**PROFESSIONAL SUMMARY**

* Shilpa has **14 years** of extensive experience in testing of software applications across various domains. Her testing proficiencies include**manual** and **automated** testing, **Web application** testing, **Rest APIs**, **Database** testing**,** and **Mobile application** testing.Hands on programming on **Java** or **.NET** platform using **C#.**
* Exposure to all stages of **SDLC** (Software Development Life Cycle), **STLC** (Software Test Life Cycle), and software development methodologies such as **Agile – Scrum, V Model and Waterfall**.
* Experience in Building **Microsoft.Net/C# automation** Scripts by using **Selenium, MS Visual Studio, MSTest, NUnit,Azure** and good expertise in using **CI/CD Dev ops.**
* Experience in developing the **Automation framework** using both **C#** and **Core Java** programming using **OOPS** concepts, **Selenium, TestNG, Visual Studio and Eclipse.**
* Trained on Tosco tool modules – UI, Salesforce, and mainframe by Tricentis product team.
* Experience in **Java object-oriented programming**, and understanding of arrays, strings, collections, file operations, conditional & looping statements.
* Expertise in grouping of test cases, test methods and test suites for regression and functional testing using the **TestNG annotations such as groups, parameters, and data provider**.
* Expertise in both manual and automation testing of Web services **SOAP and Rest APIs**.
* Hands on experience with **Web technologies** (Angular, HTML, JavaScript, AJAX, CSS, jQuery)).
* Strong exposure testing applications on different browsers, **Internet Explorer, Firefox, Safari 3x**.
* Hands-on experience using project management tools like **Maven**, and **GIT**.
* Designed and developed Automation Frameworks like  **Hybrid driven and Behavior Driven Development (BDD)**
* Exposure to **BDD framework** using **Cucumber** (**Gherkin format)creating Feature** and **Step-definition file.**
* Worked on **Microsoft SQL Server Management Studio** tool for writing different kinds of queries like**SQL, Stored Procedures, Triggers, Views, Tables,** in order to perform valid operations
* Expertise in **Hive** querying skills using **Apache Ambari** tool and **Redwood** tool for schedule jobs.
* Worked on all level & type of testing like **Smoke, Sanity, Unit, Integration, System, Acceptance, Retesting, Regression, Ad-Hoc, Black-Box, Grey-Box Testing, Verification, Validation, Functional testing**.
* Experience in building **Continuous Integration/Delivery automation solutions** for project via **Visual Studio Team Services (VSTS)/Jenkins.**
* Good Expertise in schedule jobs via **Visual Studio Team Services** for**Continuous Delivery** and **Continuous Integration** for automating the build and deploy processes.
* Having knowledge on**Cloud** platforms -Microsoft **Azure** (ASB, Logic app, Azure Functions and Application Insights).
* Good amount of knowledge in Protractor, Jasmine, and NodeJS which is used for testing AngularJS application.
* Worked extensively on**Agile Projects**and hands on experience in **creating task for sprint**in**VSTS**and attended**Sprint Planning, Demo , Retrospective, Scrum- Standup, Sprint grooming and Review meetings.**
* Proficient in various test management and defect tracking tools to track test progress, execution and deliverables such as **HP Quality Center/ALM,** and **Bugzilla**.
* Hands-on experience in testing **mobile**, **native**, and **web applications** in a cloud-based private environment on the **Device Anywhere** tool, as well as physical devices across **iOS** and **Android** platforms.
* Well-practiced in writing **test plans, strategy** ,effort **estimations, test scenarios, test cases, defect & status reports**, test execution sheets, and test **metrics**.
* Experience in **developing automation test scripts**, reviewing test scripts based on the requirements, and preparation of consolidated **test script execution results**.
* Highly skilled in **finding and analyzing bugs**, interacting with development teams to find solutions, and using bug tracking tools to ensure closure. Experience in creation of status, technical, and management reports for project stakeholders.
* Exposure to multiple domains: **supply chain management** (SCM), **retailbanking**, **life sciences**, and **autofinance**.

**TECHNICAL SKILLS**

**Programming Languages:** C# (.Net), Java

**Frontend Technologies:**HTML5, CSS3,Java Script, AngularJS

**Databases:**SQL Server, Oracle, MS Access, Hive

**Automation Tools and Languages:**Selenium WebDriver, Grid, RC, TEST NG, MSTest, Gherkin (Cucumber), QTP, C#, Java. Apache Ambari, Redwood, Node JS, Jasmine.

**API& Database Testing Tools:**SOAPUI (SOAP, REST), Rest Client (Firefox add on), SQL Server, Postman.

**Automation Frameworks:**BDD (cucumber), Data Driven, Hybrid.

**Project Management / Defect Tracking Tools:**JIRA, **Visual Studio**Team Services (VSTS), HP Quality Centre /ALM,Bugzilla

**Methodologies:** Agile, Scrum, Waterfall and V-Model

**IDE:**Visual Studio, Eclipse.

**Version Controller:** GIT

**EDUCATION**

* **Bachelor of Engineering in Computer Science**Madras University - Chennai, Tamil Nadu

**PROFESSIONAL EXPERIENCE**

**Senior QA Automation Engineer**   
**Ryder System, Inc. - Novi, MI - June 2018 to till date**

Ryder launched a visibility solution called RyderShare™, a cloud-based platform that provides visibility across all modes of transportation in a network. The solution provides customers with Ryder’s deep engineering expertise and unique features that enable real-time exception handling, condition monitoring, routing, and analytics. RyderShare also helps customers cut costs and better manage increased frequency of stops thanks to routing optimization technology that maximizes cube and minimizes mileage.

**Responsibilities:**

* Designed and developed Automation Framework for Supply Chain Management domain applications (Turvo, Logistic Management Suit, Rol, Transportation management& SCOS).
* Worked on Agile Scrum Methodology. Involved in regular Sprint cycles with active involvement in all sprint meetings with testers, developers, product owner and scrum master. Participate in Daily Scrum Standup Calls, Sprint grooming, Sprint Planning, Sprint demos, and Retrospective meeting.
* Responsible for going through the User Stories and creating Test Cases based on requirements and acceptance criteria specified in User Stories.
* Involved in documenting the Test Plan, Test Cases, Traceability Matrix and defect reports. Logged the bugs in VSTS (Visual Studio Team Services) which are found during Manual Testing and Automation Testing.
* Prepared Automation dashboard for every sprint with Test Execution pass/fail percentage and defect metrics to Leadership team.
* Hands on experience on SQL queries like select, update and joins etc., in SQL Server Management Studio17 to perform backend testing of the application for validating the saved data that comes from Frontend.
* Experience in ADA Accessibility testing to meet guidelines according to norms defined in WCAG 2.0 standards using AChecker/ AXE Web Accessibility Testing tool.
* Developed and maintained aModular driven automation framework using Selenium, C#, MSTest v2/NUnit.
* Developedautomated test scripts for the Smoke and Regression E2E testing.
* Created automated script for REST-API testing using Restsharp framework.
* Developed data handling framework to read from JSON file & Microsoft SQL database.
* Used VSTS (Visual Studio Team Services) for continuous integration and delivery in order to execute Smoke/Regression tests automatically after every successful deployment. Automated SpecFlow report is generated and sent to project stakeholders at the end of Test Execution release cycle.
* Experience in designing automation framework using Page Object Model (POM) Design for better code reusability & maintenance
* Involved in developing reusable Selenium Web driver and Web driver wait methods, API methods, business flows and Utility components.
* Good understanding of Xpath, CSSpath, HTML, XML, and Json structures.
* Used different kinds of Assertions and Attributes for validating the test scripts.

Environment/Tools- Windows, Visual Studio, MSTest/ NUnit, Selenium WebDriver , C# , Restsharp, Spec Flow Reports, GIT, VSTS, HTML, XML, JSON, Chrome browser, postman ,Microsoft SQL Server Management Studio, Azure cloud, AppInsight , Applogic, Azure service bus, Azure Functions,Rest API,AXE-Web Accessibility Testing, and A-Checker tool

**Test Lead**   
**Ally Bank / Ally Financial Dealer Rebrand -Bengaluru, Karnataka - April 2009 to August 2015**

#1 Ally Bank has the unique concept of having only Online Banking Services without any physical presence. They service via Online, ATM's and Call-centers. Ally's mobile banking app allows users to create and access accounts- Individual Retirement Accounts (IRAs) and Non Individual Retirement Accounts (IRAs), make deposits, transfer funds, bill pay, pop money, and locate ATMs.

#2 Ally Financial Dealer Rebranding (AFDR) is a new public dealer Storefront site which will be built as a one-stop place for all marketing information for the dealers across US and Canada.

**Responsibilities:**

* Lead and managed a team of10+ Manual and Automated QA Engineers from Offshore. Worked in offshore-onsite delivery model and had strong co-ordination skills with onshore team.
* Planned and organized the knowledge transfer to QA Team. Collect the queries related to the requirements from QA team and get them resolved by the onshore business/QA Manger.
* Estimated the test effort for the upcoming Ally Bank releases. Created the Test Plan, get it reviewed and signed-off by the onshore QA Manager. Reviewed test scenarios and test cases designed by QA team and get the signed-off from onshore Test Leads.
* Checked the status of each assigned task daily and resolve any issues faced by the team members with their tasks. Reported the daily and weekly status metrics to the stakeholders.
* Managed Test Plan, Test Lab and Defect modules in ALM tool for Ally Bank project releases.Reviewed Requirement Traceability Matrix (RTM) to make sure scenarios were written for all the requirements.
* Performed Smoke Testing, Integration Testing, System Testing, Master Regression and Compatibility Testing on SIT, and UAT Environment.
* Tested Ally Bank Mobile native app and web application in cloud-based private environment on the Device Anywhere tool and physical devices across multiple platforms
* Involved in design and implementation of BDD framework for Ally Bank application.
* Worked with business in identifying test scenario for automation.
* Performed Behavior Driven Development using Cucumber (Gherkins format)Features, Step Definitions for different test scenarios.
* Designed and developed page objects using Page Object Model (POM).
* Responsible for fixing and maintaining regression automation test scripts for end to end testing.
* Worked on Selenium GUI Object / element verification is done through XPath, CSS, ID, link andName Locators.
* Used GIT as a code repository and code collaborator to manage code reviews.
* Maintained and executed Maven build files for running automated tests.
* Automated data driven with xml / xls as a part of framework.
* Implemented Junit runner class to call test scripts in cucumber
* Integrated Automated scripts (selenium web driver) on Continuous Integration (CI) tool Jenkin for nightly batch run of the scripts.

Environment/Tools- Windows, Eclipse, Selenium WebDriver, Java, GIT, Maven,, Junit, TestNG, Jenkins,Quality Center/ALM, Mobile Tool-Device Anywhere-IOS, Android, and Ally Project Execution (APEX)) methodology.

**Senior Test Analyst**   
**Thomson Reuters - Bengaluru, Karnataka - September 2007 to March 2009**

Content definition database (CDD) provides a mechanism through which centralized registration control, management and publication of permission codes for Non-IDN data is accommodated to meet the needs of Reuters Customers. As such, its main goals are to provide an end to end Authorization solution for the common platform.

**Responsibilities:**

* Analyzed requirements, functional designs, technical specifications, wireframe and project artifacts to understand the functionality
* Coordinated with business for requirements clarification.
* Prepared Test Plan and involved in estimation of testing effort.
* Participated in preparation of test cases, test script, test data and peer reviews.
* Created and executed QTP Scripts for regression testing.
* Coordinated with cross commit teams to prepare test data.
* Participated in Smoke Testing, Integration Testing, System Testing, Regression Testing and Performance Testing.
* Maintain Requirement Traceability Matrix (RTM) to make sure that scenarios were written for all the requirements.
* Presented Test Artifacts to business/technical teams and obtained approval.

Environment/Tools- Collabnet defect tracking tool (Client In-house), QTP 9.2, Chrome, Internet Explorer,

**Test Lead**  
**Ameriprise Financial – Minneapolis, MN - December 2005 to August 2007**

Day 700 Project 21 consists of re-hosting and up-lifting of web applications from American Express IPC to Ameriprise LEX. The objective of this project is the physical separation from American Express in an efficient and cost effective manner. Ameriprise will operate in a new location with a new configuration setup of applications upgraded to newer versions.

**Responsibilities:**

* Lead and managed a team of 6 Manual QA Engineers from onshoreWorked in offshore-onsite delivery model and had strong co-ordination skills with offshore team.
* Imparted the application knowledge to offshore testing team. Helped the offshore team in understanding Ameriprise testing methodology.
* Coordinated with business to get clarifications required from the offshore testing team.
* Responsible for Test Plan, Estimation, Test Scenarios/Scripts, and Test Execution cycles.
* Reviewedtest plan, test scenarios, test cases and RTM.
* Coordinated with cross commit teams to prepare test data.
* Performed Smoke Testing, Integration Testing, System Testingand Regression Testing.
* Maintained project artifacts in the Lotus Notes database.
* Presented test artifacts to business/technical team and obtained approval.

Environment/Tools- Prolite Bug Tracking tool, VSS, Lotus Notes

**Senior Test Analyst**   
**JPMorgan Chase –Chennai, Tamil Nadu February 2005 to November 2005**

Client Central application is developed for JPMorgan Chase Bank in order to electronically manage the JPMC client details. SPN is a Global Reference Data application used for capturing descriptive and relationship information relating to JPMorgan clients. After the SPN application takes down, all SPN functionalities will be owned and managed by Client Central's equivalent online functionality.

**Responsibilities:**

* Gained understanding of business requirements, functional specifications and planned testing activities at the beginning of the project.
* Prepared project test plan and estimation of testing effort.
* Maintain Requirement Traceability Matrix (RTM) to make sure that Scenarios were written for all the requirements.
* Involved in Smoke, System and Regression test case execution.
* Involved in database testing (data mapping, schema, stored procedures, and triggers).
* Validated the applications against the database.
* Tracked daily defects using defect tracking tool.
* Prepared end-of-test summary report and defect metrics.
* Maintained all version documents in the VSS.
* Participated in all the Quality Audits.

Environment/Tools- Prolite Bug tracking tool, Toad, VSS, IE,Chrome

**Test Analyst   
Phase Forward - Chennai, Tamil Nadu June 2004 to December 2004**

Phase Forward (PF) is an application that was designed for pharmaceutical companies in order to electronically manage the clinical trials. Inform is the application that generates e-CRF's to ease the trial data management.

**Responsibilities:**

* Participated in the test environment setup.
* Performed Smoke Test and Regression Testing.
* Executed functional test cases for the Phase Forward functionality and its utilities
* Prepared defect report with bug-tracking tool.
* Prepared test summary reports.