# Vikram Raj

# Norwalk, CT

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**Sr QA Consultant**

Software Development Life Cycle (SDLC) - Test Plans - Functional Test Cases - Root Cause Analysis

Multi-Disciplinary Team Management - QA Standards - End-User / Client Communication

* Over a decade experience in Quality Management/ Project Management/ Release Management/ Risk Management of the software for various applications
* Developing Test Specifications, Test Plans, Test Strategy, Test Scenarios, mockup Test data that simulates Production data, Test cases, Test Scripts and various Test metrics
* Experience in Quality Management with various projects such as E-Commence, Digital Analytic, Life Science, Insurance, Investment Banking, Retail Banking, Hospitality, Educational, Judicial etc.,
* Extensive experience in performing different types of testing including System Testing, Functional Testing, Integration Testing, Regression Testing, Smoke Testing, GUI Testing, Database Testing, Performance, Stress, Load testing and User Acceptance testing.
* Have knowledge and expertise in implementing various applications like Salesforce, E commerce, Content Management System (Sitecore), Oracle ERP upgrade, SAP CRM, Dot Net, SAP BO/BI, Oracle Form, JAVA.
* Used various tools like JIRA , CLARIZEN, MPP, ALM/QC, Test Director, Clear Quest, UTF, Load Runner, Selenium, 10,000ft, Jira, Confluence,
* Expertise in Software Development Life Cycle (SDLC) and Software Testing Life Cycle (STLC).
* Worked with various methodologies like Water-Fall, Agile, Repetitive, V-Model and experience in working with multi-tier systems.
* Expertise in Quality Assurance and testing of Cloud, Web Applications, and Client & Server Applications.
* Quality management using SmartSheet, Microsoft Project plan for effort, schedule and resource planning.
* Extensive experience in automated testing of applications with use of various tools like Winrunner and Load Runner, Rest and Soap UI web services.
* Experience in preparing Process flow diagrams, experience in gathering & reviewing requirements, System design documents.
* Experience in Continuous Integration tools like Jenkins, SVN, ANT, MAVEN, GIT, and Github.
* Experience in Data warehouse, ETL testing and BO/BI report testing using various tools like SAP BW, Power Center Informatica tool.
* Delivered excellent customer service and gained several appreciations from client management and end-users.
* Strong analytical, time management and problem-solving skills

***Technical Skills***

Testing Tools : Selenium (Cucumber), QTP/UFT, WinRunner, Load Runner, Rational Suite, SoapUI, Postman (API).

Defect Tracking Tools: JIRA, Confluence, PVCS Tracker, RQM, Zoho, Quickbase, Bugzilla, ALM/Quality Center, TD

Web Technologies : Salesforce, CPQ, CLM, Zuora, Siebel, SAP CRM, PHP, ASP.NET, XML, HTML, VBScript, Java

Other Tools : Microsoft Project, Microsoft Visio, Microsoft Word, Microsoft Excel, Clear Case, Microsoft . Access, Share Point, JIRA, Box, RTM, Clarizen, Smart sheet, 10000 FT, Confluence.

Database Management System: Oracle, SQL Server.

Programming Languages: C, C++, Java, Dot Net, PHP, SQL.

Operating Systems: Windows 10, 8, 7, Vista-XP-2000-NT-98.

***Certification***

***Certified Scrum MASTER***

***Professional Experience***

# Client – HomeServeUSA Inc, Norwalk, CT

# Project: CMS (HomeServeUSA, TotalHomeWarrnaty, April *2019-Till Date*

**SLOWFA, SLWOFC, MTW, Centriq SSO, WHQE**

### *Sr. Consultant (QA & Release)*

***Technology: Sitecore (Content Mgmt System), Salesforce with CPQ, ESB, SOAP UI, Agile/Scrum, JIRA, Confluence, Share Point, Jenkins, Github, JSON Schema validation, XML, Jira Postman, Selenium (Cucumber), Jenkins, Github,Load Runner***

* Experience in CMS Applications for e-commerce various functionalities like Account, Contact management, Opportunity management with CPQ, Contract & Billing and Goal Management (Sales Rep Goals) for Digital products.
* Review and approve test plans to ensure objectives are achievable and realistic and validate that all requirements are covered, and quality standards and guidelines are being met.
* Participate in requirement gathering, functional blue printing and technical design sessions, as needed.
* Automated Proof of Concept evaluation efforts and identifying and creating plans for automation of eligible work streams.
* Identified gaps in test approach, strategy on a plan to fill the gaps, and then execute that plan
* Designed Automation Framework (CUCUMBER) with SCM (GitHub) integrated to Jenkins.
* Design and maintain automated test scripts covering fundamental front and backend functions in the application
* Practice TDD within the application development team, Created selenium framework (Cucumber) and successfully implemented automated web-based testing
* Worked with IT Developers to improve automated testing where possible, Worked with developers and other automation engineers to create and maintain automation frameworks.
* Created and managed defects through the product life cycle,Generated test reports and traceability matrices, traceability
* Translate high-level business requirements into test scenarios
* Responsible for multiple Browser (Chrome, Firefox, IE, MAS360) Mobile App testing on iPhone XR, Android and iPad devices.
* Validated Configure Complex Pricing (Quote), Validated CPQ for Sales Rep & Partner Sales rep with Scalable Process, Validated solutions with preconfigured & customized bundles of complex product catalogs such as Promotion & Model deal scenarios, refine pricing with intelligence, and created branded quotes, Validated quoting approvals (Work Flow) and sales compliance with product rules (Same Categories can not be purchased in same transaction (or already/Historically valid purchased product))
* Validated contract amendments, usage pricing, and renewals (Automatic/Manual Renewals), Validated centralized visibility of subscriptions and entitlements , Validated cross-sell and up sell with price uplifts at renewal and coterminous add-ons , Validated automatically generated renewal opportunities,Automatically consolidate all billable charges onto one, unified invoice per customer
* Validated Payment gateway with Credit Card & ACH, Cheque Payment method
* Maintain all testing artifacts & work-flows, also Drive lessons learned and retrospective activities
* Maintain expert level understanding of test methodologies (agile, Scrum, waterfall, V-model),
* Development of Project Estimations, Forecasting, Test Strategy, Test Plans, Test Scenarios, Test Cases, Test Data (Preparation & Creation) and Defects Management.
* Support Prod & Non-Prod Serve Patching every month twice, Every fortnight release support for business team.
* Coordinate User Acceptance Testing (UAT) & Regression test activities with offshore team. Manage test activities throughout the SDLC and STLC.
* Leading team of 12 in performing test reviews, identifying requirements, creating test cases, Walkthrough on new Application, reviewing test plans, results, test summary reports, ensuring system meets the requirements and post production validation.

# Client – Thrivent Financial, Appleton, WI

# Project: Salesforce Sales & Service Cloud Feb *2017-Mar 2019*

### *Sr. Consultant (QA & Release)*

### *Technology: Salesforce Sales, CPQ, Oracle ERP upgrade, Agile Central, Livelink (Share Point), RESTful API, Postman, SAP BO/BI, Selenium (Cucumber), MS Visio, Load Runner (Performance Testing), HP ALM etc.,*

* Experience in Salesforce Applications like Sales, Services and various functionalities like Account, Contact management, Opportunity management, Case management, Order management, Contract & Billing and Goal Management (Sales Rep Goals) for Digital products.
* Account Receivable and Account Payable integration and transaction within and outside Oracle ERP.
* Review and approve test plans to ensure objectives are achievable and realistic and validate that all requirements are covered and quality standards and guidelines are being met.
* Participate in requirement gathering, functional blue printing and technical design sessions, as needed.
* Maintain expert level understanding of test methodologies (agile, Scrum, waterfall, V-model) and mentor, train and coach testing resources in the appropriate test artifact creation.
* Validated Configure Complex Pricing (Quote)
* Validated CPQ for Sales Rep & Partner Sales rep with Scalable Process
* Validated solutions with preconfigured & customized bundles of complex product catalogs such as Promotion & Model deal scenarios, refine pricing with intelligence, and created branded quotes
* Validated quoting approvals (Work Flow) and sales compliance with product rules (Same Categories can not be purchased in same transaction (or already/Historically valid purchased product))
* Validated contract amendments, usage pricing, and renewals (Automatic/Manual Renewals)
* Maintain all testing ALM tools & work flows, also Drive lessons learned and retrospective activities
* Manage test activities throughout the SDLC and STLC.
* Development of Project Estimations, Forecasting, Test Strategy, Test Plans, Test Scenarios, Test Cases, Test Data (Preparation & Creation) and Defects Management.
* Created selenium framework (Cucumber) and successfully implemented driver-driven web based testing
* Maintained script for every requirement change and Execute scripts on scheduled & need basis
* Identify resource allocations and constraints.
* Experience in HP ALM with requirement & test case configuration, mapping, execution, defect triaging and test reporting.
* Coordinate User Acceptance Testing (UAT) activities.
* Created script on Load Runner for Load, Performance, Stress Testing and provide result and recommendation basis of test result.
* Created and maintained Test Metrics for management reporting
* Mentor junior level testers in test standards and test tools.
* Manage System Test activities conducted by onshore & offshore resources.

# Project: LADBS Code Enforcement and Inspection app *April 2015- Feb 2017*

### *Sr. Consultant (QA)*

### *Technology: Dot Net, Azure web service, SAP Hybris, SAP BI/BO, RESTful API, MS Visio, HP ALM, Zoho, Selenium, Jira, Jenkins, Git, Github,* *ANT*

* Developed schedules and establish priorities with the guidance of LADBS stakeholders.
* Coordinated meeting with end users to collect requirements and with development & QA team regarding key enhancements.
* Participated in requirement gathering, functional blue printing and technical design sessions, as needed.
* Weekly Bridge call with business Analyst, Solution Architect, Product/Dev team and QA to follow up on progress of Major Release with reference to SOW based on Product Road Map.
* Daily Bug Triage call with Dev and QA team with Operational and Release prospective
* Partner with functional leads to consistently deliver complex and time-critical client projects/programs within budget, using best-in-class project plans, resource planning and time tracking
* Leads and co-ordinates the Go-Live activities including the execution of the deployment Plans and checklists.
* Maintains a release repository and manages key information such as build and release procedures, dependencies, and notification lists
* Planning and conducting UAT session with users and End-users before production
* Maintained expert level understanding of test methodologies (agile, Scrum, waterfall, V-model) and mentor, train and coach testing resources in the appropriate test artifact creation.
* Assisted the Automated team in conducting Proof of Concept evaluation efforts and identifying and creating plans for automation of eligible work streams.
* Maintained all testing ALM tools and workflows & also Drive lessons learned and retrospective activities
* Mentoring of team members, and establishing and maintaining a practice within the team of all senior individuals mentoring those junior to them
* Experience in HP ALM with requirement & test case configuration, mapping, execution, defect triaging and test reporting.
* Created test script in HP UFT (version 11) by descriptive programing, without recording
* Modified manually as per requirement change and running the script in HP UFT 11
* Run script as schedule job and individually as and when needed
* Coordinate User Acceptance Testing (UAT) activities.
* Worked closely with the other QA teams and software engineering managers on overall project delivery and improvements
* Defining and collecting process metrics, and leveraging them to design improvements to development and quality processes.
* Prepared reports/Dashboard for upper management on status of projects, including baseline and cost variance projections
* Ensured projects pipelines are up-to-date at each capacity planning meeting
* Created strategies for risk mitigation and contingency planning on an as-needed basis
* Communicated Project Plan on timely manner, Maintain Change Management Plan for and against CR’s
* Discussed and finalized Project Schedule and Drive daily Triage call with onshore & off shore team to maintain Quality standard and SLA for all CR request.

# *MarketShare Inc., Los Angeles, USA Feb 2014 - Mar 2015*

###### **Project: 360D Analytics and Optimizer, Digital Analytics tools**

### *Sr. Consultant (QA & Release)*

### *Technology: Java, PHP , Siebel, Salesforce CRM, Amazon Web service, Hadoop, HDFS, Tableau, SOAP UI, Clarizen, Jira, Confluence, RESTful API , LoadRunner, HP ALM etc.,*

# *ACCENTURE SOFTWARE SERVICES PVT LTD, Jun 2010 – Feb 2014*

###### **Project: Boston Scientific, Target, Wellington (Investment Banking), Target (Retail), BestBuy (Retail), Policy factory, Product workstation (Insurance Platform-Asset), Claim (Insurance) Mumbai & MN (USA)**

###### **System Analyst (QA Lead)**

###### Technology: **Salesforce Sales, Mortgage Express (Desktop, Web Based), Siebel, SAP CRM, EMEA, SAP R3, SAP BO/BI**, **ASP.Net, Java, Rave, SOA, RESTful API, Load runner, HP ALM, RQM, Oracle, Microsoft Visio Flow Diagram, Quality Centre, Load Runner, QTP.**

# *RAVE TECHNOLOGIES May 2005- Jun 2010*

###### **Book Keeping, Check safety first, Fourth Hospitality Iris Software, SCIENTIA (ERP), ZAFA WALLET INTERFACE, I-Sho Soft, Campaign Management, London, UK**

### *QA Lead*

### *Technology: Dot Net, Crystal Report, Test 2006 Release2, Rational Suite, VSS, Jira, SharePoint, VSTS*

# *QUINNOX CONSULTING SERVICES, Mumbai, India Jan 2005 – May 2005*

###### **Brass-Ring**

### *QA Analyst*

### *Technology: Job Portal, IVR, Test Director 7.5, C, C++, Windows XP and 2000*

* Requirement Analysis, Estimation, Updating MTP, traceability matrix, Metrics Tracker, Risk Plan, SPMP, Preparation of test cases, Execution of test cases, Reporting Bugs through Bugzilla, SQA Approval Note

***Education***

# *Bachelor of Engineering in Electrical and Electronics, Karnataka University Dharwad, India 1997-2002*