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| Career Summary |

A forward thinking, capable and committed Project Test Manager with a proven ability to meet agreed deadlines, co-ordinate work and work to defined testing methodologies within a structured environment. Focused on any task at hand and able to utilize existing test knowledge and experiences to come up with practical solutions and alternatives to testing processes. Having first class executive leadership, negotiating and communicating skills and capable of providing authoritative guidance and advice to both in house and third party test teams.

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| Key Skills |

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| * Team management * RFP, Estimation & POC * Insurance, Banking & Telecom Domain Exposure * Agile & Scrum Process * Project Planning and Support * Risk Analysis & Mitigation Strategies | * Test Automation * Test Methodology & Artifacts * Configuration Management * White Box & UAT * HP ALM, JIRA and VB Macros expertise * Waterfall Implementation * Defect Triaging & Management |

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| Technical Skills |

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| **FUNCTIONAL & AUTOMATION** | **TECHNOLOGY** |
| * Planning, Organizing & Monitoring * Design & Implementation of Applications * Gathering Requirements , Change Requests & Process Enhancement * Functional testing (Integration/Regression/System/Smoke/E2E/ UAT) * White Box Testing – Java / JSF Code   **PROCESS**   * Software Testing life cycle methodologies (Waterfall and Agile) * Defect analysis (Fishbone, 5 Why, SWOT) | * Test Reporting Tools – HP Quality center * Automation Tools – QTP ( 9,10) ,   UFT :11,12, UIPath, TOSCA   * Languages – C, C++, Java, VB Script * Middleware –Mainframe MQSeries * Databases – DB2, IMS DB * COTS Tools: Guidewire – ClaimCenter 8.0,9.0, PolicyCenter8.0 |

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| **PROFESSIONAL ABILITIES** |
| * Experience of working on Business and Functional Requirements * Experience across multiple levels of testing * Experience in creating Automation Regression suite for Guidewire tool (Claim center) |
| * Knowledge of MS Office tools including MS project, PowerPoint and Visio |
| * Able to work proactive during critical project implementation |
| * Understanding of different test approaches and techniques * **Certified Scrum Master** |
| * **ISTQB** accredited * **INS 21 Domain** certified |
| * Actively maintain awareness and understanding of current developments and best practice in testing |
| * Knowledge of execution, scripting and planning |
| * Making sure that all testing plans comply with company guidelines, standards and regulations * Defect triage lead role (Agile methodology) * Ability to quickly learn applications and to train the team without any hindrance * Can translate business processes into clear and comprehensive test scenarios |

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| **MANAGERIAL ABILITIES**   * Ability to Drive the teams without any compromise on Quality and Schedule * Pioneered end to end program management for UAT projects |
| * Won multiple Automation projects through strong solutioning aspects and Proof of Concepts * Participated in Client Presentation & winning the projects for onsite assignments * Can translate business processes into Estimation and Project Plan * Involved in the Project proposal plan preparation and review for new assignments * Strong influencing and Communicative skills |
| * Having a flexible attitude and positive approach |
| * Experience of client facing roles * Experience of working in multi vendor stake holder management |
| * Able to take preventative action when any risks become unacceptable |
| |  |  |  | | --- | --- | --- | | Education and Certifications | | | | **Degree** | **College/University** | **Year** | | Masters of Technology (IT) | College of Engineering/Anna university | 2008 | | Bachelor of Engineering (ECE) | Madras University | 2001 | | Certifications | | |   ISTQB – Foundation Level Certification in Testing  INS 21 – General Insurance  Certified Scrum Master by Scrum Alliance  Quality Center - Cognizant Certified Program for Test Management Tools  Quick Test Pro - Cognizant Certified Program for Automation Tools  Life Insurance - Cognizant Certified Program for Life Insurance and Annuities   |  | | --- | | Contact Details |   **Mobile No.** +91- 8754477162 / +91-9600042797  **Email** : kavivenkat@gmail.com |

Experience Summary

* Over 12+ years of experience in entire QA Life Cycle process analysis, design, development, scripting, execution, documenting QA artifacts, reporting tools implementation with strong analytical skills and vast Quick Test Pro expertise predominantly in Insurance and Banking Domain.
* **6+ years of experience as an Onsite/Offshore Team Lead (Automation & Functional) involved in Team Management, Client Interaction, Onsite/Offshore coordination, Coordination of different stake holders of the Project, Handling Client Visit, Metrics projection to Client, Implementing new POC’s and proposals for Automation**
* **2+ Years of experience in Banking Domain (Wealth Management & Retail Banking)**
* **8+ years of experience in Insurance Domain (Life, P&C, Commercial & Specialty Insurance)**
* **1.5+ years of experience in Telecom Domain**
* Adept in performing **impact analysis**, **gap analysis**, **cost benefit analysis**, **feasibility studies** and **return of investment analysis** (ROI)
* Extensive experience in documenting Business Requirements (BRD), Functional Specifications (FSD),Test Strategy preparation, User Acceptance Test Plan, Test Scripts and User Manual.
* 5+ years of experience with Automation Tools such as Quick Test Pro 9/10/UFT 11,12, Selenium, Ui Path & TOSCA
* 1+ year of Hands-on experience in Selenium and RPA UIPath Testing
* Over 8+ years of Functional Testing exposure including the experience in AS400, Java and DB2.
* Worked as a Network Test Lead in the OSS area.
* Hands on Experience in Network Protocol testing.
* Working Experience in C-SOC, OSS systems such as Remedy, Netcool and CMDB.
* Project Governance and Interaction with Multiple Teams from External Vendors.
* Strong problem solving skills, ability to develop strategies for clients, and provide detailed documents to clients.
* Knowledge on Performance and Load Testing with the usage of QTP automation tool.
* Excellent working experience in Test management and Reporting tools such as Quality Center, QA Depot-Lotus Notes to track the progress of each release.
* Proficient in development of excel based macro tools to reduce the manual effort and to improve the accuracy of data validation at each level of implementation and testing.
* Strong focus in the analysis of tools and proof of concept research before the implementation of automation tools in each phase of execution.

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| Project Summary |

**Organization: NTT Data**

**Client: Telecom Client**

**Role: Project Test Lead / Test Manager Aug 2019 – Till Date**

**Project description**

Multiple applications are used and validated for this Telecom client. The backend systems are used to store the customer data. Billing applications are monitored for customer’s payment, Plan and Security process. They provide services to mid-market and Enterprise Customers. Security Validation and Support is also provided through multiple applications.

**Roles and Responsibilities:**

* Test Strategy, Test Plan Preparation, Review and Walk Through with Project Stake Holders
* Interaction with all Stake Holders from Requirement analysis
* Interaction and Governance of testing team from Multiple Vendors
* Supporting Client team for UAT and BVT
* Verification and Validation with Client Team for BRD, RTM, HLD and Test Exit Report Review
* Defect Triaging and Test Execution Monitoring
* Team Management for Test artifacts

**Organization: EY (Ernst & Young)**

**Client:** Banking – Financial Advisor Client

**Role: Module Lead Jan 2017 – October 2018**

**Project description**

MSWM Financial Product is used to calculate Ratings, to Create Models & Strategies, to Incept & Update accounts and to monitor the Goal plan of each client. This tool is also used to help the client in creating the goal plan with their investment amount, Plan and return period along with market value and growth. The FA will also help them to track and achieve their goal with the supportive advice and suggestions through their custom models and strategies of the firm. Commission and Advisory Rates are calculated for these services which are calculated through the tool based on the defined rules for a Financial Advisor. Client communications are generated based on the regulations of FINRA.

**Roles and Responsibilities:**

* Responsible for understanding business requirements and articulating the same to the team in delivering the Testing Artifacts for UAT testing.
* Actively participate in the meetings along with other stake holders during requirement gathering, walkthrough and also with Business to initiate the CR (Change Request) document for enhancements or the bug fixes.
* Crop up with quick resolution in case of any issues during Client integration testing.
* Supported the automation team to create the suite for Smoke testing and Regression testing for each release using Selenium.
* Hosting daily scrum meeting, Defect Triage, Status calls as part of our modules during each release.
* Coordinating with Automation team for POC creation and winning the proposals.
* Capacity Planning and Project Estimation for Successive releases.
* Planning and Supporting Production Checkouts.
* Validation of Business scenarios using UIPath tool to support Business Users during production checkout.

**Organization: EY (Ernst & Young)**

**Client:** Insurance – Guidewire Implementation Client

**Role: Senior – Automation Test Lead August 2015 – December 2016**

**Project description**

Guidewire Claim center& Policy center are COTS software implemented in Insurance Domain for the creation and processing of various claims related to Claimant Policy details. It also validates the claimant information (Insured/Organization) against First Notice of Loss. Automation Regression candidates are identified for the Guidewire CC& PC 8.0 implementation for critical UI implementation and also for new changes. Each module is completed on Sprint on Sprint Agile Methodology.

Roles and Responsibilities:

* Responsible for understanding business requirements and articulating the same in Regression Test suite implementation and Reusable assets for Guidewire implementation.
* Actively participate with UAT team / Business during the validation and if require initiate the CR (Change Request) document for enhancements or the bug fixes.
* Crop up with quick resolution in case of any issues during Client integration testing.
* Maintained and created automation suite for Smoke testing, Multiple Claim creation and Regression testing.
* Participated in the Script Review meeting as part of daily scrum meeting.
* Defect reporting through ALM 11.0 version.

**Organization: Cognizant Technology Solutions**

**Client: Banking -** Wealth Management for Institutional Accounts

**Role: Onsite/Offshore - Test Lead December 2013 – August 2015**

**Project description**

Client On-boarding is a package launch where the requirements are mapped as per the enhancements of the on-boarded clients (in production) or with the new business strategy for blooming clients (new to the system). The complete package service includes Eligibility calculation, Vesting determination, Service tracking and Employer match computation through the admin system. The testing process comprehends the online registration, salary deferral changes, Compliance limit alerts, contribution updates and tracking the Participants balances in the different retirement plans. It also enhances through the backend validation of complete services of each participants. Mainframe system is used as a database and the SQL queries are used to retrieve the data for the clients. The process of admin system involves the request and response through File processing system. The feedback responses are shared to the client with the transactions before the salary remittance and census – remittance response is shared to TIAA-CREF after the salary disbursement to the participants. It also involves the IRS compliance limit validation through file processing methods.

Roles and Responsibilities:

* Responsible for understanding business requirements and articulating the same in Test plan comprising the walkthrough and signoff from the business as part of Requirement phase in Testing life cycle.
* Actively participate with UAT team / Business during the validation and if require initiate the CR (Change Request) document for enhancements or the bug fixes.
* Facilitating our QA teams to articulate the requirements in various Test Design artifacts.
* Involved in developing/maintaining QTP Scripts for testing.
* Crop up with quick resolution in case of any issues during Client integration testing.
* Maintained automation Regression suite for UI sanity testing
* Worked on Excel macros to push and pull the reports from ALM to support ongoing needs.
* Participated in the Defect triage meeting as part of daily scrum meeting.
* Actively participated in the Test Plan Walkthrough with Project team.
* Defect reporting through ALM 11.0 version.

**Project # 2**

**Client:** Insurance Client – Commercial Lines

**Role: System Analyst/ Automation Test Lead April 2013 – November 2013**

**Project Description:**

Customarq is a package product used for policy rating by field Underwriters. The product is tested in IMS-Mainframe system. The key systems involved in the Customarq policy processing are Commercial underwriting system (CUW), WIP data base to store the details of policy level, insured level information, Client data base to enter new clients and also to modify existing client’s information with client interactions with other systems. WIP & Client are interconnected. Client transactions cede to WIP and vice versa. IMS Mainframe system is used to rate and book the policies for underwriting purposes. This is the Primary system used in CMQ processing. All the major client transactions are verified in the rating system. Through Polprint system, the booked policies are transacted to issue status with the printed documents insured, producers and underwriters for evaluation. Web system is used to view the issued policies in Polprint system. Overnight batch process creates entries for every policy issued through Polprint. Hard copy policy papers printed in Chubb Branchburg location and delivered to the respective locations. Policies issued through Polprint, go over the nightly process and papers get generated

**Project: #3**

**Client:** Chubb Group of Insurance Companies – Speciality Insurance

**Role: Senior Test lead - Automation Oct 2011 to Mar 2013**

**Project Description:**

Cyber-Security product in the CSI eXPRESS system provides the business with the ability to sell and support the product. This product was implemented as a Primary and also as an Excess product. The current CSI eXPRESS system acts as the platform to capture pertinent information on customers and brokers, Submit, Rate (Primary only), Quote, Book and Issue this product. Cyber-Security primary product was rated using the current Rating Application and the Excess product was rated using Excel spreadsheets.CSI eXPRESS systems also provides the Policy Maintenance functionality such as mid-term Rating, Renewals, Cancellation and/or Termination and the product reporting was available through CSI eXPRESS reporting. The upgrade and versioning of the CSI eXpress are done through the various compliance releases.

**Roles and Responsibilities:**

* Responsible for understanding business requirements and formulating BRD and signoff from business for same.
* Do a proper data profiling based on requirement.
* Do a high level validation in every phase of the project.
* Actively participate with UAT team / Business during the validation and if require initiate the CCR document for enhancements or the bug fixes.
* Helping the QA teams to put up the required FSD / TD / RTM mapping documents.
* Involved in developing/maintaining QTP Scripts for testing.
* Come up with a quick resolution in case of any issues during QA testing.
* Maintained automation excels and html QTP Reports to support ongoing needs.
* Participated in the Defect triage meeting of each release
* Actively participate in the Test Plan Walkthrough with BA-QA team
* Communicate project status to project sponsor, all team members, and other relevant stakeholders and involved parties.
* Negotiate and resolve issues as they arise across areas of the project and where they impact on other activities.
* Worked on Framework manager to import automation data scripts to improve the accuracy of execution of minimal manual effort.
* Used excel macros as data sources for generating data sheets in QTP.
* Participated as a Process champion for audits, IDE, PHS and process compliance activities

**Project: #4**

**Client:** ACE Insurance – Property and Casualty Insurance

**Role: Test lead - Automation Jan 2011 to September 2011**

**Project Description:**

ACE Online (AOL) is an e-Commerce platform to generate quotes and policies for P&C products.ACE Online is a Broker Extranet system for Broker intermediary business. Primary users of Ace Online are Brokers, Underwriters and Business Development Manager. It is an e-Commerce Platform which was developed in the year 2005. Currently 45 products are served by Ace Online. ACE Online interfaces with GENIUS and Apollo systems. AOL is capable of performing the following functions in a policy lifecycle-Quote, Bind, Endorsements, Cancellations, Modifications and Product Administration.

For ACE Online (AOL) Regression testing, QTP tool is used to run the test scripts. Based on the project changes, the scripts are also updated to run the regression testing in the testing environments.

**Project: #5**

**Client:** ACE Insurance – Property and Casualty Insurance

**Role: Test lead - Functional May 2010 to Jan 2011**

**Project Description:**

ACE Online (AOL) is an e-Commerce platform to generate quotes and policies for P&C products.ACE Online is a Broker Extranet system for Broker intermediary business. Primary users of Ace Online are Brokers, Underwriters and Business Development Manager. It is an e-Commerce Platform which was developed in the year 2005. Currently 45 products are served by Ace Online. ACE Online interfaces with GENIUS and Apollo systems. AOL is capable of performing the following functions in a policy lifecycle-Quote, Bind, Endorsements, Cancellations, Modifications and Product Administration.

**Project: #6**

**Client: ACE Insurance – Apollo Interface**

**Role: Programmer Analyst July 2009 to April 2010**

**Project Description:**

Apollo is constructed as a traditional Client/Server application with visual basic application and DB2.The initial objective for the project were to eliminate paper and deliver the daily mails to the user’s desktop electronically. It use vignette that provides rapid access archival and backup for all documents stored on the system. The main function of this application is with policy, claims and underwriting. The policy details like policy no, name address with claims details transfer to various interface like meridian, genius and processed in both genius and Apollo. All other interfaces like aceii, system6 are combined to transfer policy documents via email.

**Roles and Responsibilities:**

* Responsible for understanding business requirements and implementing the proof of concept for the automation requirements and signoff from business for same.
* Do a proper data profiling based on requirement.
* Do a high level validation in every phase of the project.
* Develop Project Plan, Monitor and manage the project schedule.
* Ensure Project meets requirements and objectives.
* Communicate project status to project sponsor, all team members, and other relevant stakeholders and involved parties.
* Negotiate and resolve issues as they arise across areas of the project and where they impact on other activities.
* Understand the Business logic involved in the reports and guided to offshore to design Test design artifacts and the reports according to the requirements.
* Bug Reporting and Tracking through Quality center- Test management tool.
* Involved in the preparation of Test suite, test plan and test script development for automation process.

**Organization: Prolog Technologies**

**Client:Senlogic Systems and Solutions**

**Role: System Architect Oct 2006 to June 2009**

**Description:**

Prolog technology is an instrumentation industry company doing online weighing application for Indian Railways. They integrate maximum of 32 weighing bridges through internet application.

The software application receives all weighbridges information and they are logged in database. The data are arranged in a specified report.

**Roles and Responsibilities:**

* Responsible for understanding business requirements and formulating BRD and signoff from business for same.
* Do a proper data profiling based on requirement.
* Do a high level validation in every phase of the project.
* It is based on the Microsoft VB technology and database handled through SQL.
* Preparation of Test scenarios, Test Cases, Test data and Execution.
* Test script for integration testing and sanity testing
* Diagnose the bugs in code and shared the analysis to developers
* Deployed packages, folders and content store from a development environment to test and then to production environments.