

**S.R.KRITHIGA**

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Coimbatore, TamilNadu , India

**CAREER OBJECTIVE**

To utilize my technical skills for flawless deliverables to clients and developing the business opportunity for the organisation. I would like to implement my innovative ideas, skills and creativity to establish my career in Software Testing.

**WORK EXPERIENCE**

Experience Time Period	Role	Employee Details
Aug 2015 – Jan 2016	Web Designer	SG Graphics, Coimbatore, India
May 2016 – Present	Programmer Analyst/QA Analyst	Cognizant Technology Solutions, Coimbatore , India

**HEALTH CARE DOMAIN EXPERIENCE**

**Client :** Aetna Inc.,  
**Application :** Aetna Strategic Desktop

**Roles & Responsibilities:**

- Involved in all STLC phases for Manual testing
- Have complete Agile knowledge from Requirement analysis to Execution phase
- Updating knowledge portal after every production release.
- Updating Lessons Learnt document and Application SAD for the team healthy knowledge maintenance.
- Leveraging healthcare business knowledge to create data and share the same knowledge to all the teammates.
- Regression test suite management after each release to Production.
- Have very good knowledge in Defect Management and found number of Requirement, System and Regression defects
- Taking end-to-end responsibility for the allocated project in the whole STLC.
- Reviewing design, test plan and data scenarios of peer team mates.
- Conducted on-calls with onsite coordinators for requirement/ design walk through.
- Participated in Post-production defect analysis and walkthrough with onsite.

**Client :** Aetna International.,  
**Application/Tools :** Health Hub , IMA, Broker portal , Provider Portal, JIRA, Broker/Provider portal RQM, Splunk, PERS, Service Now

- Review and analyze system specifications
- Collaborate with QA Engineers to develop effective strategies and test plans

- Execute test cases (manual or automated) and analyze results
- Good Knowledge on Health care application and also worked on health care application enhancement flow.
- Evaluate product code according to specifications
- Create logs to document testing phases and defects
- Report bugs and errors to development teams, Help troubleshoot issues
- Experience in project management and QA methodology
- Familiarity with Agile frameworks and regression testing
- Conduct post-release/ post-implementation testing
- Work with cross-functional teams to ensure quality throughout the software development lifecycle
- Reviewing and analyzing system specifications
- Executing test scripts and reviewing results
- Reporting and documenting technical issues

## **RESPONSIBILITIES**

- Analyze requirements and prepare a query list. If requirements are incomplete, they need to ask Queries that will yield more information and help perform testing effectively;
- Write and execute test cases to find system bugs like UI and usability issues, etc.;
- Conduct exploratory testing;
- Check consistency across devices, browsers, and operating systems;
- Provide inputs on high-level test scenarios, challenges, risks, resources, test estimates, etc., during test planning meeting
- Critical thinking and analytical skills to examine bug reports and prioritize necessary tests, what information to include in the daily status reports, prioritize and estimate task execution;
- Good communication and teamwork skills to interact with project team members, clients, and stakeholders as well as work closely with the dev team – from reproducing the reported issue and emphasizing the fix for critical bugs to understanding how the bug has been fixed
- Responsible for testing database program application and developing data models.
- Experience in Execution of Test Cases and Preparation of Test Data.
- Health care provider details to be updated from Source portal.
- Experience in Defect management and Bug Reporting using Quality Center, JIRA.
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- Experience in Execution of Test Cases and Preparation of Test Data.
- Experience in Defect management and Bug Reporting using Quality Center, JIRA.

## **SQL Database validation:**

- Execute the database queries inorder to test the underlying data changed by the interaction of software application
- Performed tests with ETL process and table structure created on Enterprise level
- Worked with SQL server to pull the test data for quicker way

## **Mobile application testing: IMA**

- Good understanding of working on the applications developed for touch screen phones.

- Knowledge of remote testing in Giga fox
- Participation in creation of test plans, creating test cases & bug reports
- Managing, analyzing, and maintaining test cases
- Checking for the code standard as per client requirement
- Handling the outsourced team of QA (Allocating work etc).
- Experienced in client interactions.

**COGNIZANT INFRASTRUCTURE SERVICES (EMCS):  
FUNCTIONAL SKILLS:**

- To work on SMTP mail flow issue, Database management, Cloud Management, Instant messaging, Lync servers, Active directory, Exchange servers, Blackberry Services, Exchange Management Services, Mail tracking center , Edge servers mail tracking, Migrating mailbox from exchange to 0365, PowerShell Scripting,.
- Knowledge Management, Configuration Management, Release Mgmt-ProcessTool&Tech, ITSM (IT Service Management), Change Management, Data Analysis and Reporting, Project Monitoring and Control
- To work on Service Now ticketing tools, SCCM packaging, Windows 10 administration, software installations, Desktop application support , MC Afee security patching update, Ayehu automation tool. Added user accounts, troubleshoot issues with users and monitored usage on multiple applications
- Collaborated with multiple departments to plan and manage migrations to the Cloud environment

**Provided Technical Support and Guidance**

- Windows administrators also provide technical support and guidance to the users and other administrators.
- Performance system maintenance
- Information security
- Managing the user access
- Monitoring the system performance

**SCHOLASTIC:**

- B. Tech in Information Technology from SNS College of Technology, Coimbatore (Anna University) with 75%.
- 12<sup>th</sup> passed from Tamilnadu State Board with 62%.
- 10<sup>th</sup> passed from Tamilnadu State Board with 81.5%.

**SKILLS:**

- Good communication, interpersonal, learning, organizing and hardworking skills matched with my ability to manage stress, time and people effectively.
- Problem Solving Skills and work in a multi-disciplinary team
- Passion for Designing and strategic planning
- Proven strength in problem solving, coordination and analysis.

Place: Coimbatore

(S.R.KRITHIGA)