RAVI KOLAKALETI

QA TESTING MANAGER
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Professional Summary:

* Results driven IT Leader with strong experience in Software Quality Assurance Program in Banking (Lockbox), Retail (OMS, Warehouse, Web portals, POS), ServiceNow ,Transportation (Rental, Telematics), Telecommunication, and e-Commerce domains.
* Experience in handling QA Program for an Enterprise with Total integration of all the systems in the architecture including 3rd Party, SaaS and vendor systems. Good at Leadership communication with timely dashboards and statistics.
* Managed Global teams with Hybrid model of onsite, near site and offshore resources. Managed Functional, System Integration Test (SIT), UAT cycles for Global Enterprises. Hands on manager with proven ability to establish and lead quality programs by creating Test Plans, Test Strategies and Road Maps to improve overall QA Process efficiency.
* end-to-end testing activities of the project.
* Coordinated with different testing teams and hosted test plan and test case walkthrough meetings with all the project stakeholders including the business owner, development teams and testing teams.
* Proven communication, presentation skills, and Leadership Qualities.
* Good analytical and communication skills and experience working independently with minimal supervision as well as performing as part of a team.

**TECHNICAL EXPERTISE:**

**Automation tools :** Selenium WebDriver, Maven, Jenkins & TestNG

**Test Management tools :** SVN, JIRA, ALM, GIT, Azure DevOps

**Database :** SQL Server, Oracle

**Languages :** JAVA

**Domain Knowledge :** Retail & Logistics, Airlines & Hospitality, Banking

**Testing Methodologies :** Agile Scrum, Waterfall, SDLCSQL

**Browsers :** IE8, Firefox, Safari, Chrome

**ERP Systems** : Microsoft Dynamics 365 Finance and Operations, Dynamics AX

**Build Tools :** Maven

**CI Tools :** Jenkins

**Unit Test Framework :** Junit & TestNG

**Automation Frameworks :** Cucumber, Keyword and Data driven framework

**API Testing :** Postman, Swagger, REST API, Karate Framework

Education & Certifications :

* **Project Management Program Certificate -Washington University at St. Louis**
* **Bachelor of Science in Mathematics - Osmania University (India)**
* **Post-Graduate Diploma in Computer Applications -CAT Technologies (India)**
* **Certified Scrum Master (CSM), Certified Product Owner (CPO), Certified Agile Leadership Essentials (CAL-E)**
* **Certified Scrum Master (CSM), Certified Product Owner (CPO), Certified Agile** **Leadership Essentials (CAL-E)**
* **Certified Test Manager (CTM from IIST)**
* **Azure Fundamentals (AZ-900), Azure Security and Compliance (SC-900)**

Experience :

(Software Engineering Manager (QA, Automation and Development)) July 2018 – Current

**US BANK CORP | St. Louis, MO :**

* Delivered QA strategy/Test Plans and 3year Road map for the US Bank Lockbox solutions (3B Revenue Applications)
* Experience with Java Unit Testing frameworks JUnit4/3 and Testing.
* Developed Java and Python scripts to automate the test cases
* Experience in Jenkins/ Azure DevOps is used for CI/CD pipeline.
* Developed great working relationships with Product owners, Business stakeholders, and clients.
* Good understanding of Enterprise Architecture and Infrastructure for setting up labs with HW for 3rd party integration like the Kansas Department of Revenue, IRS etc
* Managed Continuous Testing cycle in DevOps by Automating test cases and integrating with CI/CD pipeline.
* Drove Defect and project blocker resolution that could impact the product releases.
* Managed Resource planning, budgeting and Training for all QA / Dev teams
* Handled Hiring, On-boarding, Coaching / Mentoring resources and conducted performance and career development reviews in line with the company/department goals.
* Quality Assurance and Automation:
* Instrumental in building an automation group for script development for US Remit, Image Look, IDOL (IRS), and i901 applications in the Lockbox department.
* Managed a team of both Manual and Automated resources with their day-to-day tasks to support different applications within the Lockbox department
* Key & Pilot resource on the Data migration projects like Version One to Jira and Quality Center to Jira for the modules of User stories, Test case management, Defect management, Created test strategy, Involved in field level mapping, Gap identification, validation and final certification.
* Involved in Continuous Integration of the Automation framework with Jenkins.
* Delivered Selenium framework for Page Object Model (POM) for web-based application automation and Windows framework using selenium for Windows based application (IRS 940 & 941 forms process IDOL application)
* Developed BDD tests using Cucumber framework by writing behaviors and step definitions in Gherkin.
* Did database testing by writing SQL statements to validate the data
* Project Management / Development:
* Responsible for Lockbox applications (Image Look and I901) development and delivery
* Participate in Project scope and planning/requirement discussions with IRS and Cambridge representatives.
* Provided timely estimates, schedules, resources to complete the projects on time.
* Involved in migrating Image Look application code to spring boot framework to mitigate application security vulnerabilities.
* Provide general support & maintenance with ServiceNow functional team to build & fulfill requests & tasks
* Implemented and supported Multi-Factor Authentication for IRS (i901) application.
* Worked with 3rd party vendor of IRS (Cambridge) in requirement-gathering sessions along with the product team and IRS teams.
* Managed ServiceNow CO activities
* Developed maintenance release schedules for the calendar year by working with IRS and 3rd party IRS QA Certification company (Cambridge)

(QA Lead Consultant)

**Maritz Motivational Services, Saint Louis, MO :** October 2017 - June 2018

* Managed Projects by providing Test Plan, estimates, schedules, resources, and oversight for all projects to ensure quality deliverables.
* Define overall testing strategy and test processes for new and existing product lines.
* Hands on test management includes QA build deployment, Test data creation, API testing using Postman.
* Database Testing by writing SQL statements and comparing the reports/data between GUI and database.
* Managing onsite and offshore teams -6 resources in total on their task prioritization and day-to-day task assignment
* Worked on implementation of continuous automation testing in the CI\CD pipeline for DevOps project .Knowledge in working within the Cloud platforms like AWS for integration processes.
* Performed REST API Testing using Http JAVA/C# Test Client for SOAP/REST web APIs.
* Developed Automation Script using Selenium WebDriver, RC Server, Eclipse, TastNG and Java
* Developed Automation framework using Selenium for Page Object Model.
* Performed REST API Testing using Http JAVA/C# Test Client for SOAP/REST web APIs.
* Automating script creation for functional and regression test cases of the application using Selenium.
* Understand the requirements and functional specifications of the application.
* Testing the application on Android and iOS devices using See Test.
* Create, execute, and maintain Test Cases using test case management tool JIRA.
* Involved in the execution of test plans and test cases for Manual and Automation testing

(IT QA Manager)

**Hudson Bay Company (Retail)** : April 2015 -September 2017

* Responsible for the Global Quality Assurance Program for all the group companies in the areas of Retail POS, Web portals, Order Management System (OMS), Manhattan Warehouse Management, Mobile Apps, Financial systems and CRM applications for all the above banners
* Developed and ensured repeatable test strategies and approaches in multiple projects.
* Created Test plans for waterfall projects and executed them effectively.
* Driven efforts to build Regression Test Case repository, monitor defects and project issues that could impact risk to the product releases.
* Worked with PMO and Provided project management support for estimates, schedules, resources, and oversight for all projects to ensure quality deliverables.
* Provide updates and presentations to senior leadership on Project accomplishments and future vision and goals.
* Established QA lab with POS systems, warehouse terminals, scanners, label and invoice printers for total system integration by working with Infrastructure, Network and development teams.
* Performed database testing and created inventory (test data) using SQL statements in test environments.
* Developed and executed scripts for performance testing using Jmeter.
* Knowledge of writing NO SQL queries from Mongo Data base.
* Responsible for Configuration and Build Management for all the Order Management Test Systems.
* Managed CRM project where Universal Customer Identification (UCID) Framework Project creates an abstraction layer between sensitive Personally Identifiable Information (PII) and the systems which use it.
* Managing onsite, near site and offshore teams on their task prioritization, performance and career development.
* Managed Department and project budgets, contracts and establish relationships with outsourcing vendors by working closely with New York and Canada IT teams.

(QA Manager/QA Lead/Senior QA Engineer)

**Enterprise Rent-a-Car (Enterprise Holdings) :** February 2003 - March 2015

* **Hands on Testing:**
* Tested data migration from National/Alamo systems into Enterprise systems as part of Integration project. Data includes vehicle inventory, Vehicle history, Rental customer data
* Delivered End to end testing with Auto Insurance clients in the areas of Web services, Invoicing and remittances.
* Manual Mobile and Kiosk testing for eCars and Automated Rental Management systems,

**Lead Responsibilities:**

* Delivered QA strategy/Test Plans by aligning with the Executive leadership and various cross-functional teams throughout Enterprise.
* Implemented purposeful Quality Management Process that is focused on customer satisfaction, continuous improvement, employee development and business growth.
* Played a key role in bringing Agile (SCRUM) methodologies by training and developing internal teams.
* Owned and ensured governance of QA standards and procedures.
* Instrumental in evaluating and implementing various tools to improve QA processes.
* Managed Release schedules and system environments working closely with Release management team.
* Managed offshore/onsite QA teams (18 total resources) for conducting front-end, back-end, services testing, and automation.
* Led performance management and employee career development in line with the company/department goals.
* Did end-to-end testing for system integration and also supported external testing with third party client.
* **Hands on Quality Assurance and Testing experience**
* **Automation:**
* Creation, execution, and maintenance of automated performance test cases and scripts, using LoadRunner, Test Director, and shell scripts.
* Mobile testing: Experience in planning & conducting Functional, GUI and Regression testing on Mobile devices based on iOS, Android, Windows, BlackBerry etc.
* Experienced in designing customized hybrid framework (Keyword Driven & Data Driven) using Selenium WebDriver, Java, TestNg & apache POI.
Experienced in testing Mobile Application both in Emulator/Simulator and Real Devices. Tested mobile customized website using Appium.
* Developed automated test cases for System, Functional and Regression testing using Rational Robot/QTP/CA Lisa.

**(Sr Test Engineer )-**

**Nuvox Communications, St. Louis :** April’02 to Dec’02

**Key contributions:**

* Handled and coordinated the entire system integration testing with the scope of
* Integrating the other CRM applications like Siebel and ROAM,
* Data migration from CRM systems to NuSales system
* Reconciliation of data with the downstream Billing system called NuBillPlex.

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