**KRISHNA M**

**QA Manual and Automation Engineer**

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**Available to work immediately and open for relocate across the US for C2C Roles only.**

**Professional Summary:**

* 9 years of experience in Software Testing, Software Release Management,and **Quality Improvement Processes** as an **SDET** Engineer.
* 9 years of experience in the Quality Assurance Area with expertise inManual Testing, Automation Testing, **Test Planning,** and Executionincluding **Functionality, Usability, Reliability,** and **User Acceptance.**
* Worked in various domains such as **Insurance, Healthcare, Banking, E-commerce,** and **Finance.**
* Conducted Acceptance, Regression, **White box testing, Black box testing, Backend testing, System, Regression, Performance,** and **Multi-user tests.**
* Extensive experience in **JIRA** (Kanban boards), **Selenium WebDriver**, Selenium Server, Maven, Selenium Grid, TestNG, Log4j, **Cucumber**, Rest API Testing (Postman and Rest Assured Automation), Soap API Testing (SoapUI Tool), Git, Database Testing using JDBC **API** and **Jenkins**.
* Well acquainted with **Selenium** Synchronization Techniques like Implicit, Explicit, and Fluent Waits in the WebDriver.
* Expertise in creating, executing, and maintaining automated test scripts using industry-standard tools such as **Selenium WebDriver**, **Cucumber**, and **TestNG**.
* Proficient in **API** testing using **Rest Assured** and **Postman**, with a strong understanding of **REST** and **SOAP** protocols.
* Automated and tested **X12 EDI** transactions (e.g., 837 for claims submission, 835 for payment advice) in a healthcare environment.
* Designed and implemented regression and functional test suites to validate enhancements and bug fixes in **claims management** platforms.
* Automated data validation for patient and **claim records**, ensuring accurate data processing and reporting in compliance with industry standards.
* Developed and executed automated test cases for **CRUD** operations in **MongoDB** collections.
* Validated **MongoDB** queries, indexes, and aggregations to ensure accurate data retrieval.
* Developed and executed automated test scripts to validate **ETL** processes and data pipelines.
* Analyzed and monitored **ETL** logs for debugging failed workflows and job performance issues.
* Conducted performance testing of **MongoDB** queries to optimize database response times.
* Performed data integrity, data transformation, and end-to-end testing of **ETL** workflows.
* Designed and implemented test strategies to validate compliance with Health Insurance Portability and Accountability Act (**HIPAA**) regulations, emphasizing data security and privacy in healthcare applications.
* Developed and executed test plans to ensure applications comply with General Data Protection Regulation (**GDPR**) requirements, focusing on data protection, user consent, and data subject rights.
* Solid experience in Continuous Integration/Continuous Deployment (**CI/CD**) pipelines, integrating automated tests with **Jenkins** for seamless testing and deployment.
* Strong background in **Agile** methodologies, actively participating in sprint planning, daily stand-ups, and retrospectives to deliver high-quality software in iterative cycles.
* Proficient in **SQL** and **PostgreSQL** for backend testing and data validation, ensuring data integrity and consistency across applications.
* Proven ability to lead **UAT** activities, ensuring software meets business requirements and user expectations through thorough acceptance testing.
* Integrated automated tests with CI/CD pipelines using tools like **Jenkins,** and **GitLab CI/CD** to enable continuous testing and deployment.

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| **Test Approaches:** | **Bug Life Cycle, Agile/Scrum Testing Tools, Selenium WebDriver, Selenium IDE, Selenium Server, Selenium Grid, TestNG, JUnit, Cucumber, SoapUI, Postman, Groovy, Rest Assured, QC.** |
| **Test Build& Integration Tools:** | **Maven, Gradle, Jenkins.** |
| **Frameworks:** | **Data-Driven, Keyword Driven, Hybrid, Page Object Model (POM).** |
| **Programming Languages:** | **JAVA, JavaScript, TypeScript, NodeJS.** |
| **Markup Languages:** | **HTML, XML, XPath, CSS Selector.** |
| **Databases:** | **Oracle, SQL, PLSQL, NoSQL, DB Visualizer, MongoDB, MySQL, MS Access, MS SQL Server, Triggers, View, Criteria and Toad, Postman.** |
| **Browsers:** | **Internet Explorer, Mozilla Firefox, Google Chrome, Safari.** |
| **Operating Systems:** | **Windows 7/8/10, Linux and Shell Scripting, UNIX.** |
| **Defect Tracking Tools:** | **HP Quality Center, JIRA, Microsoft Test Manager, Sauce Labs, Zephyr.** |
| **Utilities:** | **Eclipse, GIT, IntelliJ.** |
| **ETL Testing Tools:** | **Informatica PowerCenter, IBM DataStage, Microsoft SQL Server Integration Services (SSIS), Talend.** |
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| **DevOps Practices:** | **Git, GitHub, Maven, Jenkins, Docker, Kubernetes.** |
| **Cloud Environment:(AWS)** | **EC2, AWS S3, Load Balancers, Azure.** |

**Client: WELLS FARGO, Tampa, FL. March 2023 - Present.**

**Role: LEAD QA Manual and Automation Engineer (API, UI, and ETL).**

**Responsibilities:**

* Experienced using **Agile** methodologies in all stages of Software Testing Life Cycle (**STLC**) and Software Development Engineer in Test (**SDET**).
* Performed a variety of types of tests, including Unit Tests, Functional Tests, Security Tests, Exploratory Tests, Regression Testing, Integration Testing, System Testing, Performance Testing, Load Testing, Stress Testing, Backend Testing, and User Acceptance Testing (UAT).
* Designed Reusable Page Object Models (**POM**) in **Java** to represent web pages and reduce redundancy, facilitating easier maintenance for frequent banking application updates.
* Managed synchronization issues using **Selenium’s** Explicit and Fluent waits to handle delays in dynamic banking interfaces, ensuring stable and accurate test results.
* Automated validation of **MongoDB** collections for financial transactions, user account details, and audit logs.
* Tested **MongoDB**-based schemas for real-time fraud detection and alerts systems.
* Developed and executed automated test scripts in **Java** using **Selenium** **WebDriver** to validate the application’s functionality across various browsers and devices.
* Utilized **PL/SQL** to validate large datasets for credit card payment processing, ensuring data accuracy and integrity.
* Created and optimized **PL/SQL** scripts to perform data extraction, transformation, and validation for credit card transactions.
* Automated data validation processes using **PL/SQL** to streamline credit card application testing and reporting.
* Conducted data reconciliation between source and target systems using **PL/SQL** to identify and resolve discrepancies.
* Implemented **BDD** framework using **Cucumber** for enhanced collaboration between developers and testers.
* Performed **API** testing with **Rest Assured** and **Postman**, ensuring robust and reliable **API** integrations.
* Managed continuous integration and continuous deployment (**CI/CD**) pipelines using **Jenkins**.
* Collaborated closely with development teams in an **Agile** environment, participating in **sprint** planning and daily stand-ups.
* Used **GitHub** Actions for automating workflows, running tests, and deploying applications, ensuring code quality and security through automated checks
* Developed an **API** testing solution, leveraging **Rest** **Assured**, which was seamlessly integrated with **Jenkins** continuous integration software.
* Participated in **AGILE** meetings such as Sprint planning, Backlog grooming, Daily Standups, and Retrospectives.

**Environment:** Rest Assured, Cucumber,Postman, AWS, Java, TestNG, Jenkins, Maven, SOAP UI, ORACLE, GIT, Agile, XPath, Jira, GitHub,GitLab, JMeter, JavaScript, MS Word, MS Excel, PL/SQL, SQL, Jenkins, Docker, CI/CD.

**Client: Target, Minneapolis, Minnesota. June 2021 – Dec 2022**

**Role: Senior QA Manual and Automation Engineer (API, UI, and ETL).**

**Responsibilities:**

* Demonstrated expertise in the E-commerce domain, with a deep understanding of online retail processes, customer journeys, and transaction flows.
  + Executed comprehensive end-to-end testing for E-commerce platforms, ensuring seamless functionality across product catalog, shopping cart, checkout, and payment processing.
* Directed end-to-end automation testing initiatives for E-commerce platforms, employing **Selenium WebDriver**, **TestNG**, and **Cucumber** for efficient and comprehensive test coverage.
* Employed **Cucumber** for behavior-driven development (**BDD**) testing to improve collaboration between developers and stakeholders.
* Tested **ETL** pipelines for dynamic pricing and inventory management systems.
* Verified **ETL** transformations supporting personalized marketing campaigns using customer segmentation data.
* Used **Postman** for manual **API** testing, validating RESTful endpoints and responses.
* Tested **MongoDB**-based recommendation engines for personalized product suggestions.
* Verified **MongoDB** queries for sales reports, customer segmentation, and marketing analytics.
* Demonstrated expertise in **API testing** using **Postman** and **Rest Assured**, ensuring seamless communication and integration between various components of E-commerce systems.
* Executed comprehensive **REST API** testing with **Soup UI** validating data exchanges and intions between E-commerce systems and external services.
* Developing test cases for **ETL mappings** and production support documents.
* Spearheaded performance testing efforts with **JMeter** to assess and optimize the scalability and responsiveness of E-commerce applications, guaranteeing an optimal user experience during peak periods.
* Integrated automated testing into the **CI/CD pipeline** using **Jenkins**, facilitating continuous integration and providing rapid feedback on code changes for E-commerce development teams.
* Proficiently managed version control using **Git** and SVN, ensuring traceability andcollaboration in E-commerce projects while maintaining code integrity.

**Environment:** Selenium, Postman, selenium web driver, Rest assured, TestNG, JMeter, Soup UI, AWS, Cucumber, JSON, Jenkins, Jira, GitHub, Git, Log4j.

**Client: State Farm, Bloomington, Illinois. Jan 2020 – Jun 2021**

**Role: Senior QA Manual and Automation Engineer (API, UI, and ETL).**

**Responsibilities:**

* Involved in all phases of the **Software** **testing life cycle (STLC), Software Development Life Cycle (SDLC),** and **Software Development Engineer in Test (SDET)** using Waterfall and Agile methodologies.
* Expertise in automating **UI tests, testing objects, performing verification,** and **handling errors.**
* Contributing to developing and maintaining an automation framework comprised of **Java, Selenium,** and **Cucumber**.
* Conducted thorough **API** and integration testing using tools like **Rest Assured** and **Postman** to validate data exchange and system interoperability with external services and databases.
* Managed and maintained repositories on **GitHub**, including creating, cloning, branching, merging, and resolving conflicts.
* Implemented performance testing strategies with **LoadRunner** to assess system scalability and responsiveness under various load conditions, ensuring optimal performance during peak usage periods.
* Developed and executed detailed functional, performance, integration, and regression test cases related to **ETL.**
* Extensive experience using **JMeter** to test **Web Applications** for various loads on key business scenarios.
* Tested Web services using **SOAPUI, Postman, Apache HTTP Client Tool,** and **Java framework**.
* Expertise in retrieving data from databases using **SQL**, as well as creating preferences databases.
* Business/functional specifications are used to generate automated test scripts with **JMeter**.
* Testing included **smoke, functional, regression, product, user acceptance,** and **validation testing**.
* Tested and validated **REST services** in **Java** using **REST Assured**. Created automated **functional, regression,** andcompliance tests using **REST** services.
* Effectively tracked and managed defects using **JIRA**, collaborating with development teams to ensure timely resolution and maintain high product quality standards.
* Facilitated collaboration through **GitHub** by using pull requests, code reviews, and discussions to ensure high code quality and team coordination.
* Participated in daily stand-ups and **sprint** planning meetings within **Agile** teams.
* Testing end-to-end using **Jenkin** Jobs in CI implementation.

**Environment:** REST API, Selenium, Cucumber, TestNG, Postman, SQL, MS SQL Server, Maven, Web sphere, SAAS, Eclipse IDE, Linux, JMS, LDAP, Clear Case.

**Client: Medtronic, Minneapolis, MN Oct 2018 – Dec 2019**

**Role: Senior QA Manual and Automation Engineer.**

**Responsibilities:**

* Developed a test case for an object-driven **Selenium Web-Driver** framework.
* Created automation scripts with **Java, TestNG, Eclipse,** and **Selenium Web Driver**.
* Utilizing **Selenium Web-Driver** and **TestNG** utilities to read data from property and XML files, I conducted Data-Driven Testing.
* Contributing to the development and upkeep of an automation framework using **Cucumber** and **Java Selenium**.
* Performed comprehensive **HIPAA** (Health Insurance Portability and Accountability Act) compliance testing to secure the confidentiality, integrity, and availability of protected health information (PHI).
* Created **BDD Tests** using **Cucumber** by utilizing Java to write Step Definitions and Scenarios.
* Collaborated with legal and compliance teams to interpret **GDPR** requirements and integrate them into the testing framework and processes.
* Identified and reported non-compliance issues, providing recommendations for remediation to ensure compliance with **GDPR** regulations.
* Developed and executed automation test scripts for healthcare claims processing, ensuring accuracy in **claims** **adjudication**, payments, and denials.
* Tested **X12** **EDI** transactions such as 837 (**Claims**) and 835 (Remittance Advice) to ensure smooth communication between healthcare providers and payers.
* Conducted functional, regression, and integration testing on healthcare **claims systems** to ensure stability and performance after new updates and system enhancements.
* Created automation test scripts in **Gherkin** to run in **Cucumber**.
* Used **Selenium Web Driver** to perform test scripts across several browsers.
* Built the Web-Driver project using **Maven,** Integrated with **Jenkin’s** Continuous Integration tools to automatically run tests every night.
* Utilizing **Behavior Driven Development** to write clear test cases and test strategies.
* Participates in **Jenkin’s** Continuous Integration of the automation framework.
* Implemented **Maven** and **Jenkins** to automate the nightly and need-based test execution.
* Contributes to the provision of effective locator strategies, such as **XPath** and **CSS**, to provide robust execution of **Web-Driver** scripts.
* Tested **SOAP** services and **REST API** using **SOAP UI** in **SOA-**based architectural applications. REST Assured was also utilized for Java testing and validation.

**Environment:** REST, REST API, JavaScript, Selenium, Cucumber, Query, JSP, SOAP, Microservices, Maven, GIT, Log4J, Agile methodology.

**Client: JUS Pay, Bengaluru, India. Jan 2016 –Oct 2018**

**Role: QA Manual and Automation Engineer**

**Responsibilities:**

* Comprehensively involved in **Software Development Engineer in Test (SDET)** and **Software Testing Life Cycle (STLC**) phases utilizing **Agile** approaches.
* Highly proficient expertise in testing Payment Merchant Gateways, including **Pay Flow, Elavon, Trust Commerce, Authorize.Net**, etc.
* Expert in testing payment devices, including Ingenico, **Magtek, Dyna Pad, and Dyna Pro**.
* Proficiency in testing **Mobile Payment Applications**, including **PayPal, Apple Pay,** and **Google Pay**.
* Creating a **BDD/TDD** **framework** according to the software's testing specifications.
* Worked on the **Cucumber** framework, creating **Feature Files, Step Definitions, and reusable methods**, as well as working with Web Controls.
* Developed and recorded **RESTful** and **SOAP APIs**, incorporating **JSON** data formats and an approach to **API** versioning.
* Created and developed test plans, test cases, and test scripts for **API** testing.
* Automated Cross-Browser Testing on **Edge, Google Chrome, Firefox, Internet Explorer,** and **Safari** using **Selenium** Web Driver.
* Created **Gherkin** automation test scripts that **Cucumber** will run.
* Selected the Test Cases to be automated and performed Functional Testing of the front end using **Eclipse**.
* Did worked on the process for logging and tracking defects using tools like **JIRA** or **Bugzilla**.
* Sanity, Functional, and Smoke Testing were conducted.
* Created screenshot-based user manuals for **User Acceptance Testing (UAT)**.
* Developed the Data Warehousing Application Test PlanandTesting Strategies.
* Created **ETL** Test Scripts using source-to-target mapping**,** Technical Specifications, and Data Design documentation.

● Conducted extensive **SQL** queries on Data Marts, Data Warehouses,andStaging.

**Environment:** Java, Selenium Web driver, JMeter, JUnit, SoapUI, Browser stack, Postman, Cucumber, Rest Assured, SQL, NoSQL, MongoDB, Cassandra.