LAKSHMI PRIYA

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**SUMMARY**

A Senior Software test engineer, with 9 years of experience, in the area of Mobile App Testing using (SOAP

UI&REST),web service testing,ETLTesting and Manual Testing of assignments related to **Banking** (Payments and

Credit cards etc) ,client interaction, Test modules planning, scheduling, Ensuring Quality, have expertise in Mobile

Applications like Win6.1, Symbian, iPad, Android using devices and emulators.

* Working as **Senior Test Analyst** in BKFS from Jan 2019 to present
* Worked a**s Senior Software Engineer** (Acting as lead and BA) at Birla soft for the client Synchrony,GE, SWISSRE and HSBC from July 2013 to Jan 2019
* Worked as **Senior Software Engineer** in XchangingPvt Ltd from May 2010 to June 2012
* Worked as **Test Analyst** for City Group through VIT(Vision Information Technology )Pvt Ltd from July 2008 to May 2010
* Worked as **programmer analyst** at Cognizant Technology Solutions India Pvt Ltd, Chennai from October 2006 to April 2008

**COMPETENCIES**

* Worked in overseas for the client (monitise),UK for Phase 2 UAT and Production support
* Hands-on experience in software testing applications and functionalities of mobile handsets.
* Having knowledge in mobile technologies like GSM, GPRS, WAP
* Exposure to applications like NORKOM/DETICA/BAE’s Watchlist Manager/Name Screening and Case Management with conceptual understanding of banking sector
* Hands-on experience in Handling team, preparation of Test Cases, Bug Report and finaltest report.
* Strong ability in execution of Quality Assurance & Software Testing tools including setting up of test environment, creation of test cases / Test Result analysis, execution of Functional / System / tracking of defects using Quality Center and JIRA.
* Worked on Scrum, Agilemethodology,V-Model,Waterfall model
* Performed Smoke Testing, Functional Testing, Regression Testing, Device Testing, Security Testing & Compatibility testing.
* Issue resolving Coordination with Development counterparts for providing solutions to issues.
* Hands-on experience in ETL Testing using Informatica.
* From QC perspective, played a phenomenal role in helping team implement various testing techniques
* Handled team of 6 in QC domain placed both onshore and offshore for two products
* Impressive success in Manual Testing Projects using Agile methodologies and Defect Management Tools like MTM (TFS) and Quality Centre 10.0.;hence guiding teams with to enhance the performance

**TECHNICAL SKILLS**

**Testing Tools :** SOAP UI/REST (Web Service Testing), Informatica, Selenium, JIRA

**Test Management Tool :** Quality Center

**Hardware / Platforms :** Windows, UNIX

**Version Control Tool :** Prolite 2.0, Winscp

**Operating systems :** Windows NT/2000/XP/8

**Web Technologies :** HTML, XML

**Issue Tracking Tools :** Jira

**Databases :** Sql developer, Oracle, MS SQL Server

**Language :** Java

**Databases :** Oracle 8i, Mainframes

**ACADEMIC QUALIFICATIONS**

Master of Computer Science M.SC (C.S) from ST.Pious P.G College, Osmania University, Hyderabad.

**SUMMARY OF PROFESSIONAL EXPERIENCE**

**Project 1 :**  **Loan Origination Sphere Application**

**Duration** : Since Jan 2019

**Tools** : MTM (TFS) & SQL Server

**Description**: Empower is a state-of-the-art, enterprise-wide loan origination system (LOS) that provides the functionality for every facet of the origination process. This single system delivers the data integrity and security one needs to overcome regulatory challenges, while helping eliminate errors associated with redundant entries in multiple systems. The Empower LOS easily integrates with RealEC Technologies Insight Analytics Suite and delivers capabilities for consumer, retail and wholesale point-of sale channels, first and second mortgage products support, loan fulfilment and closing, pre- and post-closing audit and compliance functions, product and pricing, electronic document management and industry-standard interfaces.

Sales Edge deals with starting stage of the Loan, where a Lead is created collecting the basic details from the borrower, later these Leads are submitted to LOS where these are converted to Loans.

**Responsibilities**:

* Maintaining status calls, functional calls and triage calls
* Acting as a coach to assist various teams to undertake their Agile journey; providing training on the Agile process
* Sending weekly status report to the Production Manager / MS Manager:
* Status report is to reflect the work accomplished, start & end dates, accomplished tasks and appreciations from customer
* Verifying web services API request, responding to data validations in REST protocols
* Preparing high level and low-level test cases according to test plan by applying technical and functional requirement knowledge to ensure that maximum scenarios can be covered
* Review test, validate, and pilot results to ensure that they meet the entry and exit criteria
* Performing Functional, Regression & Ad-Hoc Testing of the application
* Interacting with onsite team for discussing the business requirements and clarifications
* Executing test cases and documenting bugs found during the process of testing
* Participating in internal & external reviews of test cases with various teams in hierarchy and implementing the required changes
* Validating mappings and workflow of the application
* Participating in Status Meetings regularly
* Detecting defects and classifying the same based on the severity
* Presenting QA test status and progress reports as appropriate to top management
* Delivering knowledge transfer to the new team members on mortgage

**Project 2 : Workstation**

**Duration :** July 2017 to Jan 2019

**Environment :** Informatica,Cognos,SQL Developer, HP ALM

**Project Description :** Working in Credit card domain related project handled by a team of around 20 team members. Much of the implementation involved passing of data from front end to FDR and vice versa built on .Net framework. First data query tool is used to condition huge volumes of test data.

**Roles and responsibilities**:

* Involved in end to end (source to target) validations in QA environment
* Validating product through QA related documents like BRD, Test Conditions and Test cases
* Running test cases from Test La of ALM and Logging defects
* Moving Test cases with Pass status to UAT branch
* Actively supporting UAT team members
* Participating in Bug Triage
* Suggesting changes in process for smooth handling of project
* Sending DSR to project stakeholders
* Interacting with clients and explaining impact of bug on business
* Helping peers understand the functionality
* Participating in KT sessions given by Team Lead on Blue Prism and Automation Anywhere
* Worked on POC on non project related areas through Blue Prism, post training
* Involving self on implementation of Automation Anywhere in Work Station
* Testing 3 - 4 projects as and when required
* Actively participating in Smoke testing post deployment of build on Main Stream
* Signing off CS,CX and Fraud related test cases for their implementation from Main Stream to Production

**Project 3**                      **: SWISSRE Reinsurance (SWISSRE)**

**Duration                         :** Dec 2016 to June 2017

**Project Description :**The SWISSRE Reinsurance Application we worked with (SNOW) tool item and tested all

The SWIRISSRE reinsurance products in windows 10 environment.

**Responsibilities:**

* Understanding Functional Specification Document and Use cases
* Involved in validation of the application in windows 10 environment
* Attending day to day Scrum calls and client meetings.

**Project 4 : QA COE DDS (GE Capital)**

**Duration :** Feb 2014 to Feb 2016

**Environnent :** ETL Testing (Informatica)

**Project Description** **:** The Tax Treasury Reporting Application is a reporting tool that creates reports based on data from transactions from one of three treasury systems: ATOM, Infinity or FX Express. In addition, the Application requires daily foreign exchange rates. The application generates a series (Summary and Detailed) reports providing automated calculations for tax foreign exchange gain or loss (“Tax FX”)

**Responsibilities:**

* Understanding Functional Specification Document and Use cases
* Involved in end to end (source to target) validations in QA environment for Tax BI
* Identifying defects and logging defects in ALM & Rally.
* Attending day to day Scrum calls and client meetings.
* Environment: UNIX, Informatica, Cognos, SQL Developer, HP ALM and Rally

**Project 5 : SCDM (Security Compliance Data Matching) (HSBC)**

**Duration :** July 2012 to Jan 2014

**Testing Tools :** Manual

**Technology/ Environnent  :** SQL, Unix,Quality Center, MS Excel

**Project Abstract :** This Project is an integration Security Compliance Data (SCDM) is the group standard client screening and watch list management system. Participating countries/business entities pass new and altered customer data to SCDM for comparison against group and local lists of terrorists, criminals, sanctioned entities and politically exposed people. SCDM is based on a third party package (WLM, Watch List Manager) provided by DeticaNetReveal(formerly Norkom Technologies). The key watch lists used by SCDM are sourced from a third party list consolidation service (World check). These lists are updated daily.

SCDM application now has 5 regional instances (Argentina, Asia Pacific, Europe, North America and Latam) supporting around 65 countries.

**Responsibilities:**

* Performed Functional testing, System testing, Regression testing
* Performed manual testing on different modules of the application by executing the test cases

**Project 6 : Visa Europe (VE)** (**Monitise)**

**Duration :** March 2011 to June 2012

**Testing Tools :** Manual, SOAP UI,REST

**Technology/ Environnent  :** SQL, Unix, Quality Center

**Project Abstract :** Monitise is the largest Mobile Money specialist in the world. We have a single-minded and realistic vision to make money totally mobile across the globe. We’re already working with over 300 of the world’s leading businesses and financial institutions across global territories to make the most of the opportunities this creates. Visa Europe is a payments business, constantly working at the forefront of technology to introduce new, easier, and more secure payment options for our members and their customers. Everyone knows the Visa brand; Visa cards are accepted at millions of places worldwide. We are the European payment system, wholly owned, controlled, and operated by our members – that’s banks and other payment service providers.

**Responsibilities:**

* Analyzed system specification, business requirements and create the detailed test plan
* Participate in SCRUM & addressing project issues with the client
* Creating Defect Analysis, Test Coverage, Traceability Matrix and Test Status Report
* Identify the requirements based on the Use cases derived
* Involved in preparation of test scenarios, test cases, test data for various levels of testing
* Involved in test case review activities and preparation of weekly Dashboard reports
* Preparation of Regression Test Suite, Functional test suite in QC for the various iterations
* Performed Sanity Testing, Functional testing, Regression testing, Web Service testing, Device testing-
* Android, BB,IPHONE& Compatibility testing
* Automated the test cases using SOAP UI,REST services

**Project 7 : Standard Chartered Bank (Monitise)**

**Duration :** May 2010 to Feb 2011

**Testing Tools :** Manual

**Technology/ Environnent  :** SQL, Unix

**Project Abstract** : Monitise will deliver mobile banking and Payment services to Standard Chartered bank (SCB) for its India operations through Mobile Money.Mobile Money will integrate with SCB’s global core data centre and create a secure network linking SCB, Moniise, Carriers and SCB customers in one ecosystem. This will enable SCB-India customers to perform functionalities such as view account details, request statements and cheque books, performtransfers, paybills, pay credit card, perform EMI and local ATM/Branch. These services will be enabled to SCB-India customers via different client platforms such as java, brew and iphone.Monitise will also incorporate into its solution the ability to support registration via SCB-Indiaexisting access points –Online Banking website, ATM, Call Centre as well as via device application stores (iphone’s app store, Brew app stores)

**Role :** Module Lead-Testing

**Responsibilities:**

* Understand the business requirements and preparation of Test cases
* Execution of prepared test cases in SIT

**Project8 : ECS + Conversion (Citi Bank)**

**Duration :** Aug 2008 to May2010

**Testing Tools :** Manual and vision plus Testing

**Technology/ Environnent  :** CICS, Oracle, Unix

**Project Abstract :** ECS + migration seamlessly to migrate the card India system to ECS +.Interfacing solution for front end Interactive Voice Response (IVR) channel of Citi India which would be connected to ECS + as part of ECS + migration project.IVR channel of Citi India would be retained as it is but back –end processing would be routed to ECS +. Citibank consumer banking customers use citiphone a touch – tone IVR (Interactive Voice Response) system to access variety of banking services**.**

* To get the Total outstanding on credit card and relationship cards with statement month, Total billed amount as per last statement, Payment due date, Minimum amount due and available reward points.
* To get the statement month through Fax,Mail and Email
* To select and change your TPIN code, Get New APIN and IPIN
* Recharge of mobile bill and Payment of mobile bill.
* To reissue or block your card

**Role :** Module Lead-Testing

**Responsibilities:**

* Understand the business requirements and preparation of Test cases
* Execution of prepared test cases in SIT, UAT and PAT.

**Project 9 : NPE-WEALTH PASSPORT-(NORTHERN TRUST BANK)**

**Duration :** Jan 2008 to April 2008

**Testing Tools :** Manual Testing

**Technology/ Environnent  :** J ava

**Project Abstract :**  Northern Personalized Enrolment application is a dedicated site developed for the high end customers of Northern Trust Bank who are categorized as elite group.

The project includes different modules as Aggreagation, PartnerShip Reporting, PartnershipAccounting, AccountConsultant & Maintenance, Alerts, HostedCalender, FillCabinet, ImportRoutine, OnlineReporting, Transactions.

Transactions module or Personal Money Moment (PMM) allows you to transfer money from one account to another.Two types of transfers are there with in the bank accounts and the other one is wire transfer .It contains Front end as PMM(Personal Money Moment) which is a java based application from PMM request is send in the form XML to WCM(Web Cash Moment) which is a db2 database where the actual cash flow happens.

**Role :** Team Member-Testing

**Project10 : AP2DECOUPLE-(AMERICAN EXPRESS)**

**Duration :** September 2007 to Jan 2008

**Testing Tools :** Manual Testing

**Technology/ Environnent :** Java

**Project Abstract :** American Express is one of the leading Credit Card providers in U.S offering various business models to public and institutes. Before implementation of this project the rates were hard coded and were displayed by picking the respective components from Content Management Database.  Business thought that showing up of different offers to the customer will be a problem. So they want the rates to be displayed dynamically. The project includes fetching of database- rates from the 3rd party system (ATS) and store is in the local database through batch programming.  The request query raised by the user of card will able to see the interest rate, Period and fees (if any) are calculated and displayed dynamically

**Role :** Module Lead-Testing

**Responsibilities:**

* Understand the business requirements and preparation of Test cases
* Execution of prepared test cases
* Defect logs in Quality center

**Project11   : CWRR3A-AMERIPRISE FINANCIAL – (AMERIPRISE)**

**Duration :** April 2007-August 2007

**Testing Tools :** Manual Testing (Quality Center 9.0 & Mainframes)

**Technology/ Environnent :** Java, Mainframes

**Project Abstract :** Ameriprise financial is a company offering financial advice and products. It is the successor to American Express Financial Advisors (AEFA), which was a subsidiary of the American Express Company. Ameriprise Financial brand made it necessary to develop new client web site architecture and design that positions the My Financial Accounts (“FA”) client site and the entry point to client Ameriprise web activities, this project will build new capabilities for online users who are Ameriprise clients to improve the overall online client experience.  The existing online registration, authentication, and authorization processes for accessing Ameriprises websites, compliance risk, and tarnished brand perception. By improving the online experience for high-value Ameriprise clients, this project will increase client satisfaction, deepen relationships, increase assets under management, and achieve competitive parity in the online space.

**Responsibilities:**

* Preparation of test scripts
* Execution of Test cases
* Defect logs in Quality center and Prolite
* Involved in Functional and Compatibility testing

**Project12 : PINNACLE -(AMERICAN EXPRESS)**

**Duration :** Oct 2006 to April 2007

**Testing Tools :** Manual Testing (Quality Center 9.0) and Automation using Q.T.P

**Technology/ Environnent :** JSP, J2EE, HTML, Oracle

**Project Abstract :** Pinnacle is a web based application; it deals about the membership rewards enrollment and shopping cart activities for the different card product. It has two main modules (Core and Points Advance). Core module deals with the process of enrollment, purchasing the points, Reinstating points, authorization to the supplementary cards, Travel partner linkage and points advance details of the account holder. Points advance module deals with redemption process of rewards for the different card holders based on the category. Points advance module has three main process modules (Adding a reward to cart, moving the reward to wish list and doing regression for redemption process).

**Responsibilities:**

* Execution of Test cases for entire modules.
* Defect logs registration in Quality center
* Involved in Functional and Compatibility testing