Remya (Senior QA Engineer)

PROFILE SUMMARY

A Test Automation and Manual Testing Engineer skilled in a wide range of testing and project management methodologies – Agile, Scrum, DevOps. Well-grounded in testing techniques and testing best practices and is exceptionally accurate. Possesses excellent time management skills and is proficient in scripting languages.

- Takes on a hands-on leadership role in creating detailed test plans, test cases, and scenarios for applications according to functional requirements and business specifications.
- Collaborates with QA Analysts and Software Developers throughout the SDLC.
- Openly shares knowledge by conducting monthly QA Training Workshops in automation.
- Involved in deploying applications on the staging server, following instructions in the confluence documentation.
- Designs automation scripts and finds solutions for automation problems.
- Recruited and trained Junior Software Testers to become valuable QA team members.
- Optimizing data migration and synchronization processes with automation technology.

Strengths: Performance Testing, Android and IOS based Application Testing, Functionality and Regression Testing, Automated Test Scripts, SQL Database Testing.

TECHNICAL SKILLS

- **Testing Tools:** Selenium WebDriver, Cypress, JMeter, BrowserStack, WAVE evaluation tool
- **Frameworks:** CRAFT, Cucumber
- **Languages:** Java, JavaScript
- **Web Servers:** Azure IIS
- **Defect Tracking Tool:** Jira
- **Documentation tool:** Confluence
- **Test Management Tools:** AIO, Zephyr Scale
- **Database:** SQL Server
- **Source Code Management Tool:** Git, Bitbucket

PROFESSIONAL EXPERIENCE

Test Lead (2020-Present)
Quicware

Senior Software QA Engineer (2012-2020)
Feathersoft Info Solutions Pvt. Ltd

SELECTED PROJECT SUMMARY

Client: A Financial Management Provider for healthcare organizations

Project: Improved a hospital's revenue cycle management:
- Gave patients the ability to pay medical bills through an online patient portal.
- Gave administrative staff the ability to effectively manage bill payment processes.

Role: Agile Tester who stays updated on the latest testing techniques to ensure a great user experience.

Challenges:
- Completed multiple Payment Engine Support Testing within a very short timeframe.
- Mitigated risk of incomplete requirements by having continuing sessions and calls with clients and onshore PM, and by understanding the legacy application.

Results: Single handedly supported the release of product for 60 clients within a week. Worked closely with the development team throughout the SDLC to find and expose situations where the product didn't work - essentially trying to break it.

Highlights:
- Involved in creating test cases and Master Test Plans.
- File integration testing, both import and export, using the Dtrace tool.
- Payment Engine Integration Testing for Vantiv and First Data. Identified and resolved the challenges faced while testing multiple active Payment Engines.
- API testing using Postman, SQL database testing, and defined Practices for Accessibility testing using NVDA and WAVE tools.
- Followed PCI compliance standards and OWASP Security process. Attended PCI Audit process and prepared documentation.
- Trained offshore developers, QA trainees, DB admins, and onshore/offshore support team.

Client: A Manufacturing Workers' Union

Project: Build a member portal, staffer portal (IWITS), and HQ/Finance portal using new technology and a new development framework.

Challenges: A complex data migration and consolidation project from three legacy databases to a new single database; supports the organization's goal of redevelopment, integration, and modernization of their information system's architecture, applications, and databases.

Role: An Agile Tester with the skills to manage a massive testing effort with significant legacy application dependencies.

Highlights:
- Provided automated testing for an application and backend, using Selenium's testing framework.
- Performed SQL database testing, performance testing using JMeter, and data sync testing with triggers.
- Provided documentation for CMMI compliance and met their rigorous standards.
- Involved in creating test cases and defect reports, using a Jira-native test management application (AIO Testing).

Client: A Manufacturing Workers' Union

Project: Developed an online Trustee Audit Form fully integrated with Salesforce, using a forms and document management tool (FormTitan).

Role: Agile Tester with the knowledge, skills, and discipline to be a good tester.

Highlights:
- Responsible for testing trigger-based jobs in Salesforce, test cases preparation and testing in responsive views, as well as content creation and management.

- Provided documentation for CMMI compliance, a common requirement for software development contracts which require significant structure and discipline.
- Recruited Junior Software Testers – Guided and trained to be fully contributing team members.

Client: A company that provides mentorship, coaching and customized learning tools

Project: A fully integrated, Employee Learning Management platform, designed to deliver, manage, and measure employee growth at scale. The effort was driven by a strategic partnership to create the first full-lifecycle platform.

Challenges: Quickly implemented a QA Process for a production application with weekly releases and accessed by a large number of users.

Role: Agile Tester who works with devops teams during releases.

Highlights:
- As a fully contributing team member, established and implemented in-house testing capabilities from the ground up.
- Developed fully compliant, documented, and auditable processes and used an automation framework that was adaptable to individual projects.
- Created an automation script using Cypress tool and generated reports from the Cypress dashboard.
- Prepared product matrix and developed test cases in a test automation tool (Zephyr Scale).
- As part of a corporate merger, worked with developers to merge two platforms together.

EDUCATION

MCA (Master of Computer Applications) — St. Teresa's College, MG University - 2011