipeline setup** using **Jenkins/ GITHub/ Maven/Docker/Bitbucket/Splunk**. **IVR Automation**experience using **CYARA,** Customer Relationship Management (**CRM**) platforms testing for**PEGA &Salesforce (SFDC) Health Cloud**& (**Azure/AWS**) systems, **Manual IVR** testing experience for Interactive Voice Response (IVR)/Contact Center based applications using **Genesys Administrator/Pega CTI toolbar, Pega Customer Service, Net Cracker & Jacada IVR,** Web services testing using **SOAP UI, Postman& REST Assured API,** Exposure to TIBCO, ETL, Putty, Mongo DB, JSON, POM, Confluence, Proficiency in **SQL** Queries, Test management using **HP ALM, JIRA, Rally & TFS** tools for managing Test artifacts and Defects.

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**EDUCATION & CERTIFICATIONS**

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* **M.B.A, IT Systems**- Bharathidasan University, India. Passed out in April 2010
* **M.Sc, Electronics & Instrumentation**- Madurai Kamaraj University, India. Passed out in April 2005
* **B.Sc, Electronics** - University of Madras, India. Passed out in April 2003
* IBM Certified “***Rational Quality Manager***” and “***Rational Manual Tester***”
* Certified as an**ISTQB** (***International Software Testing Qualifications Board – Foundation Level***) Professional Tester

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**PROFESSIONAL EXPERIENCE**

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SIT Test Lead / QA Engineer / DB Tester

ConneX - Proactive Service Framework – GSGT, IL US – Aug 2020 till Present

* Banking solution via Genesys Contact Center for defaulted Credit card customers to ensure outstanding payments are done
* Understanding the requirements in the features and related user stories for SIT testing
* Initiated Query Tracker and placed in confluence page for easy access by DEV & QA team
* Setting up design walkthrough meeting with Product owners and Developers to clarify the queries for the SIT user stories assigned
* Test Strategy and Test cases designed for all the user stories in PI/Release/Iteration
* Conduct TC’sReview session with Developers and Product owners on the review feedback and approval of test cases
* Initiated Test Execution plan approach based on number of test cases, resources and days available to ensure execution can be completed on time for all the scoped user stories within the sprint/iteration timelines
* Perform “System Integration Testing” (SIT) and updatingstatus in Rally
* Outbound Validations of Start of Day (SOD), Time Zone Check, Batch Exclusions and End of Day (EOD) processesare done using SQL Queries
* Defects are logged and tracked in Rally
* Multiple Scheduled python jobs are run manually to ensure data loaded to DB across multiple tables for each sequence of steps are accurate and as expected
* Publishing Daily Status Report to Client, Product Owners, Developers and all stakeholders
* Effective Offshore team co-ordination on daily basis
* Appreciation from client on the quality deliverables of SIT testing
* Highlighting the Challenges/Pain Points and Solutions to the problem during the retrospective meeting at end of each Iteration/Sprint
* Active participant in Daily Standup/Scrum and Sprint Planning meetings

E2E Integration Test Lead / SeniorValidation Test Engineer

Patient Care Model Services (Salesforce & Jacada Integration)– AbbVie, IL US – July 2019 to July 2020

* Validate and certify overall Patient care application systems involving critical life-saving drugs in the Life Sciences Industry – Humira/Skyrizi/Rinvoq medical products
* Evaluate proposed changes to validated computer systems and recommend level of validation activities for Clinical Trial Management Systems (CTMS)
* Create Master Validation Plan for all the Quality applications and define validation approach with respect to project scope.
* Assist with development of system requirements and specifications in line with 21 CFR Part 11 regulations and IEC 62304 safety standards&processes
* Guide the implementation teams in the proper execution of validation documents.
* Develop CFR Part 11 computer systems validation plans including eTMF, qualifications test protocols, tractability matrices, reports, IQ/OQ protocols and all deliverable documents
* Quality Review of the deliverable's in accordance with the regulatory compliance of FDA standards for Veeva Vault CTMS systems
* Creating & tracking the overall E2E Integration test plan on the Impacted Application Systems, Dev Readiness, E2E Test scenarios/Test cases design & review, Dry Run/Formal execution timelines and the Deployment/Go-Live dates
* Perform End-to-End Integration testing of Patient care model & Validation testing of PRM SalesforceHealth Cloud (SaaS/PaaS) system, Jacada Contact Center, Brand Websites, Complete App & Complete Pro applications to ensure data integrity across multiple application systems (Epsilon, IQVIA, OPUS, Prometrics, Data Lake, Pharmacy Solutions) which are connected via TIBCO service bus platform
* Coordination with multiple external vendors & internal teams via working sessions to validate data flow/correctness based on business use cases/scenarios/Integration Specification
* Handling multiple testing projects including Contact centerand Salesforce Integration enhancements across different application solutions (AEM Upgrades, TIBCO Releases)
* Collaborate with Business/Technical teams in analyzing and understanding business requirements across applications for each release
* Identify E2E Integration testing scope based on the impacted modules/functionalities across systems
* Preparation, Review & consolidation of E2E Integration Test scenarios/cases/protocols across applications and manage the execution of validation plans and validation documents.
* Conduct Test scenarios walkthrough session with all the stakeholders and incorporate feedback
* Perform Effort estimation and preparation of daily design/execution plan to meet the release deadline
* Identify defects during E2E data flow validation and tracking for closure after defects retest
* Execute Regression Testing to uncover broken features/protocols
* Perform Smoke testing in Production environment for each release
* Responsible for Data Integrity Sign-Off and Preparation of Test Closure Report
* Publishing Daily & Weekly Test execution status reports to all clients/stakeholders/vendors
* Handling Adhoc requests effectively on data setup/config changes from multiple application teams
* Highlighting any risks at early stages of Software Development Life Cycle (SDLC) and responsible for Mitigation plan during the testing phase

**QA Lead / IVR Test Lead / Automation Engineer**

**Darwin Greenfield Transformation Program – Telenet, Belgium – Dec 2017 to June 2019**

* Test Estimation and Planning for New Requirements&Change Requests (CRs) as part of each release in CSS/BSS/OSS tracks where Genesys IVR, Pega & NetCracker systems are involved
* Test design of IVR Call flows using Call flow Visio diagrams and Prompt Mapping Sheet covering Net cracker/Pega use cases.
* Leveraged CYARA Automation tool for designing IVR test cases in Velocity/Replay module and Execution of the test suite in Campaign module.
* Automation of Virtual Agent Desktop testing in CYARA and Report verification.
* Pega modules/functionalities use cases are covered in the test cases - 360-degree page, Send Communications, Case/Ticket Management, Knowledge management, Customer Detailed Management, Bulk Processing, SLA Management& Reports
* Pega Agent Desktop testing, Chat testing & Email route testing
* Conduct review of test cases with BA’s, Developers and all stakeholders and getting Sign-Off
* Perform System Integration testing validations in IVR/Pega/NC systems on acceptance & exit points/KVP (Key Value Pair) for each of the call flows across different channels from Phone, Email, Letter/ FAX PDF, AEM.com & BaseApp
* Involved in IVR execution using Genesys Administrator (Provisioning Module🡪Call Routing/Accounts(Skill based Routing), Pega CTI toolbar, Pega Customer Service/CRM and Net Cracker (Order Management System)
* Ensure defects are tracked closely and triaged/closed before each of the release timelines.
* Driving huddle calls with Onsite-Offshore teams on daily planned vs actual progress updates and responsible for sending the daily status report to all stakeholders
* Responsible for WBS & execution plan for each build/release on the planned daily execution targets of TCs/Defects to understand the gaps in Capacity Vs Actuals
* Handling all PMO/Process related activities for Darwin project (Audits, DHD, Mainspring, Smart desk, QoS, TSmart,) on weekly/monthly basis and Involved in Monthly Forecasting, Budgeting & Invoicing
* Responsible for Conducting PMR meeting with Leadership team on monthly basis
* Involved in RFP (Request for Proposal) for new engagement in estimation, resource loading and profitability calculation (CP%) and Resource management including Evaluation, SO creation &Hiring
* Identified gaps in the project areas and suggested Productivity improvement ideas and implemented the same in Darwin

**Automation Engineer / SIT Test Lead**

MOD, BVE, CDV Re-Arch & WOD Projects – Comcast, NJ US – June 2014 to Nov 2017

* Worked on multiple Biller migration projects on Internet, Voice & Video provisioning and activation for major telecom customer
* Involved in Sprint Planning meeting and managing the capacity & velocity for all the team resources for Re-Architecture project
* Coordinate with Client/ Developers/BusinessAnalysts/ Scrum Master/ Product owner to understand the business criticality of the requirements / issue and accordingly strategize testing planand guide the team accordingly
* Involved in End to End Test Strategy/Plan preparation, Review and Execution of Test Plans/Scenarios/Cases
* Involved in IVR activation of Voice & Internet for Commercial customershaving multiple lines.
* Designed& Executed Automation Scripts using Java & Selenium web driver for multiple web-basedapplicationsfor SIT Regression cases.
* Leveraged Cucumber BDD&Hybrid frameworksfor Automation and TestNG framework for generating test execution reports.
* Involved in web services testing using SOAP UI, Postman &REST API services
* Onsite and Offshore Team Coordination and Delegation of Daily Tasks to the team
* Conducting Brainstorming sessions within team and clarifying queries.
* Perform Sanity, System Integration/Progression and Regression Testing
* Involved in Defect Triage meetings for all the QA/SIT defects
* Mentoring all new team members on application functionalities

QA Lead / QA Tester

OSi-Traffic (Optimal Solution Integrated) – Harris/Imagine Media, CO US - Nov 2010 – May 2014

* Proficiency in TV Broadcasting media software where entire program content is managed using Breaks, Segments and Spots
* TCP Estimation done for all new requirements based on requirement BRD/SRS documents.
* Preparation of Test plan &Strategy Document for every release
* Monitoring and Tracking detailed project tasks using MPP/Test Plan
* Conducting Team Brainstorming session to understand the production defects for both Release and Sustenance team and ways to prevent the same is logged in “Defect Prevention Plan” and “Corrective Action” is also planned to fill the gaps in Test Scenarios/Cases.
* Reviewing of Test Scenarios/Cases to fill up the gaps from both functional and process guidelines and Preparation of “Test Summary Report” and “Project Quality Index” artifacts once the release is “Signed-off”.
* Functional Knowledge Sharing session is conducted between release and sustenance teams once the release is signed-off to understand the new features.
* Mentoring/Training new team members and motivating them to achieve higher productivity
* Designing of Test Scenarios/Cases based on the functionalities as mentioned in BRD &Use case documents.
* Execution of Test cases (Integration, System& User acceptance) and Logging of defects in TFS,JIRA, CQ or QC and Perform Defects Retesting & Regression testing

Functional Tester

Buyer Experience & Dealer Center – eBay, CA US - Apr 2010 – Oct 2010

* Acquired application knowledge of multiple e-commerce systems: Dealer Center & Buyer Experience in short pace
* Proactively documented the understanding document for Dealer Center Project.
* Responsible and Independently handledEnd to End Testing
* Involved in Test Design & Execution phases(Smoke, System& Regression Testing) in different Browser combinations (i.e. Compatibility Testing)
* Ensuring that the defects are not duplicated in CQ and complete details are provided for the defects logged with screenshots to keep up with SLAs
* Tracking the project metrics in C2.0 for various applications: Dealer Center,Parts Center & Buyer Experience
* Responsible for sending the QA status summary Dashboard for various projects every week

Functional Tester

Learning Village (LV) - Harcourt Mifflin Harcourt (HMH), Ireland –Jan 2009 – Mar 2010

* Understanding the Learning Village - Overall Functionality& Dataflow of Learning Management System (LMS)
* Responsible for the Modules: Best Practice and Discussions
* Involved in Test Design & Execution phases in various languages, various OS - Browser combinations
* Attended MOSS & OS Installation Training to involve in LV deployment in various environments & deployment modes
* Helped the team to understand the "Authorization Management - Roles & Groupings" by documenting it in an excel
* Proactively documented the Content Item Import - Web Ex session since the recording has some issues in going through it
* Involved in Bug analysis of Reports and Analyzed the bugs that come in as ad hoc requests apart from the daily activities
* Ensured the Quality of the Application is improved by identifying the business impacted areas and logging them onto JIRA
* Also ensured that the defects are not duplicated and complete details are provided for the defects logged with screenshots to keep up with SLAs
* Involved in Analysis for various modules, estimates & plan for releases, daily reports sent to the clients and sign off document preparation

Quality Tester

**Chinmaya Mission Columbus (CMC) – Chinmaya Mission, OH US - Jun 2008 – Nov 2008**

* Temple Management System - Preparing and Updating Integration & System Test Cases
* Review of Test cases for Peers modules
* Execution of Integration and System test cases
* Conducting GUI & System Testing
* Defect tracking and Report generation
* Involved in Defect Review meetings with Client
* Conducting Regression testing to make sure bug fixes are valid
* Involved in Metrics Collection, Test Reporting and Release Activities
* Involved in Product Release

Quality Tester

**Vedic Heritage School (VHS) – Meenakshi Temple Society, TX US - Aug 2007 – May 2008**

* Online Education System - Understanding of Requirements & design documents
* Prepared and executed GUI checklist
* Preparing and Updating Integration & System Test Cases
* Review of Test cases for Peers modules.
* Involved in execution of Integration, Regression and System testing
* Defect reporting
* Attending Status meeting and preparing Status Reports
* Involved in Product Release
* Preparing the User Manual for the project

**Application Test Engineer**

RsLogix500/ RsView32/ RsLinx Classic - Rockwell Software, US - May 2005 to July 2007

* Understanding application functionalities of 3 systems
* Involved in Integration, Regression and System Testing
* Testing the communication between PLC & Application Software
* Testing the developed program online with PLC by forcing the Inputs & Outputs
* Testing the functionalities for Download, Upload & Online with PLC
* Testing the Various Commands/Instructions in the software
* Testing the Ladder Logic Functionalities (Branching & Looping syntax)
* Involved in Installation Testing
* Testing the functionalities for Tags, Animation & Alarms activities
* Testing the functionalities for Error logs & Data Logging
* Validation of Activation Key & Virtual Memory
* Validating OPC communications & DDE Messaging
* Preparation of Defect Reports
* Involved in Metrics Collection, Test Reporting and Release Activities