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Profile Summary

- Having 10+**yrs** of IT services experience in the field of Quality Assurance and Computer System Validation
- Expertise in CRM Implementation black box Testing.
- Well versed with
- Have extensive experience in working in a validated environment and implementing projects as per guidelines under 21 CFR Part 11
- Leading and managing a team of 10 QA members
- Having good exposure and knowledge with Life Sciences and Healthcare
- Currently working in Agile Methodology Testing as Validation Testing Engineer and Functional Analyst.
- Capable of working independently
- Currently working on system that includes a patient scheduling database, account management application, case management cloud, and multiple customer facing portals for clinical and commercial scheduling of immunotherapy drugs.

Tools and Technologies:

- CRM Platforms as SAAS and PAAS systems (MS Dynamics and Salesforce)
- CRM business processes like Campaign management, Lead Management, Case management
- Extensively used JIRA as a platform for project implementation and STLC lifecycle
- Good understanding Defect Life Cycle & its different phases.
- Worked extensively in preparing System Test Plan, Test strategy document, Validation Plan, Protocol Documents, Addendum Process, RTM, CAPA, understanding Business needs and converting into Software Requirement Specifications, Drafting Test Cases, Test Data Preparation, Manual Test Case execution Using HP Quality Center 11.0(ALM), Regression Testing using HP QTP 11.0 and Defect management (raising defect and tracking till closure) using Aldon, JIRA and ALM, Validation Summary Report.

Work Experience

Company	Designation	From	To
Cognizant Technology Solutions	Sr. Consultant CRM	Oct 2014	Till Date
MphasiS Ltd.	Delivery Software Engineer	Dec 2010	Oct 2014

Key Operational Projects at Cognizant

Client	Juno Therapeutics, a BMS Company		
Role	Validation Test Engineer	Duration	September 2019 to Present
Environment / Skills	Salesforce Lightning, Community Portals, JIRA, HPALM, ValGenesis, Veeva Vault, SmartSheets		
Responsibilities	<ul style="list-style-type: none"> Working as Validation Test Engineer to manage Resources and Requirements. Playing a major advisory role in terms of Validation guidance and adhering to CFR Part 11 Identification of Test scenarios for the Requirements applicable for Upgrade Aligning Functional Testing, System Integration Testing, System testing, Regression Testing and End to End Testing. Capturing the Requirement in JIRA as part of Agile methodology and creating Scrum boards, Bug Boards facilitating Business Owners to have a holistic view of the project lifecycle Setting up master data setup in Salesforce Lightning which includes Accounts (Site of Care, Apheresis Centers) Contacts, Products, Product Versions, Indications Community Portals (Clinical and Commercial): Test the Patient Enrollment from the Portals, review the scheduled Appointments, test Patient Labels and Waybills, Create product Orders in Salesforce and check all interim status and validate end to end in Salesforce and Portals for Patient Journey. Using workbench to facilitate the right status across Treatment, product Order. Shipment Authorization in absence of Integration in place End-to-End Integration Testing involved with middleware and the GPS system Testing using various profiles in Salesforce and the Portals Actively involved in Requirement analysis and prepared RTM. Involved in Defect Tracking, Logging and Analysis in ALM integrated with Vera. Prepared the Validation plan, Protocol Documents, Test Summary Report and Test Closure Report for all the releases. Overseeing the Testing cycles of on-going project, escalating issues, reporting the progress to the related teams thereby ensuring smooth & timely delivery. 		

Client	Amgen		
Role	Sr. QA Analyst	Duration	Oct 2014 to August 2019
Environment / Skills	IRPC, Microsoft Dynamics CRM, GxP High, Defect Management, EDM Quality, EPIC		
Responsibilities	<ul style="list-style-type: none"> Adhering to validation testing principles as part of CFR Part 11 Analyzing Requirements from Business and Involved in identifying test scenarios. Analyze business workflow, analyzing findings and design test cases covering Business Requirement and Functional Requirement in an onsite-offshore model. Involved in understanding the end-to-end Business flow for Product Complaint Management system and the Integrated systems Involved in positive and negative testing according to the Use case specifications. Reviewing Test Cases to ensure coverage and conformance to Business Requirements. Involved in uploading and executing Test Scripts as per Functional Specifications in Quality Centre. Involved in Recording a Defect, tracking of Defect Reports, Defect Test Progress, Defect Status Reporting 		

	<ul style="list-style-type: none"> • Routing of documents in EDM Quality • Checking and verifying alignment of documents and test cases as per standards • Conducting Knowledge sharing sessions and leading a team of 6 members from offshore.
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Client	JP Morgan and Chase		
Role	Tester	Duration	Jun 2014 to Sept 2014
Environment / Skills	Automation Tool (QTP)		
Responsibilities	<ul style="list-style-type: none"> • Understanding the complete framework of automation • Keyword driven approach. • Involved in creating Reusable Components to reduce complexity • Involved in Batch running with HP ALM integrated with QTP. • Involved in debugging of scripts. 		

Client	QBE Insurance		
Role	Tester	Duration	Nov 2012 to May 2014
Environment / Skills	Manual Testing, QCALM 11.0		
Responsibilities	<ul style="list-style-type: none"> • Analyze requirements during the requirements analysis phase of projects. • Involved in Test case design and execution • Involved in preparation of RTM - mapping the test case to the requirement • Defect reporting and tracking using Aldon • Updating the test cases according to the new changes occurred • Involved in reviews. • Knowledge transfer to team members. 		

Client	Amgen		
Role	Tester	Duration	Dec 2010 to Oct 2012
Project Description	IRPC is the central system for accepting inquiries, assembling and distributing responses, and performing product complaint investigations. This system has three sub-systems is referred to as 'IRPC - Intake', 'IRPC - Product Complaints' and IPRC - Response".		
Environment / Skills	IRPC, Microsoft Dynamics CRM, GxP High, Defect Management, EDM Quality, EPIC		

Responsibilities	<ul style="list-style-type: none"> • Analyzing SRS document and Involved in identifying test scenarios. • Involved in uploading and executing Test Scripts as per Functional Specifications in Quality Centre. • Involved in Recording a Defect, tracking of Defect Reports, Defect Test Progress, Defect Status Reporting • Checking and verifying alignment of documents and test cases as per standards • Conducting Knowledge sharing sessions.
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Certifications:

- Flosum Certified Salesforce professional – 0000020151
- Salesforce Certified Administrator - 21661561

Education:

- **2010 Bachelor of Engineering (B.E)** from Visvesvaraya Technological University.
- **2006 Pre University College / 12th Standard** from Karnataka Pre-University Board
- **2004 10th Standard / S.S.LC** from KSSEB Board