

# GOPIGANESH RAJENDRAN

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## **Summary:**

Software professional Engineer with 14 years of experience in the IT industry with a focus on Business Requirement Analysis, Functional system design, Development, Quality assurance & testing which includes all testing processes and implementing overall engineering software process life cycle(SDLC). Have strong experience in web & windows applications and window & mainframe environments.

Excellent understanding of Software Engineering Standards and engineering processes.

Experienced in multiple industries including Banking, insurance, finance, government, & utilities. Environments include web, client/server, and mainframes.

Excellent organizational, interpersonal, and communication skills with the flexibility and skill required to adjust to tight schedules, limited budgets, and frequently changing work priorities.

Experienced people leader of on-shore and off-shore teams, including hiring, mentoring, and performance appraisals.

Skilled instructor and project facilitator, with an understanding of the Software Development Life Cycle from initial conceptualization, product analysis, release management process, end-user training and support.

Responsible for interacting with business partners to identify information needs and business requirements for reports.

Attended seminars, knowledge enhancements sessions and training on best software practices, Rational Unified Process (RUP), Waterfall and AGILE Process.

Insightful experience in project management activities like, estimation, creating WBS, Test Planning, Test Effort Estimation, Test design and execution, Test Environment Management, Defect tracking and E2E, UAT testing phases, status reporting, timely delivery of the task at acceptable levels of quality and adheres to best testing practices.

Proven track record in Project Management, QA Process Setup, Testing Methodologies, Client Coordination, Test Planning & Strategies, Metrics Collection and Control Management.

Effectively deployed Risk Management process, Monitoring and Control process for increasing project success rate.

Experienced in System, Functional, Integration, & Database Testing and experienced in executing/updating the Automation/Regression test scripts.

Excellent communication skills and leadership qualities. Proven track record of understanding customer needs and delivering solutions, within time and budget constraints and setting realistic client expectations.

**Education:**

**Anna University, India**

Bachelor of Engineering (B.E), Computer Science

## **Personal Details:**

DOB : 03-JUNE-1984  
Nationality : Indian  
Passport NO : K8568998

## **Visa Details & Onsite Assignment:**

Holding USA B1/B2 VISA valid up to 20-Sep-2020  
Have worked in San Francisco, CA, USA in H1B Visa for 3 years

Have worked and coordinated with the team from onsite & off-site and responsible for successful releases.

## **Accomplishments:**

1. **Received World Annual Conclave(WAC)award** for leading the US Payroll and Retail Banking QA team and key contribution on COE.
2. Awarded **Gold coin twice in the last 4 years** for driving the critical projects from EGS and implementing automation frameworks.
3. Submitted **Idea/Save projects** in last 3 years,
  - Gross-to-Net Auto-formulae and the **improvement of 1046 hours annually**, which is equivalent to **\$20,515**
  - Auto Check date updates and the **improvement of 103 hours annually**, which is equivalent to **\$1087**
  - QC Audit Automation and **the improvement of 248 hours annually**, which is equivalent to **\$7634**
4. Awarded for **Leadership and Personal Accountability by the USA management** for leading and managing the India Testing team in delivering the key projects of payroll application without any production defects.
5. Received multiple **Shared Success Awards for project deliverance**, recruitment, tools implementation and conducting various cultural and entertainment events in the organization.
6. Certified in Scrum Master (**CSM**).

## **Technical Expertise:**

### **Programming Languages->**

VB 6.0, VB.NET, ASP.NET, COBOL

### **Databases->**

DB2, MS SQL Server, MS Access, FoxPro

### **Client Side Scripting->**

VB Script, HTML, XML, Jscript

### **Testing Tools->**

Quality Center, QTP/UFT, Selenium, ClearQuest, JIRA, DotCover, TFS, SpecFlow

### **Other Tools->**

Crystal Reports, JAWS, TOAD, MS Office & Project Server, Cucumber/Gherkin

## **Mainframe Applications and Environments->**

TSO/SDSF, Spufi, INSYNC DB2/IMS, MQ Series, Batch Job Utilities, File-Aid, Hogan CIS, IDS, PCD

## **Professional Experience:**

### **Wells Fargo India Solutions, Hyderabad, India** **Business System Analyst – 02/2019 to present**

Solutions-driven business analyst with experience leading cross-functional teams in the development, documentation and delivery of process innovations driving the attainment of business goals.

#### **Roles and Responsibilities:**

Subject Matter Expert and Advisor on Retail banking IT solutions entailing implementations across the region.

Working directly with product owners and stakeholders to elicit their feedback on customer satisfaction items.

Facilitating requirement JADs, root cause analysis and other requirements workshops.

Conducting requirements training sessions and developing best practices for product delivery.

Partnering with Development Leads to identify opportunities for better collaboration and process improvements

Collaborated with the business team in solution development and implementation; presented the business solution to the project team.

Translate stakeholder requirements into over 10 different tangible deliverables such as functional specifications, user cases, user stories, workflow/process diagrams, data flow/data model diagrams.

Created and reviewed functional test cases and audited the functionality on the quality of deliverables at intervals.

Co-ordinated the preparation of manuals and training materials.

**Environment:** Java, Jenkins, Tomcat, ASP.Net, ALM, Jira, Hogan, SpecFlow, MS-Office & Project Server.

### **Wells Fargo India Solutions, Hyderabad, India** **Systems QA (Functional & Automation) Lead – 04/2016 to 01/2019**

Worked as QA Lead in ETS-ESQA supporting Community Bank Technology (LOB) for **Stores, SVP** is an application used by bankers for retail banking products and **BPS** (Business Payroll Systems) product, is a Special Feature for the Wells Fargo Bank which includes US Taxation and Payroll Submission.

#### **Roles and Responsibilities:**

QA Lead to work with multiple projects in a release and **lead a team of 10-12** quality assurance analysts and engineers.

Lead day-to-day direction and planning for regression and functional testing for new and existing software applications.

Managed contractors to provide testing artifacts, standards and support for testers and hired/**trained and supervised software quality assurance staff members.**

Develop QA Test Plan and Test Cases, create and execute Test Scripts using Mercury Interactive Test Suite and Clear Quest to validate the functionality of mainframe and web applications.

Increased testing coverage and repeatability while reducing time required to test large legacy applications by **implementing more robust automation scripts within the group.**

Managed and Supplemented functional requirements with wireframes, mock-ups, workflow diagrams and other tools to communicate requirements.

Conducted regular status calls and project-check calls with tech team and business team to

better understand and manage client expectations.

Involved in identifying the **functional test cases to convert to automated scripts using BDD framework on Selenium-Cucumber framework.**

Estimated QA Oversight tasks for the proposed project: **Test Coordination, Perform Ambiguity Reviews, Collect Defect Tracking, and Metric Reporting.**

Educate other corporate IT groups on the quality assurance role and how to leverage quality assurance in their processes.

Facilitated kick-off calls and orientation sessions for offshore resources based in India to train them on the various issues and expectations regarding the project deliverables.

Involved in **preparing the Test Scenarios and Test Cases** and ensuring 100% Test coverage (Includes Functional / Non Functional and Edge Testing Coverage).

Held Defect Tracking meeting on a daily basis with Business and Development to ensure that the defects have been fixed in due next build deployment.

Implemented the Bank's Best QA practices while Test Analysis /Design and Execution activities.

Used **several internal products of Bank and dashboards regularly to ensure the Bank's Risk and**

Compliance Policy.

Experience in **debugging the issues at production environment** and providing accurate root cause analysis on the same

Fully involved in project meetings and made valuable contributions to every assigned task.

Reviewing **QA testing lessons learned from the project** and closing the activities related to testing.

Estimated QA Oversight tasks for the proposed project: Test Coordination, Perform Ambiguity Reviews, Collect Defect Tracking, and Metric Reporting.

Validated Implementation Plans and participated on **Go/no Go decisions** for the proposed project release installs.

**Environment:** Windows, ASP.Net, SQL Server 2008/2012, ALM, QTP/UFT, Selenium, TFS, Jira, Hogan, DotCover, JAWS, SpecFlow, MS-Office & Project Server.

## **SQA INC, CA, USA**

Senior QA Analyst – 01/2008 to 05/2010

Worked as Senior QA Analyst in various industries & applications includes the areas of **Banking** (Customer Information System-CIS, Integrated Deposit Systems-IDS, Credit/Debit Cards Processing System, Online Banking System, Account Products Services), **Insurance** (Claims Processing, Policy Information, Producer Compensation), **Accounting** (Budget, Payroll, Payable/Receivable), **Human Resources** (Manpower, Personnel, Benefits Administration), **Manufacturing** (Logistics, Quality Management), and Management Reporting.

### **Client:**

**Wells Fargo Bank, San Francisco USA**

Role: QA Analyst/Engineer Business  
systems: Financial Services

### **Roles and Responsibilities:**

**Develop QA Test Plan and Test Cases, create and execute Test Scripts** using Mercury Interactive Test Suite and Clear Quest to validate the functionality of mainframe and web applications.

Synthesize complex concepts, identify robust test scenarios based on business requirements and translate into business friendly test script documentation to demo proof of concept of test to business users and project team members.

Managed requirements and ensure proper test coverage and work closely with the Business Analysts and other QA Analysts of middleware and front end channels to review the designs of systems, implement test plans, and support end-to-end testing to ensure the quality of software.

Analyzed the use cases and **formulate test cases to validate the business rules**, functionality and integration between modules.

Executed GUI, Functional, Integration and Regression Testing and implemented automated scripts using macros and QTP on Claims Application and various interfaces.

**Conducted backend functional tests (SQL Query) and verified the data updates** and implementation of business algorithms.

Created **test data performed end-to-end tests manually and verified the business workflow** and supporting for end-2-end test for different applications.

**Conducted regression tests on batch jobs**, verified data updates to application databases.

Examined various types of the **Web Service request(REST API)** and response based on the Business requirements using SOAP UI in client network

Major **involvement in Regression failures due to customer data problem**. Interact with data team to fix the data problem.

Validated Implementation Plans and participated on **Go/No Go decisions** for the proposed project release installs.

Tested the **audit reports like, Customer Batch/Online Audit Journal** and Online Operator Maintenance Report in AXIS environment that reflect the changes of new screen that is build.

Tested the **MQ series XML messages in TSO Archive region for customer & account products** in SPUFI TSO region for all change notifications and maintenance done for the transactions in the 3270 screen.

Created several data set names in **TSO** region to perform the **SQL queries** and created own

**copybooks** and validated against the input data set names using the **INSYNC** utility.

**Environment:** Windows, Mainframe z/OS IMS, Hummingbird, CICS, Hogan CIS, Hogan IDS, TSO/ISPF, SDSF, DB2, WMB MQ Series, SPUFI, JCL, Batch Job Utilities, File-Aid, XMLSPY, Soap Scope, TOAD, Quality Center, , Clear Quest, QTP, MS Office



## **Fusiontec Software, Chennai, India**

Software Engineer – 08/2005 to 9/2007

Software Engineer with Fusiontec Software dedicated in VB.Net, ASP.Net, SQL Server 2000/2005, Ms Access and Crystal Report. Project to develop store inventory and supply management system and worked on modules to create masters like Standard Recipe's (BOM) for base products and to create the opening stock details with Material and Product wise.

### **Clients:**

**Accountant General of Secretariat(AGS), Central Govt of India**

Role: System Analyst

Business systems/Project Name: Asset Management System

**Saint Gobain Glass International Pvt Ltd**

Role: Software Developer

Business systems/Project Name: Supply Chain Management System (ERP)



**Public Health Care**

Role: Junior Software Developer

Business systems/Project Name: Healthcare Management systems

### **Roles and Responsibilities:**

Participated in the project life cycle, from analysis, Development, testing and production implementation.

Coordinated with end users and business analysts to understand Business workflows and Requirements and resolve ambiguities.

**Analyzed the business transactions, user profiles and task distribution** in n-tier architecture and studied the requirement to develop functional specifications.

**Code generation as per the requirement and Maintenance Design, coding** and analyzing the data integration and backend functionalities.

Analyzed the ER diagrams, data models and data migration rules to develop test scenarios.

**Preparation of the Low Level Design Document and Unit Test Plan.** Developed Test Scenarios to verify the database functionalities, data migration flows and data integrity.

Performed functional tests to validate the GUI functionalities, workflows, navigation and security features. Identified business critical transactions and categorized test cases for automation and developed test scripts.

Performed backend tests to validate the functionality implementation using Triggers and Procedures and conducted field to field validation checks, verify the column constraints and database objects.

**Performed GREY-BOX tests on application functionalities and verified the interfaces** to content management servers, validated backend functionalities, processes, and middleware components.

Responsible for **monthly warehouse loads and daily data mart loads**, OS and database upgrades, troubleshooting, and administration.

Tuned and optimized databases, which enabled required Federal reporting to be completed on-time, saving the company from paying significant fines.

Evaluated **IT helpdesk solutions** and deployed best choice application.

**Environment:** Windows, VB.Net/VB/VBA, ASP.Net, SQL Server 2000 & 2005, XML, XSLT, FoxPro, Tally, Crystal Reports, MS-Office