**Eswar Konda**

**QA Lead**

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**Summary:**

* A Dynamic Quality Assurance Lead with **12+** years of experience in Manual/Automation testing for various clients/server and web-based applications.
* Played a vital role in delivering several Business Critical applications on time with top notch quality. Go to person and well known to manage critical situations & result oriented.
* Strong understanding of AGILE and V&V project management methodologies. Known for ability to produce high-quality deliverables that meet or exceed timeline and financial budget targets.
* Strong Experience in SDLC ,STLC and QA Methodology.
* Manage and execute the test process using Agile-Scrum Methodology. Adhere strictly to Agile practices & firm believer in Agile methodologies
* Experienced in Selenium WebdriverIO with JavaScript, Postman API automation
* Good in developing Behavior Driven Development (BDD) approach using Selenium, Bugbear to write reusable methods for the behavior.
* Involved in the Agile Scrum meeting in estimation of the story points, Daily Standup meetings, Scrum of Scrum meetings and sprint retrospective meetings.
* Proficient in writing Test Plans, Test Scripts, Test Scenarios and Test Cases for both Manual and Automation Testing for various applications to ensure proper business compliance.
* Responsible for End to End Test Coordination of a complex business system.
* Expertise in Problem solving and Tracking Bug Reports by using JIRA, ALM, and Pivotal Tracker
* Ability to lead, work independently or work collaboratively with team members in complex testing projects towards the overall enhancement of the product.
* Experience in leading distributed teams located in multiple time zones and in complex environments and onsite-offshore model.
* Expertise in Requirement gathering, Project Estimations, Project Planning, Project Execution & Control along with Client Management Skills.
* Worked closely with Leadership team, Dev Teams, Business Analysts, Offshore Teams and End Users.
* Quick Learner, Team player, willing to learn new technologies, flexible, Hardworking, Detail- Oriented, Positive Attitude.

**Education Qualification &Certifications:**

* Master of Science in Information Technology (**MSIT**)
* HP Mercury Certified **QTP** **Specialist**

**Technical Summary:**

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| Automation Testing Tools | Postman, Selenium, Bugbear, HP ALM, QTP |
| Test Management Tools | JIRA, Pivotal Tracker, HP ALM 12.5, Quality Center10.0/9.2 |
| Genesys Tools | Genesys ADMIN, Genesys IWD, CC Pulse, Genesys 8.1 and Genesys URS |
| Databases | GCP Spanner, Teradata,  *Oracle 11g/10g*, SQL Server, Genesys Infomart, |
| Scripting & Languages | Java Script, Java |
| Version Control Tools | GIT, GitHub, Visual Source Safe, SVN, TFS |
| Operating Systems | Windows 10/XP, macOS |

**Professional Experience:**

***Client : Home Depot, Austin, TX*** ***October 2016 – Till now***

***Role : QA Lead***

***Projects : Loyalty, Platform, PXMP, B2C MyList, B2B Orders & Purchase History***

***Environnent :*** *Java, Springs Boot, React, AngularJS, NodeJS, Casandra, GitHub, BigQuery, GCP Spanner, Concourse, Postman API, , Bugbear, Java Script, GitHub, Concourse*

***Responsibilities:***

* Create and maintain the test plans based on the sprint user stories and business requirements
* Test Case reviews, Test Case execution and Test Result analysis.
* Functionality testing in various browsers Google Chrome, IE, Firefox and Edge, Mobile Testing - IOS and Android phones, iPad, Regression Testing
* Responsible for Sanity, UI, Functional Testing, System Testing, Regression Testing and end-to-end testing. Maintained all testing activities data in Confluence.
* Log, track and review the defects using the JIRA and Pivotal Tracker. Follow up on them, until the defect is fixed, retested and closed.
* Created Automation test using Java Script, Selenium WebDriver IO
* Identify and automate test scenarios where applicable using BDD (Behaviour Driven Development) using customized test automation framework.
* Identifying Elements locators using Selenium Webdriver methods
* Automation of the User Stories using JavaScript for Bugbear Automation Framework.
* Create and maintain the automation test suites across multiple products using Java Script
* Setup and executing the API automation scripts using Concourse Pipelines
* Concourse is used for CI&CD Testing and GitHub for code check-ins.
* Webservices API Automation Testing using Postman and integrate with CI/CD
* Closely work with dev teams, business analysts and product managers to deliver the quality products
* Participating Daily Standups, Sprint Backlog, Sprint Planning and Story Point Estimation, Sprint Demo and Retrospective Meetings.
* Responsible for tracking development of user stories, managing scrum ceremonies, providing test support to business, impediment resolution and providing handovers to maintenance teams.
* Providing end user support, tracking, and analyzing incidents on production environment for smooth functioning of existing software.
* To facilitate and oversee the timely delivery of Quality Software adhering to customers’ expectations with zero defect leakage

***Client : eBay Inc., Austin, TX*** ***April 2014 – September 2016***

***Role : QA Lead***

***Projects : MicroStrategy Reporting Projects, Genesys***

***Environment :*** *SQL, Teradata, MicroStrategy,* Oracle 11g/10g *Oracle SQL Developer,* IVR, Genesys 8.1, Genesys ADMN, Genesys Infomart, Communicator, Siebel, Jira, ALM 12.0.

***Responsibilities:***

* Understanding the Business Requirements and developed test outlines based on the functional point documents.
* Participated in daily scrum meetings to report daily progress of Gensys, MSTR testing activities and Sprint planning for test planning activities.
* Develop Test estimates, Test Plans, Test Cases, Test Scenarios, and Testing Data.
* Involvement in Test Case reviews, Execution, UAT analysis and Test Result analysis
* Validated IVR scripts and Genesys Call Routing (Inbound & Outbound), Chat & Email Routing Scenarios.
* Assigned Skills for Agents in Genesys ADMIN and Genesys Intelligent Workforce.
* Validated all the Call, Chat & Email flows in NICE Applications.
* Generated Traceability matrix to map requirements, tests and defects.
* Provides sprint based execution reports and weekly progress and SIT execution report to PMs
* Verification of Data between Source to Staging and Staging to Target tables.
* Log, track and review the defects using the JIRA. Follow up on them, until the defect is fixed, retested and closed.
* Leading the offshore team and responsible for assigning work to them.
* Guided the offshore team right from creation of QA artifacts until the completion of the test cycle.
* Part of Sprint Planning, Daily standups, Solution review meetings, Retrospective meetings
* Work closely with the client managers to identify and gather the reports to complete UAT testing.

***Client : Motorola Solutions, Salt Lake City, UT*** ***November 11 – March 14***

***Role : Lead QA Engineer***

***Environment :*** *C#, Asp.net, VB 6.0,* ***SQL Server 2008****,* ***Clear Quest****,* ***QTP 10.0, QC 10.0, MSVS 2010 TFS***

***Responsibilities:***

* Conducted **manual testing** using the Standards, guidelines and structured methodology in testing the application.
* Prepared and reviewed Test Plans, Test Cases, Test Scripts and Testing Data to test the application ensuring application compliance with requirements and able to manage action items.
* Designed and Implemented automation strategies and frameworks
* Executed the automation test scripts and analysis of automation testing results
* Script enhancements and Data Driven Testing for large amount of data were implemented with QTP.
* Developed automation scripts in VB Script and integrate within HP QC tool.
* Used Various Check points to validate the tables, fields, texts and images in the Application.
* Responsible for Sanity, GUI, Functional Testing, System Testing, Regression Testing and UAT Testing.
* Work closely with the client managers to identify and gather the reports to complete UAT testing.
* Involvement in test case execution, test case reviews, UAT analysis and Test Result analysis
* Prepared the Requirement Traceability Matrices for New/Enhancement business functionalities.
* Writing SQL queries to verify the test result in database tables.
* Defect Logging, tracking to closure and updated the status in QC and Clear Quest.
* Generated Test analysis reports and graphs using ALM
* Involved in solving environmental problems along with technical support people, especially in creating a VPC for every virtual agency.
* Coordinating the Offshore and Onsite Team and planning the work for the team members

***Client : CVS Caremark, Dallas, TX February 11 – November 11***

***Role : Sr QA Engineer***

***Environment :*** *AS 400, DB2, Mainframe, HP Quality Center 10, Win Runner*

***Responsibilities:***

* Involved in Business Requirement Analysis, Functional Requirement Analysis, Overall Design, Use-Case analysis, Initial Summary, and documentation.
* Preparing the test plans, test case, and test scripts
* Effectively involving in Test Case reviews and UAT analysis
* Executed the test cases and updated the test results.
* Conducted various types of testing like Functionality Testing, Re-Testing and Regression Testing.
* **Regression testing** to prove that the new code has no adverse effect upon the current system particularly in the area of corrupting data used by different applications or system performance.
* Defect Logging, tracking to closure and updated the status in QC.
* Distributing the task to the team members and get updates about their work
* Coordinating the Offshore Team and Updating the Daily, Weekly and Monthly Status Reports to project management.

***Client : Motorola Solutions, Salt Lake City, UT Sep 09 – February 11***

***Role : QA Engineer***

***Environment :*** *VB 6.0, C#, Asp.net, SQL Server 2005,* ***Clear Quest****,* ***QTP 10.0, HP QC 9.5, VS 2010 TFS***

***Responsibilities:***

* Understand the functional requirements and identify the areas for test automation
* Prepared automation Test Plans, Test Cases, Test Scenarios, Test Scripts and Testing Data.
* Implemented the Automation Framework and developing the automation infrastructure.
* Created data driven tests and running through framework
* Maintained and updated QTP existing scripts for new version of software, also implemented new functionality for existing VB scripts.
* Responsible for development and execution of Test Plans, Test Scripts and Test cases for Functional, Regression Testing based on business requirements for Manual and Automation Testing.
* Involvement in Test Case reviews, Test Case execution and Test Result analysis.
* Prepared the Requirement Traceability Matrices for New/Enhancement business functionalities.
* Writing SQL queries to verify the test result in database tables.
* Defect Logging, tracking to closure and updated the status in QC and Clear Quest.
* Involved in solving environmental problems along with technical support people, especially in creating a VPC for every virtual agency.
* Validated test scripts with checkpoints to verify the results
* Received “Quality First & Quality Fast” award for commitment to quality deliverables.