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**Professional Summary**:

* **10+ years** of IT experience in **Software Quality Assurance and Testing** in different environments and platforms including Client/Server and Web based applications, Middleware (Microsoft BizTalk server) and Databases.
* Around **3+ years** of IT professional experience in Salesforce CRM platform as Salesforce Tester and QA Analyst.
* Tested **Salesforce custom objects, custom fields, page layouts, custom Tabs, Reports and various other components as per application requirements.**
* Creating and testing **Salesforce CRM Workflows, Approval Processes, Validation Rules and Sharing & Security rules.**
* Good knowledge in **Data Loader to insert, update, and bulk import or export of data from Salesforce.com Objects. Used it to read, extract, and load data from comma separated values (CSV) files.**
* Good knowledge of **Salesforce configuration, Data migration, System integration Testing and familiarity with Visual force (Pages, Components, Controllers) MVC architecture.**
* Hands on working experience in Roles, Custom Profiles and Public Groups creation and user management
* Expertise in automation testing using **Selenium WebDriver, JAVA and developed the scripts with TestNG and Maven.**
* Proficient in analyzing the **Business Requirements, Software Requirement Specifications, Functional Design Documents to formulate Test Plans, Test Strategies, Test Objectives and Test Cases/Scripts for testing various applications to ensure Business compliance.**
* Experience in **Back End testing in Oracle, SQL Server, Sybase, MySQL, Netezza and IBM DB2 environments.**
* Extensively used test management tools such as **HP Quality center, Clear Quest, IBM Mantis for Test Case Design, Test Tool Usage, Test Execution, Jira and Defect Management.**
* Proficient with various phases of Software Testing Life Cycle, Software Development Life Cycle and methodologies like the Traditional Waterfall Model, Agile, Spiral, Scrum and Rational Unified Process.

**Technical Skills:**

**Defect Tracking Tools:** HP Quality Center, Rational Clear Quest, IBM Mantis, JIRA

**Automation Tools:** Selenium WebDriver/Grid, Maven, Cucumber, Jenkins,Juint

**Development tools:** Eclipse

**Technologies:** Sales Force, Service Cloud, Siebel CRM, Mainframes, SAP MDM, SAP MM, API interface, Azure, Jenkins, Maven

**Databases:** Oracle, SQL Server, IBM DB2, Sybase, MySQL, MS Access, Netezza

**Database Tools:** SQL Assistant, TOAD, SQL Plus

**Programming:** C, Java, SQL, PL/SQL, HTML, XML, UNIX Shell Scripting

**Methodologies:** Waterfall, Agile, Spiral, Scrum and RUP

**Education:**

* **Bachelors in Electrical and Electronics from Andhra University, India 2004**

**Professional Experience:**

**Consolidated Communications, NH Oct 2015 to Till Date**

**Sr. Automation Tester**

Consolidated Communications, is an American broadband and business communications provider headquartered in [Mattoon, Illinois](https://en.wikipedia.org/wiki/Mattoon%2C_Illinois). The company provides data, internet, and voice, managed and hosted, cloud and IT services to business customers and internet, TV, phone and home security services to residential customers. With 36,000 fiber route miles, it is a top ten fiber provider in the USA, serving customers in 23 states.

**Responsibilities:**

* Testing with various Salesforce standard objects like **Reports and Dashboards, Leads, Accounts, Contacts, and Opportunities along with Campaigns.**
* Creating and testing **Salesforce CRM Workflows, Approval Processes, Validation Rules and Sharing & Security rules.**
* Expertise in Selenium automation using **Selenium WebDriver, Selenium Grid, JAVA, JUnit & Maven.**
* Designed and implemented different automation frameworks from starch like **Page Objects framework, Keyword Driven framework, Data Driven framework and Hybrid framework for the project.**
* Expertise in writing **Selenium WebDriver automation scripts in JAVA for highly transactional E-commerce websites.**
* Executed automation scripts on different browsers/environments; reported defects/results to the team.
* Proven ability in developing **BDD scripts with Cucumber and writing step definitions for behavior**
* Maintained the **Selenium & JAVA automation code and resources in source controls like CVS, SVN over the time for improvements and new features**
* Reviewed Business Requirement Documents and System Requirement Documents, analyzed the requirement gaps and interact with Business Analyst to fulfill the gaps.
* Prepared the test plans and test cases for different functionalities involved in the applications.
* Performed backend testing for retrieving the data using **SQL queries and conducted database testing in multiple testing environments.**
* Cross browser testing across different browsers like IE, Firefox and Google Chrome.
* Reporting and tracking defects using Quality Center and used **Quality Center as central repository to maintain the test scripts and print the status report of the same.**
* Work closely with Business and development team to resolve the functionality issues.
* Planning and managing the end-to-end testing activities to ensure testing deliverables are on target and business and functional requirements are met.
* Define the Functional Scripts for UAT with Business and drive the **UAT sessions.**
* Coordination between various teams to ensure consistency and accuracy across test plans, user manuals and training materials.
* Participated in daily Scrum meetings to update the daily sprint status.
* Strong technical expertise implementing various test phases, ranging from Sanity Testing, Functional testing, System testing, User Acceptance Testing, to Regression testing.

**Environment: Salesforce.com SFA & Force.com Platform, Oracle SQL, Data loader,Eclipse IDE, Juint, Maven, Selenium, QC,Jenkin.**

**Honeywell Applications, MNJune 2011 to Sept 2013**

**Sr. QA/Database Tester**

Manual testing, Database testing and Automation testing of multiple Honeywell applications as below.

IDP (Internet Data Privacy & Scanning)

DF (Digital Forms 2.0)

ECC Web Support

SFCD (Sales Fore Applications)

HPS (Honeywell Process Solutions)

**Responsibilities:**

* Provided ongoing Salesforce.com maintenance and administration services including periodic data cleansing, custom objects, workflows.
* Used Data Loader to insert, update, and bulk import or export of data from **Salesforce.com Objects.**
* Used it to read, extract, and load data from comma separated values (CSV) files.
* Run database queries in workbench for Test data into salesforce.
* Testing with various Salesforce.com standard objects like Reports and Dashboards, Leads, Accounts, Contacts, and Opportunities along with Campaigns.
* Moved Apps from lower sandboxes to production environments and addressing issues related to functionality, integration, and deployment.
* Tested **Saleforce.com setup, Configuration, customization. Worked on data migration from databases to SFDC using Data Loader.**
* Prepared **Test Scenarios and Test Cases for the Applications under test.Tested applications to ensure that they complied with Business Specifications.**
* Performed the Back-End integration testing to ensure data consistency on front-end by writing and executing SQL queries on the Oracle database.
* Performed Functional, Regression, User Acceptance Testing and System Testing and to ensure that they complied with Business Specifications.
* Collected evidence for each step of the process to ensure that any errors are captured in time and resolved immediately.
* Prioritized and reported defects using QC to present documents and reports in weekly team meetings

**Environment: Salesforce Siebel, Oracle 10g, Sybase, MS Access, Java, HP Quality Center 9.2, SharePoint, VB.Net, HI Software Tool, JIRA, Selenium2.3,TestNG, Jenkins Maven, Cucumber**

**FINRA, MDMay 2010 to April 2011**

**Sr. QA/Database Tester**

The OATS Firm Gateway is a Web Interface which is intended for all Order Sending Organizations (OSOs) including member firms and third parties acting on behalf of member firms. For both the Customer Test (CT) and Production (PD) environments, there is a corresponding OATS Web Interface with duplicate features. The OATS Firm Gateway Web Interface provides access to daily reporting statistics, rejections, and feedback related to OATS Reporting.

**Responsibilities:**

* Closely went through and worked on all the stages of SDLC for this project and designed and executed Functional, Integration, Regression, System (End to End) and Backend (Database) testing.
* Participated in business requirement walk through, design walk through and analyzed Business requirements.
* Participated in weekly status meetings, conducted walkthroughs, documented proceedings. Modified and maintained test cases with changes in application interface and navigation flow.
* Utilized **Quality Center for creating Test Plan/test cases and implementing requirements traceability to showcase full coverage of testing the application.**
* Prepared Test data for new features and updating regression data on need basis.
* Test Case Execution and Execution Status Metrics Preparation.
* Run the back-end batch processes and perform database testing.
* Run Oracle SQL Scripts and verifying results in the oracle database.
* Execution of test cases, submission of bugs found during execution and consulted closely with developers and front-end users to resolve problems.
* Reported data anomalies, application bugs and defects using Quality Center.
* Participated in daily Scrum meetings, retrospective to discuss the status of testing.
* Involved in Extensively during UAT testing of various functionalities along with the implementation team.

**Environment: IBM DB2, Netezza, Oracle 10g, Putty, Data stage, WinSCP, Start Team, HP Quality Center 10.0, ASP.Net, .NET, C#, Windows XP, Unix.**

**Alaska Communications Systems, AK Nov 2008 to April 2010**

**QA Tester**

Headquartered in Anchorage, ACS is Alaska’s leading provider of broadband and other wire line and wireless solutions to Enterprise and mass market customers. The ACS wire line operations include the state’s most advanced data networks and to be launched in early 2009, the only diverse undersea fiber optic system connecting Alaska to the contiguous United States. The ACS wireless operations include the only statewide 3G CDMA network, reaching across Alaska from the North Slope to Ketchikan, with coverage extended via best-in-class CDMA carriers in the Lower 49 and Canada.

This project is up gradation of Siebel 7.5 to Siebel 8.0. We mainly focus on functional testing of the ACS application, Product Catalog and Data Migration.

Responsibilities:

* Responsible for development of test scripts, execution and validation of Test results and document test evidence.
* Executed and analyzed complex test cases and compared the results with expected results and product requirements.
* Performed all aspects of verification, validation including functional, structural, regression, load and system testing
* Analyzed Test Results, opened defects and tracked them to closure by coordinating with Dev team.
* Used Quality Centre as the test management tool for the maintenance of the test cases and to track the defects
* Performed Regression Testing after each build.
* Involved in **UAT testing along with clients and user groups.**
* Attended weekly project review meetings with Product Management and Development team

**Environment: Siebel 7.5/8.0, Aqua Data Studio, SQL Server 2000, BizTalk, HP Quality Center, IBM Mantis.**