Nandhakumar Krishnan

Senior Software Quality Assurance Analyst

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Certified Software Tester with 15 years of experience in Senior Software Quality Assurance,automation testing,agile methodology,software testing,ms sql server,regression testing,functional testing,mainframe testing,guidewire testing,confluence,jira

PERSONAL INFORMATION

✉ **Email**
nandadv7707@gmail.com

☐ **Mobile**
8122342898

💼 **Total work experience**
15 Years 0 Month

CORE COMPETENCIES

- SharePoint
- MS SQL Server
- Sql Server Db
- QTP , QC and Selenium
- Confluence
- JIRA
- HP Alm
- Guidewire

KEY SKILLS

Senior Analyst
★★★★★

QA Team Manager
★★★★★

Software Quality Assurance
★★★★★

automation testing
★★★★★

agile methodology

PROFILE SUMMARY

As a certified and experienced Software Tester, I have excellent expertise in software testing methodologies, software testing tools, analytical and organizational skills. With 15 years of extensive experience in end-to-end testing, functional testing, system & system integration testing on multiple platforms in large scale projects, I have developed a strong knowledge and QA experience in Guidewire Insurance Suite. My experience includes working as a senior tester on previous projects, creating test scenarios, test cases, and test data based on system requirements specifications, and executing tests in multiple environments. I am also skilled in regression testing, mainframe testing projects for financial & insurance domains, and writing SQL queries for data validation testing in database servers. I have experience working in an Agileiterative development environment and creating test strategies, test plans, and test case design techniques based on project requirements.

EDUCATION

2010 ○ PG Diploma
Red River College

2006 ○ B.Sc
University of Madras

WORK EXPERIENCE

Feb 2019 - Nov 2023 ○ Senior Software Quality Assurance Analyst
Toronto Dominion [TD] Insurance / Deloitte

TD Canada is implementing a new tool, GuideWire Insurnace Suite -complete

★★★★

software testing
★★★★

ms sql server
★★★★

regression testing
★★★★

functional testing
★★★★

mainframe testing
★★★★

guidewire testing
★★★★

confluence
★★★★

etl testing
★★★★

quality assurance
★★★★

jira
★★★★

OTHER PERSONAL DETAILS

Date of Birth	07-Jan-1986
Gender	Male
Address	1/311 kalathumettu street, kottivakkam
City	Chennai
Country	INDIA
Marital Status	Single / unmarried

system of record and supports the core functions of the policy lifecycle, including product definition, underwriting, quoting, binding, endorsements, and renewals. PolicyCenter is built on modern web technology, based on industry standards, with no legacy code. Policy conversion projects main goal is to transform the millions of policies with unique diversified policies to the new Guidewire insurance system with less hassle and more accuracy towards data flow from legacy to Guidewire systems. Responsibilities Include: Perform system integration testing for guidewire commercial Auto and property policies. Validation of Auto and property policies for new submission workflow in policy center. Validation of renewal, cancellation, policy change workflows to ensure that the requirements match with the policy flow for different policy transactions. Create and review test cases with the product leads to ensure that the test cases match the business requirements Complete the test execution of story cards and provide functionality demo to product owners and other stakeholders Validate that the policy center and Billing center integration is working properly for both policy center and billing center. Create defects in JIRA, assign and coordinate with DEV team to ensure the defects are interpreted and prioritized by the developers. Participate and contribute different business scenarios in the user story elaboration meetings with Business team. Perform system testing in Agile methodology, detect defects and. confirm the development team to track the issue as defect Perform test execution to validate the policy information are converted properly from legacy to Guidewire systems. Set up meetings and walkthrough with functional stakeholders (DEV team & Business analysts) to ensure the requirements matches with the business needs. Participate in Daily Scrums to provide test status and issues/concerns to the team. Assist in End-End testing, coordinate with cross-functional team (product owners, business analysts and

(product owners, business analysts and developers) and manage resolutions for issues encountered in testing Technical Environment/Applications: Guidewire Insurance Suite- commercial lines, JIRA, HP ALM, Confluence, MS SQL Server, SharePoint.

May 2015 - Jan 2019

Senior Software Quality Assurance Analyst

Aviva Canada Insurance

Aviva Canada is one of the country's leading providers of property and casualty insurance, covering homes, cars, recreational vehicles, groups and businesses. Aviva's team of more than 3,000 employees in over 25 locations serves 1,700 broker partners and three million customers. The main objective of project horizon is to replace the existing insurance operational capability with Guidewire Insurance Suite with mobile and portal systems. Understand, analyze user stories in agile methodology and perform web application & mobile testing for online portal system- integration & end-end testing with Guidewire Insurance suite. Responsibilities Include: Create test scenarios and test strategies based on user stories for customer portal integration with policy center [Auto and Property] and multiple downstream. Understand and analyze user stories to create test cases in Quality Center and map the test cases to requirements. Participate and contribute different business scenarios in the user story elaboration meetings with Business analysts. Perform system integration testing and web/mobile testing to ensure portal application and policy management tool (for customers) is integrated with policy center as per business expectations. Create and maintain test case documentation and record issues encountered in testing as defects. Provide test estimates based on business requirements delivered from the business team. Create and maintain test case documentation and record issues encountered in testing as defects. Set up meetings and walkthroughs with functional stakeholders (DEV team & Business

analysts) to ensure the requirements matches with the business needs. Create defects in HP Quality Center, assign and coordinate with DEV team to ensure the defects are interpreted and prioritized by the developers. Plan and create Automation scripts for portal pages in Selenium Web Driver. Learning Java with Selenium web driver to perform automation testing for insurance portal sites. Participate in Daily Scrums to provide test status and issues/concerns to the team. Assist in user acceptance testing, coordinate with cross-functional team (product owners, business analysts and developers) and manage resolutions for issues encountered in testing Accomplishments: Completed testing for policy management tool for customers in very short span of time. Received recognition from manager for finding show stopper defects and helped to provide solutions in many scenarios Technical Environment/Applications: Guidewire Insurance Suite[policy center], Insurance portals, Customer policy management tool, JIRA, Rally Bug tracking tool, HP ALM, Beyond Compare, Fire path, Lotus notes and Share point.

Nov 2013 - May 2015

Software Quality Assurance Analyst

Wawanesa Insurance

Wawanesa is a Canadian mutual company owned by its policyholders. It is one of the largest property & casualty insurers in Canada. Strategic System Renewal (SSR) project is about replacement of existing policy administration system with the Guidewire Insurance Suite. The main objective of reporting project is to address the operational, management and regulatory reporting requirement as well as enhance our document composition and document management capabilities. Understand, analyze user stories & perform the functionality, System integration & end-end testing in Guidewire Insurance suite related to property and casualty. Responsibilities Include: Create & execute test scenarios based on user stories for policy center and billing

stories for policy center and billing center functionality based on line of business[Auto and Property] Validate the complete workflow of a policy from new submission, policy change, renewal, and rewrite to policy cancellation. Ensure all the policy workflows are working as per the business requirements and generating necessary policy/billing documents. Understand user stories and develop test scenarios to ensure policy documents are triggered for all possible scenarios in policy center and billing center. Set up meeting with system analysts and business analysts to ensure that the trigger scenarios or document scenarios in policy center /billing center is valid. Perform XML payload (generated from Guidewire) validation ensure all data are valid as expected & Edit XML file to perform policy documents testing. Triage XML if there are any discrepancies in the data and discuss with developer to identify the cause of data error. Generate document from validated XML payload through SoapUI Xpression web service to ensure all documents are generated Validate the document content and ensure that all static and dynamic data are present as per the requirements. Participate in daily scrum meeting to update the status and raise any testing concerns to project manager and QA Manager. Document test scenarios, test cases, test results and test status & maintain the test documents in SharePoint. Maintain test cases and other test artifacts in Quality center. Train new team members about the project test processes and applications under test. Provide improvement suggestions and testing estimate for the project based on project experience. Create knowledge transfer documents for other team members. Collaborate closely with development team to understand the requirements and support to analyze and resolve issues. Accomplishments: Received several appreciations from QA manager and business for identifying critical requirement defects and system logic defects at early stage of iterations.

Received appreciations for completing several stringent deadlines on time by working extra hours during weekdays and weekends. Technical Environment/Applications: Guidewire Insurance Suite[policy center and Billing center], Rally Bug tracking tool, HP Quality center, Sonic message manager, Soap UI, Ultra Edit XML editor, Lotus notes, Share point.

Software Quality Analyst

IC Group LP

Understand requirements and web copy deck to handle web application and mobile testing single-handedly to deliver best end product to the client. Responsibilities Include: Understand requirements and develop test approach, test scenarios and test sheets. Create test scripts using Selenium for regression in websites for development, UAT and production environment. Train offshore team members on applications under test and coordinate offshore team with the automation test script development. Assign tasks to offshore team based on the testing tasks and offshore resource availability. Perform web testing execution, report bugs in the bug tracker with suggestion and recommend solutions for the bugs. Perform data verification testing in SQL Server 2008 by creating SQL queries to retrieve data. Maintain and update test sheets for different projects based on the change request from the client. Participate in Project Kick off, QA kick off, deployment and other post deployment meetings as part of QA testing process. Provide improvement suggestions and testing estimate for the project based on project experience. Create knowledge transfer documents for other team members. Collaborate closely with development team to understand the requirements and support to analyze and resolve issues. Accomplishments: Received awards as best performer in the company. Worked in pilot projects and received appreciations from top management for meeting critical deadlines and successful product launch. Provided suggestions and

launch. Provided suggestions and solutions that set aside financial impact for the company. Worked in testing assignments for many major US clients. Trained team members about content management systems which is used for developing web pages. Managed multiple testing assignments successfully. Technical Environment/Applications: Microsoft SQL server 2008, Microsoft outlook, Share point, Litmus testing tool, Google Analytics reporting tool, Internal reporting tools, Daptiv bug tracking tool, Sitefinity-Web Content Management System, Fire bug.

Jan 2008 - Jul 2009 Assistant Software Testing Engineer
Ameriprise Financial (Infosys Technologies)

Responsibilities: Understand and analyze the requirements during the requirement analysis phase of the project by attending conference calls with business analysts, onsite project coordinators and development team. Assisted test analyst to prepare the test plan document for the project. Prepared test cases to test each system requirements and demonstrate the actual test results and the expected results. Create and maintain test scripts, test scenarios, testing status report and test data set up for testing the software applications. Perform web testing for online brokerage system to make sure all the functional requirements are met as per the system requirement specification. Analyze and run mainframe jobs to generate the different account summary reports of the client and validate the reports. Act as assistant configuration controller to make sure all project related documents are available in the network folders. Perform data set up and testing in financial systems like phase3, BIDS (DB server). Utilize automated test tools to increase efficiency and test coverage. Collaborate closely with development team to understand the requirements and support to analyze and resolve issues. Accomplishments: Identified critical errors in the initial round of testing as part of testing life cycle which

helped to develop near zero defect software applications for the clients. Developed documentation for phase3 system (Server) to help the newcomers to learn the system easily. Served as the single point of contact for the system assigned to me for validation and interacted directly with the onsite counterparts to understand the systems and requirements. Managed a product release with an extremely short timeline, delivering it to implementation team ahead of schedule. Trained and supervised junior team members about different systems and processes. Managed multiple testing assignments on two modules successfully. Received several appreciation mails from clients for meeting show stopper deadlines. Technical Environment/Applications: QC, QTP, CICS, Visual Source Safe, Putty (DB Server access), TSO (mainframe), SQL, Visual Basic 6, HTML, Lotus notes.

Jul 2006 - Dec 2007

Application Engineer

Cybernet slash support india pvt ltd

- Providing web application front line support for small office home office wired and wireless routers, switches, wired and wireless print servers, wireless access points, wireless range expanders. - On-call documentation of customer information and troubleshooting steps in the CRM tool. - Train new team members about the products and processes. - Monitor junior team members??? calls and provide suggestions to improve the technical and troubleshooting skills. - Handled Level 2 (paid support) calls and provided excellent solutions. - Follow up with customers after resolving the issues. - Test the networking products to ensure that the hardware functions based on web application configuration - Find relevant solutions for more frequently occurring issues.

Projects

-736118 Days ○ **Guidewire Implementation project**

Aviva Canada is one of the country's leading providers of property and casualty insurance, covering homes, cars, recreational vehicles, groups and businesses. Aviva's team of more than 3,000 employees in over 25 locations serves 1,700 broker partners and three million customers. The main objective of project horizon is to replace the existing insurance operational capability with Guidewire Insurance Suite with mobile and portal systems.

546 Days ○ **Guidewire Implementation**

Wawanesa is a Canadian mutual company owned by its policyholders. It is one of the largest property & casualty insurers in Canada. Strategic System Renewal (SSR) project is about replacement of existing policy administration system with the Guidewire Insurance Suite. The main objective of reporting project is to address the operational, management and regulatory reporting requirement as well as enhance our document composition and document management capabilities

762 Days ○ **Web application development and maintenace**

Develop and deliver marketing products for clients. Marketing products are tested in-house and deliver near zero defect products to clients as it reaches consumers directly.

-733532 Days ○ **Testing the web applications and basic mainframe activities**

Pls refer the attached resume

Application engineer

Linksys Routers are the perfect solutions for newly established small business network. The heart of network, Linksys routers connects wireless or wired ethernet devices to the network, to communicate as well as connecting several computers securely to the internet using a single broadband connection Linksys, A division of CISCO Systems is the recognized global leader in VOIP, Wireless and Ethernet networking. Based in Irvine, California, Linksys specializes in products and solutions that provide effortless and economical sharing of broadband internet connection, files, printers etc??????

COURSES & CERTIFICATIONS

○ Certified Software Tester Foundation Level from CSTB

Application engineer