

Ravi Ragala (PMP®&CSM)
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QA Project Manager
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- ◆ 15+ Years of experience which includes QA Project Manager, Test Manager, Test Lead, Test Service Delivery Management, Audit Configuration Management, Environment Management.
- ◆ 8+ Years of Client facing **onshore** experience.
- ◆ 5 years working experience in an Agile development environment and Worked as SCRUM MASTER (Project Manager) and a certified PMP & CSM.
- ◆ Involved in performance measurement and people management.
- ◆ Domain experience in Insurance, Re-insurance, Banking and Retail Industries.
- ◆ Extensive experience with analysis, design, testing, implementation of software applications.
- ◆ Leverage technology - tools, automation, advanced data techniques - to increase productivity and team member impact.
- ◆ Extensive exposure to Salesforce Marketing, Sales and Service cloud (Classic, Lightning & Salesforce1-Mobile).
- ◆ Experienced in automation testing on Web applications using **PROVAR** (Salesforce Automation tool), perfecto and Selenium.
- ◆ Insightful knowledge of Project Management activities which include elements such as Effort estimation, developing project plan (WBS), monitor, change control management, test planning, process compliance and test products developed using Salesforce, Java & Mainframe applications.
- ◆ Well versed in Analyzing and Testing of CRM business processes like, Campaign management, Lead Management, Order Management, Account Management, and Case Management.
- ◆ Well versed with custom objects, custom fields, Pick list, role-based page layouts, Workflow Alerts, Actions, Approval Workflow, Validation Rules, Approval Processes, custom Tabs, custom reports, report folders, report extractions to various formats, Visualforce Pages, Snapshots, Dashboards, Salesforce Einstein and salesforce custom Apps and Email templates.
- ◆ Have good understanding of Devops tools , Jenkins ,Git Lab. Automation framework development using Selenium, Provar and Python BDD framework and Testing in a CI/CD environment for web applications.
- ◆ Experience of development of Automation framework Experience with Behavior Driven Development (BDD) practices, unit testing, functional testing, system integration testing, regression testing, GUI testing, web service testing, and browser compatibility testing, including frameworks such as Selenium and Cucumber. Worked on API Testing using SoapUI, Groovy scripts, JSON/XML files and REST/SOAP protocols.
- ◆ Perform Test Execution and Management including System, Integration, Functional, Regression, Ad-hoc, Exploratory, End to End testing managed by using Enterprise Quality Center, HP ALM, Test link and TRAC.
- ◆ Expertise in keying transactions in SunGard Financial record keeping system (OMNI), setting up the plans, Funds, Sources, Investments and Participant maintenance
- ◆ Extensive client interaction to understand the expectations, formulating solutions and providing guidance to the offshore team
- ◆ Manage, lead, and grow an inclusive organization of diverse individuals through recruiting, coaching, and teaching
- ◆ Overseeing the development and execution of test plans, monitoring and reporting on test execution and quality metrics
- ◆ Working with a team of quality engineering professionals to ensure the highest quality product delivery

Skill Set

Domain experience:

Insurance, Re-insurance, Banking and Retail Industries.

Salesforce.com :

Salesforce Classic & Lightning, Salesforce1, Apex controllers, Visual Force, SOQL, SOSL, Salesforce Einstein and salesforce custom Apps. Triggers, Custom Objects, Data Migration, Approval process, Workflows, Apex Data Loader, Web service Integration, and Force.com, Eclipse

Automation Tools

Selenium Webdriver and Provar salesforce automation

Build Tools:

ANT, Maven, and Jenkins

Languages:

JAVA, XML, SQL, JCL, COBOL, CICS

Databases & File systems:

DB2, VSAM, SQL

Tools & Utilities:

Selenium, Provar, QTP, IBM-RFT, HP QC, HP ALM, JIRA, Version1, Test Complete, Eclipse, Developer Console, Data Loader, Endeavor, Xpedit, File-Aid, SPUFI, TSO, QMF, CA7, Exporter, File Manager, Test link, TRAC, WebServices/API Testing with SOAP UI & Postman, perfecto mobile testing.

Certifications/ Awards

- PMI-PMP® certified.
- Certified scrum master (CSM).
- MS project Certified.
- Salesforce.com Certified Administrator (201).
- Salesforce cloud consultant Certified.
- ISTQB® Certified Tester - Advanced Level, Test Manager
- IBM certified DB2 Database Associate
- IBM certified DB2 Application Developer
- Lean VSM (Value stream manager) certification.
- Completed Six Sigma White Belt Certification
- Completed Know Your Industry' education for "Financial Market Industry Certification
- Received LFG Client appreciations and awards from Mindtree.
- Received Bravo award from IBM for relentless pursuit & commitment to meet the deadlines under pressure with customer focus

Education

- **Bachelor of Technology (B.Tech)** – 2002 from JNTU University, Hyderabad.

Professional Experience

Mindtree Limited US

Oct 2017 - Till date

Client: Lincoln Financial Group, Radnor, PA

Project: Salesforce CRM Lightning LFD

Role: Project Manager

Project Description:

Lincoln National Corporation is a Fortune 250 American holding company, which operates multiple insurance and investment management businesses through subsidiary companies. Lincoln Financial Group is the marketing name for LNC and its subsidiary companies. LNC was organized under the laws of the state of Indiana in 1968, and maintains its principal executive offices in Radnor, Pennsylvania. The company traces its roots to its earliest predecessor founded in 1905.

LFD is a Salesforce CRM application used by the Wholesale Distribution team (External and Internal Wholesalers) as marketing system to work with Broker-Dealer Firms/Advisors who sell the Lincoln Annuities, Life, Money Guard and Retirement Plan Services products to their end customers. Wholesalers use this system to track the Accounts (Firms), Contacts (Advisors), Opportunities, Policy, Campaigning, Change Management, Advisor Recruitment, Schedule follow-up tasks, meetings, etc.

Responsibilities:

- Develop project timelines and project plans.
- Establish and enforce project governance for communications, status reporting, decision making, escalations, time reporting, risk management, issue management, document repository, etc.
- Track and report team progress against timelines and plans
- Remove blockers that interrupt team flow and progress. Escalate blockers when assistance is needed from outside of the team
- Track and manage project budget performance. Review and approve time, expenses.
- Maintain and manage RAID log of risks, assumptions, issues, dependencies and decisions.
- Leverage technology - tools, automation, advanced data techniques - to increase productivity and team member impact
- Evolve and further a data first, customer obsessed, quality culture both with the Quality team and with key partner teams
- Develop sustainable and scalable testing strategies that are focused on the long term
- Manage, lead, and grow an inclusive organization of diverse individuals through recruiting, coaching, and teaching
- Conducting annual planning activities including establishing an annual audit schedule
- Verifying that adequate resources are available for QA activities and requesting additional team members or funding as necessary
- Developing and maintaining QA plans/processes
- Tailoring the QA standards, processes, and procedures applicable to the project.
- Documenting and reporting QA activities and measurements to Senior Management and relevant stakeholders
- Conducting QA process audits and work product reviews based on the engagement's documented audit plan/schedule.
- Reporting and tracking audit defects to closure
- Preparation of test estimates for Change Requests and requirements management.
- Implemented the Agile Methodology and involved in PI Planning, Sprint Planning and Others Scrum ceremonies.
- Assisted the end users to perform the UAT testing.
- Tracking of activities based on the Release Management Plan.
- Coordinate UAT, Prod Implementation and Post implementation verification.
- Involved with client, BA and offshore teams for Business understandings and daily activities/Status tracking.
- Assigning the offshore team, scheduling, monitoring and reviewing the task assigned to offshore team members and reporting the status to the Client.

IBM

Feb 2007 – Oct 2017

Project1

Duration: FEB 2015 – OCT 2017

Client: MARKEL INSURANCE, WINDSOR, CT

Project: MARKEL

Role: Test Manager

Markel is a specialty insurance company with focus on auto, healthcare, child care, health club, investor advisors etc. Markel had acquired Alterra few years ago which has been working independently. Markel in North America is operating from Virginia, Connecticut, Canada and Bermuda. Most of the Alterra IT team is based in Windsor, CT. Total of 74 IT professionals is supporting current Alterra applications primarily from CT and Pune, India. They have small teams in Sri Lanka, Bermuda and Canada. 21 applications in scope are also listed for retirement and migration to Markel core applications over next 2-3 years. Currently 3 vendors are supporting these applications in staff augmentation mode with about 50% resources in Pune, India. Most of GD resources are providing services for Delphi, .NET and production support

Responsibilities:

- Preparation of test estimates for Change Requests and requirements management.
- Implemented the Agile Methodology and involved in Sprint Planning and implementation.
- Assisted the end users to perform the UAT testing.
- Test management for ST, SIT, Functional, Security, UAT and Performance Testing.
- Tracking of activities based on the Release Management Plan.
- Preparation of Test Strategy.
- Preparation of Test Approach, Test Plan.
- Guiding the team in creating and executing test cases for ST, SIT & Pre-UAT test phases using JIRA.
- Defect Management, Defect Tracking and Defect Reporting using JIRA
- Prepared the UAT Test scenarios and executed them internally before the end users did their testing.
- Involved with client, BA and offshore teams for Business understandings and daily activities tracking.
- Assigning the offshore team, scheduling, monitoring and reviewing the task assigned to offshore team members and reporting the status to the Client.
- Tested the custom objects, tabs, fields, page layouts as per Business Requirements.
- Verified the validation rules, Workflows and Approval Processes as per the user stories.
- Tested the data loaded by Apex Data Loader.
- Tested the Public Groups, Queues, Permission Sets, Profiles, Users and Security Settings based on role hierarchy.
- Tested the Accounts, Contacts and Cases.
- Tested the Reports & Dashboards, Apex classes, Triggers and visual force pages along with test classes as per business user stories.
- Involved in Automation testing by using the Selenium, Test complete, and various third party APIs..
- API Testing automation for Markel's API stack using SoapUI and Groovy scripting.
- Development of automation test scripts, reusable actions and Generic Functions
- Creating automation check-list and Execution of Test Scripts
- Overseeing metrics data collection and calculation, reporting to the management on a regular basis.

Project 2

Duration: Feb 2014 – Jan 2015

Client: Prudential Financial, Scranton, PA

Project: PRUFORCE

Role: Test Manager

Description:

Sales force is used as Central CRM integrated with Mainframe and other Applications.

Prudential is one of the largest life insurance and financial services institution in the United States of America. Prudential Financial is a business unit coming under Prudential Investment division, and focusing on providing quality retirement services for various types of retirement plans. Prudential offer guaranteed products such as guaranteed investment contracts ("GICs"), funding agreements and group annuities for defined contribution plans, defined benefit pension plans, structured settlements and non-qualified entities. Prudential upgraded OMNI from 5.2 to 5.95. All the modules which affected the core functionality of prudential business were modified to fit the new version.

Responsibilities:

- Creating the Test Strategy, Test Plan and Test Approach and getting the approval on it from the PM, analyst, developers and other stake holders.
- Implemented the Agile Methodology and involved in all Stages from Sprint Planning to Design, Development and Deployment.
- Tested the Marketing, Sales & Service cloud applications.
- Tested the Page Layouts, Email Alerts, Work-flows and Approval Processes.
- Interacting with multiple teams. Analyzing the impacted modules and estimating the work effort to test the entire system
- Analyzing Business, System and data flow requirements and preparing the high-level understanding documents.

- Attending Functional walkthroughs from Analysts, Client stake holders and PM team. In turn converting them to test scenarios and explaining them to offshore team.
- Creating Estimation for the work request based on the Test Scenarios.
- Assigning the work to offshore, scheduling, monitoring and reviewing the task assigned to offshore team members and reporting the status to the Project Manager.
- Follow up with development team on code delivery status.
- Helping offshore team to do the Test Execution. Providing the necessary support in prioritizing the cases, doing the necessary data setup, keying required transactions (OMNI).
- Setting the Mainframe jobs for various levels of testing. Running the batch cycles also preparing the test data for the business scenarios.
- Reporting defects thru HP ALM. Following up with development, analyst team to explain the issue, fixing, retesting them. Worked on defects raised in System testing by priority and severity and resolving defects.
- Conducting defect destruction meetings with development, analyst and Management team and Extracting defects report from ALM and sending them to Management every day.
- Involved in Peer code review and all audit and other quality related activities.

Project 3

Duration: April 2012 – Jan 2014

Client: Statefarm Insurance, Bloomington, IL

Project: Release Testing

Role: Test Lead

Project Description:

Release testing will occur at the Release level, ensuring everything packaged for a Release works together in meeting end-to-end business needs along with functionality, performance and non-functional requirements. The focus of the Release test is the integrated end-to-end business scenario, life event based, and customer experience based scenarios. Testing is performed using production like transactional data with real systems integrated. After successful completion of Release level testing the code is ready to migrate to production. So, it can be termed as a pre-production testing.

Responsibilities

The following are the major activities in the E2ECE testing:

- Gathered the business requirements from Business & Dev. teams.
- Prepared the Test Strategy, Test Plan and the Project Plan.
- Design and develop Release test plan.
- Tested the Sales, Marketing and Service cloud applications.
- Identify, build, and execute E2E client experience test scenarios
- Conduct Regression and E2E testing using a subset of existing automated scripts from System test phase
- Interacting with multiple teams. Analyzing the impacted modules and estimating the work effort to develop the entire system
- Analyzing Business, System and data flow requirements and preparing the High- level understanding documents.
- Attending Functional walkthroughs from Analysts, Client stake holders and PM team. In turn converting them to requirements and explaining them to offshore team.
- Tested the custom objects, object relationships, workflows, approval process, record types, pages layouts, triggers, apex classes and visualforce pages.
- Creating Estimation for the work request based on the requirements. The Estimation will be based on the number of high, med and low level requirements.
- Monitors and tracks resolution of defects using Test Link.
- Designs, monitors, and analyzes quality assurance metrics such as defect, defect counts, test results, and test status Continuous Improvement.

Project 4

Duration: May 2009 – April 2012

Client: Sun Trust Bank, Atlanta Georgia, USA.

Project: Sales Lead System & Enterprise client (EC)

Role: Test Lead

SLS provides “one-stop shopping” for all sales leads such as AIM leads, direct mail leads and Sales Lead found on the MCIF sales lead website! SLS will automatically prioritize the leads, based on opportunity and urgency—this helps the end user to work the most important leads first. There are AIM leads, hard-copy lead lists, direct mail lists, and event-based leads eg. Leads recognized as a result of a campaign etc. It's often difficult to keep all the leads straight and figure out which are the most urgent, so you can proactively work those leads first. SunTrust employees call these leads to sell products and services. SLS automatically sorts all the different lead types for the user, and ranks them (high, medium, low priority) so the sales user knows which leads need to be worked right away and which leads are a little less time-sensitive. SLS even sorts the leads within each priority (this is called “urgency”) so the most urgent “high” leads are first, followed by the rest. The purpose of the Sales Lead System is to:

- Make new clients to sell products and services.
- Retain existing customers or clients by making them happy.

Responsibilities:

- Performed System Testing and Functional Testing using HP QC.
- Involved in information gathering, analyzing the functional and non- functional requirements
- Documented and shared the requirements with Salesforce.com consultants for further implementation.
- Closely worked with Salesforce.com consultants while implementing the solutions for the needs of organization.
- Testing the Custom objects, Page layouts, Custom tabs, Components, Visual Force Pages, Apex classes, Controller Classes to suit to the needs of the application.
- Tested the Dashboards to the track usage for productivity and performance of business centers and their sales teams.
- Tested the customized tabs for different business user groups and business centers.
- Tested the Integration of the web services by generating the necessary stubs from the WSDL files for extracting the data from internal systems.
- Tested various profiles and configured the permissions based on the organizational hierarchy requirements.
- Tested the workflow rules, validation rules, and customizations within Sales force.
- Involved with Salesforce.com Premier Support and handled the support cases with the help salesforce.com support.
- Administrated and monitored the company's Sales force CRM application
- Tested the Integration of Application with Salesforce.com using SOAP Client.
- Tested the email templates for the clients and customers.
- Tested the Mainframe EC applications simultaneously.

Project 5

Duration: June 2008 – May 2009

Client: UBS-Switzerland

Project: Refinancing Services

Role: Team Lead

Project Description

Development of new Business Component which creates/updates auto refi deals between WMBB & IB. This component developed within the UBS-Order Manager Framework (OMFW) - SOA based on the RSM/Select modeling tool in SSP Environment. Refinance deal are internal deals between GWMBB and IB. In the case of a term deposit taken by GWMBB the money is sold to IB. In the case of a loan given by GWMBB the money is bought at IB. IB itself has the corresponding channels to the market. Pricing for such deals is based on a transfer rate which builds the basis for the pricing face to face to the client. The basis products do not yet include increase and decrease (amortization) of the invested resp. lend amount. Therefore this Functionality is not yet supported by the offered public refinancing services.

Responsibilities:

- Involved in all project SDLC phases on need basis
- Involved in Coding and Code review, unit testing, reviews
- Preparation of Unit Test Cases and results
- Worked as a Tester for testing the code changes made in an application
- Involved in review of code standards as per the project check lists
- Involved in Performing Unit Testing, system Testing, Module Integration testing
- Develop new work Products/Applications consistent with the System Specification
- Involving in preparing the quality documents

- Involved in Preparing and uploading test Cases into Quality Center

Environment: Languages: COBOL,DB2,XML,UML,Tools: Rational software modular(RSM),Star tool, Test Harness,ChangeManZMF/ZDD,Quality Center(QC) , IBM debugger

O/S: zOS, Windows Embedded

Team Size : 06

Project 6

Duration: Feb 2007 – May2008

Client: SunTrust

Project: ARP-CPR, CPCS

Role: Team Lead

Project Description

SunTrust Inc. is one of the leading Banks in the United States with a huge customer base predominant in the south and southeast of United States. SunTrust Banks, Inc. with asset of \$178.9 billion on March 31, 2006, is one of nation's largest and strongest financial holding companies. Treasury & Payment Solutions includes Automated Clearing House (ACH)Services/products, Lockbox, Controlled Disbursement Account Services (CDA), Check Fraud Prevention Services, On-Line Treasury Manager, Treasury Services Information Reporting and Zero Balance Accounts. Treasury & Payment Solutions offers several types of account reconciliation and check Fraud prevention services across the SunTrust footprint. Currently, these applications and Services include:

Responsibilities:

- Assigning the tasks to the team members and helping them out to understand the requirements
- Ensuring that the deadlines were met and there is no delinquency
- Involved in all project SDLC phases on need basis
- Analysis, Development, Unit Testing, Review
- Involved in project estimations
- Proactively worked in the Project Management Related activities (like preparing/ maintaining Project docs, Trackers, RPM, Metrics etc)

Satyam Computer Services Ltd., India

Oct 2005 – Jan 2007

Client: Statefarm Insurance, Bloomington, IL

Project: SAMS

Role: Mainframe Team Lead

Project Description:

As a Team member, I am responsible for development and enhancement of the Sales Assignment Management System (SAMS) application of Satyam's US customer State Farm Insurance.State Farm insurance company is one of the largest financial institutions in the world As of today in insurance business, State farm has 28 regional offices and more than 1000 claim service centers. Sales Assignment Management System (SAMS) is a proposed application for development at State Farm company to have all agency operations in an integrated application.Sales Assignment Management System (SAMS) is one of the major application in State Farm Insurance company, which maintains the Agents,Managers, Agency Field Executives and Agency Field office data in databases in the regions and corporate.

Responsibilities:

- Involved in analysis of new requirements and impact analysis
- Involved in Estimation of each requirement
- Prepared Master and Application test data for testing
- Preparation initial analysis ,Functional and design documents
- Participated in Onsite and offshore meeting and calls
- Involved in Development, Unit Testing and results
- Involved in review of code standards as per the project check lists

Digital Domain India Pvt Ltd

May 2005 – Sept 2005

Client: A hold

Project: STOP&SHOP SCALABILITY

Role: Mainframes Developer

Project Description:

A hold S&S Mass Change project is about expanding some of the fields in all the software. Applications used in Stop and Shop Company. Stop and Shop is running out of space Allocated to numbers and recent Integration of Giant L with S&S is also causing more Numbers to be used up for the following entities.

- Store Numbers / Location Numbers
- Buyer Code
- Price Zone
- Market / District Number
- Division

Preliminary analysis indicated that expansion of above numbers will have enterprise wide impact across Supply chain, Retail, Marketing, Merchandising and Corporate applications. These applications are grouped in three large portfolios and in each portfolio there are a set of owners handling multiple applications. The objective of this project is to analyze impact of the fields, establish strategies for remediation, remediate applications; unit test changes, system test, and user acceptance test applications and Implement them in the production environment.

As a Team member, I am responsible for development and enhancement of the Stop and Shop Mass Change application of Cognizant's US customer Ahold.

Responsibilities:

- Involved in impact analysis
- Analyzing business and technical requirements
- Involved in Analysis, Development, Testing and Review
- Unit, Integration and System Testing
- Learn technical and project execution methodologies.