**Veda Thota**

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**Professional Summary**

Veda Thota is a highly motivated, seasoned QA professional with 10+ years of IT experience. Proficient in Software Development Life Cycle using Agile and Waterfall methodologies. Have experience in Business Analysis skills and expertise in Requirement Management. Expertise in Greybox and Blackbox testing, Manual & Automation Selenium with java. Application Server IIS (Deployments), coordinating the business users to execute UAT test scenarios and test data. Working as a Lead QA/Onsite Coordinator role performing the responsibilities of both Project planning and project management at Onsite for the offshore QA teams.

**Experience Highlights**

* Excellent analytical, problem solving, communication, and documentation skills along with excellent test process management skills to gather requirements.
* Have possessed exemplary Test Process knowledge & its meticulous execution skills. Web Services, APIs and Micro Services testing, SOAP UI / RESTful Services, Postman services. ETL Testing using Informatica tool different BI tools, Business Objects, Cognos and Crystal Reports, Mobile & Device Testing on OS like Windows Mobile, Android and Smart Phones. Migration from Mainframes to SharePoint 2010 product testing.
* Having a depth testing experience with BFSI domain and had worked with fortune 500 customers in Investment Banking, Internet Banking, Payment Systems. Investment data products like American funds Outside funds, Healthcare and Insurance with Claims, Billing, EDI etc.,
* Extensive working experience with Business domains like Health Insurance, Time & Billing Management, Content Management, Data Migration and Data Integration Product, E-Commerce, Telecom and Mortgage domains. Customer Payment Services via IVR, Extranet and Internet Interfaces. Sound knowledge on IVR (Interactive Voice Response) CTI domain (Computer telephone integration)
* Experience in using Selenium (Web Driver) for Web Applications Automation.
* Experience in Using Junit4, TESTNG, Maven for Test Scripts Execution thru Eclipse and Intellij.
* Experience in Data Driven Framework, Key Word Driver Framework, Hybrid Driven Framework, and Page Object Model Framework Models.
* Expertise in manual testing Smoke, GUI, Functional Testing, System, Regression, Integration, Security, Compatibility, Non-functional, End to End, Backend testing for Web and Client/Server based applications. automation testing using HP ALM, UFT, RIT IBM automation tool.
* Expertise in Impact Analysis for the change requirements and creating initial Impact Analysis Document (IAD), Gap Analysis, Test Case templates, Effort Estimation, Traceability Matrix, Defect Report and Test Summary Report for multiple projects.

**Technical Skills**

**Test Methodology :** Agile, Waterfall, Std. V-Model and Risk Based

**DWH/ETL Reporting Tools:** Informatica Power Center, Business Objects, Crystal Reports & Quick View

**Databases :** Oracle 10g/9i, SQL Server 2008, MS Access 2002

**Database Program :** PL SQL, Stored Procedures

**Scripting :** VB & UNIX Shell Scripting, Java script

**Automation :** Selenium**,** HP UFT, HP ALM, IBM Rational Integration Tester

**Process :** CMMI V1.3, ISO-9001-2009 & PCI

**Test Management :** HP’s Quality Center/HP ALM, IBM Rational CQTM, VSTS-TFS & MTM, JIRA, Bugzilla

**Software Technologies:**  Mainframes, Windows, UNIX/Solaris/AIX, SharePoint 2010, Java, ASP.Net, Java Script, HTML, DHTML, XML, J2EE, JSP & TOAD 6.0. SQL/DB & Mobile App/Site.

**Domains:** Health Insurance, BFSI, Healthcare, E-commerce, Content Management, Telecom

**Professional Experience:**

**USAA, Plano, TX Dec’2022 - Present**

**QA Consultant**

**Responsibilities:**

* Understanding the Functional Requirement and the system across the application’s functional components & architecture
* Team coordination and team monitoring with QA and UAT team members & analysts, Onshore/Offshore Engagement model/Process.
* Performed functional testing to identify various critical points in the application and automated it by using Selenium WebDriver
* Providing status to the Product Owners and Agile team members on testing progress and estimate the deadlines based on the project schedule.

**Prime Therapeutics, Eagan, MN Sep’ 2019 – Nov’2022**

**QA Consultant**

Prime Therapeutics provides their services with Blue Cross Blue Shield (BCBS) for 17 states. The Prime’s one of the core services is Pharmacy Benefit Management (PBM). Where the post claim services such as Paid and Rejected flows consist with the Pass, Fail, Exception case statuses. An exception cases are handled in PEGA tool. The Backend data validation for the Pass and Fail cases on BET, Claims, Formulary and other tables.

**Responsibilities:**

* Understanding the Functional Requirement and the system across the application’s functional components & architecture
* Team coordination and team monitoring with QA and UAT team members & analysts, Onshore/Offshore Engagement model/Process.
* Performed functional testing to identify various critical points in the application and automated it by using Selenium WebDriver
* Tested compatibility of application for dynamic and static content under various cross browsers using HTML IDs and XPath, CSS in Selenium.
* Performed Regression testing for new builds and every modification in the application using Selenium WebDriver.
* Diligently working with Product Owners and DL/SAs/BAs, to plan and design for the end-to-end QA process, test environment setup and tools
* Analyze the business requirements and prepare functional specifications-based scenarios in the areas of Service Oriented Architecture (SOA) and the Enterprise Data hub.
* Involvement in discussion with Product owner, Business team and Subject Matter Expert (SME), to understand & involved in designing the user stories and scenarios,
* Involvement in Test Design, Develop and execute the test sets.
* Tracking test performance against requirements.
* Design and execute PEGA testing by availing an Json scripts.
* Performing Backend testing and capturing an appropriate JSON script for the accurate data flow validations
* Execute test for Smoke, Functional, Security, Integration Test, End to End testing
* Conducting defect triage meeting and update the report to the Business team, QA and Development teams.
* Performing User Acceptance Test Environment and Sanity Test.
* Involvement in Production Support for new deployments with Development and Product Owner.
* Performance of a Regression testing for the new Change Request (CR) implementations
* Organizing the Daily Status Meeting with offshore team for functionalities, defects clarifications and updates on the projects.
* Providing status to the Product Owners and Agile team members on testing progress and estimate the deadlines based on the project schedule.

**Envionment**: PEGA 8.1, SQL Server 2008, JIRA, HP ALM (Quality Center), Java, Selenium, Oracle Windows,

**Projects/Clients: American International Group, Inc. (AIG) Mar‘ 2018 – Aug‘2019**

**QA Lead:**

American International Group, Inc. (AIG) is a leading international insurance organization serving customers in more than 100 countries and jurisdictions. AIG companies serve commercial, institutional, and individual customers through one of the most extensive worldwide property-casualty networks of any insurer and with multiple business components like Claims, Billing, EDI, Agencies, Agents etc., In addition, AIG companies are leading providers of life insurance and retirement services in the United States.

**Responsibilities:**

* Understanding the Functional Requirement and the system across the application’s functional components & architecture
* Team coordination and team monitoring with QA and UAT team members & analysts, Onshore/Offshore Engagement model/Process.
* Diligently worked with Product Owners and DL/SAs/BAs, to plan and design for the end-to-end QA process, test environment setup and tools
* Analyze the business requirements and prepare functional specifications based scenarios in the areas of
* Plan and design for the end to end QA process for the project including setting up the QA process, test environment and tools.
* Gather and analyze business requirements and prepare functional specifications in the areas of service-oriented architecture and enterprise data hub.
* Project risk planning, mitigation and escalation at appropriate time.
* Create and Execute test cases
* Track test performance against requirements.
* Contributing to enhance and improve selenium framework.
* Automating manual regression tests using selenium webdriver.
* Purpose test automation using Selenium, test planning and test execution Functional, Performance, Security, System testing and Regression testing for the New Change Request implementations
* Design the Test stories and Scenarios
* Generate performance testing and related QA documentation using HP Performance Center.
* Analyze and report test results
* Develop test plans, test schedule and approach
* Write Test Script using Java and identify data for test scenarios & follow agile methodology
* Automated script generation using Automation tools and frameworks & HP's Functional Tester
* Performed RCA /Postmortem Report, Test closure reports and other QA Metrics Reports and Gap Analysis.

**Envionment**:Java, Windows, Oracle, SERENA, JIRA, SQL Developer, Jira, Microsoft .NET, Share Point, TFS, DB2 and Mainframes, Java script, Selenium, HP ALM.

**Anthem Inc., Mason, OH May’ 2017 – Feb’ 2018**

**QA Lead**

Anthem Inc. is an American health insurance company. It is the largest for-profit managed health care company in the Blue Cross and Blue Shield Association (BCBS) with multiple business components Claims, Billing, EDI, Member, provider, broker, etc., As part of the process, introducing many best practices and solutions to their consumers. One of them is Event Enable Enterprise and Care Management etc.,

**Responsibilities:**

* Understanding the Functional Requirement and the system across the application’s functional components & architecture
* Team coordination and team monitoring with QA and UAT team members & analysts, Onshore/Offshore Engagement model/Process.
* Closely working with Product Owners and DL/SAs/BAs, to plan and design for the end to end QA process, test environment setup and tools
* Analyze the business requirements and prepare functional specifications-based scenarios in the areas of Service Oriented Architecture (SOA) and the Enterprise Data hub.
* Setting up the Continuous Integration (CI) test process using Rational Integration Tester (RIT).
* Involvement in discussion with Subject Matter Expert (SME) and architecture team to understand & involved in designing the Test stories and Scenarios,
* Involvement in Test Design, Develop and execute the test sets.
* Tracking manual & automation test script performance against requirements.
* Design and execute API testing with using SOAP UI.
* Execute test for Smoke, Functional, Security, Integration Test, End to End testing
* Conducting defect triage meeting and update the report to the Business team, QA and Development teams.
* Deploy Code onto User Acceptance Test Environment and Sanity Test
* Involvement in Production Support for new deployment
* Automating functional scripts using selenium webdriver.
* Performance of a Regression testing for the new Change Request (CR) implementations
* Organizing the Daily Status Meeting with offshore team for functionalities, defects clarifications and updates on the projects.
* Providing status to the Product Owners and Agile team members on testing progress and estimate the deadlines based on the project schedule.

**Envionment**: Java, Windows, JIRA, Digital Technologies-SOA Enterprise, MS and APIs, SOAP UI Restful service, Postman services, Selenium, Mainframes, DB2 and Mainframes, HP ALM.

**Capital Group – Irvine, California Jun’ 2015 –Apr’ 2017 QA Lead onsite/ofsite (multiple projects)**

**Investment Data Presentation (IDP)**

Capital Group runs its business through sales of various American Funds which in turn is driven by Advisors as they take funds to the retail investors. Advisors help in onboarding of investors by branding their funds with the use of various Tools and Calculators, Fund Literature, artifacts available in the Advisor Center website. Presence of Charts, prospectus information with varied Fund Details makes this site more informative from Fund marketing perspective and Business perspective.

**Responsibilities:**

* Understanding the Functional Requirement and System Requirement Specifications.
* Handling a team of 15 (11 offshore, 4 onsite) QA team members, UAT team members & analysts.
* Worked with team for establishing a QA Onshore/Offshore Engagement model/Process.
* Closely worked with Product Owners to help them develop detailed acceptance criteria for the user stories.
* Verified and prepared the gap analysis based on the customized requirements for the Investment products data.
* Created of Test Strategy, Test Plans and Test Cases in HP ALM.
* Updated and maintained the automation scripts, data tables for the data driven testing
* Developed library functions and master scripts for various regression executions.
* Interacted with Client on a regular basis for status updates and Issue Resolution.
* Organized the Daily Status Meeting with offshore team for requirements, defects clarifications and updates on the projects.
* Performed manual testing such as Smoke, Functional, Integration, Regression, Compatibility, Performance, GUI, Back-End, Security and UAT Testing.
* Performed Mobile Application testing on different OS like Windows Mobile, Android and Smart Phone based on the customized requirements (new/enhanced requirements).
* Lead defect triage meetings for the reported bugs.
* Provided status to the Product Owners on testing progress and estimate the deadlines based on the project schedule.
* Co-ordinated with the multiple appropriated projects, understanding the project level Requirements, co-ordination with the team (product owners, onsite/offshore) throughout the project life-cycle.
* Contribution made to the multiple projects at different teams’ level within short duration, acquired more knowledge on financial domain.

**Environment:** Java, CQ5, Oracle 11g, IBM Rational Clear Quest, HP ALM, JIRA, Agile

**Bank of Tokyo - MUFJ, New Jersey Apr’ 2014 – May’ 2015**

**Credit Risk Reporting - ETL process & Reporting -QA consultant (multiple projects)**

Project is to modernize the credit risk reporting functions across MUFG Americas Holdings Company Management. Authority by migrating MUFG Americas Enterprise Management Office (ERMO) existing credit risk reporting database to a strategic data environment and reporting platform. This solution features a powerful reporting interface that will accommodate the needs of non-technical business users, while providing ad-hoc reporting capabilities for power users. With this improved infrastructure, the Bank will be able to provide accurate and rapid risk exposure, analysis, monitoring and reporting. This will facilitate consistent messaging across all stakeholders, effectively meeting the requirements of executive management team, lines of business, risk managers, internal audit and control functions as well as US and Japanese Regulators.

**Responsibilities:**

* Test Requirement Analysis, Review and Creating Gap Documents.
* Coordinating with onshore/offshore team for their requirement study & analysis, review, prepare Gap Analysis documents, supported them with Clarifications on Requirements, QA process, Defects and other test artifacts.
* Help the product owner in identifying the test scenarios and prepare test cases for user acceptance testing (UAT) and write acceptance test cases by playing the role of proxy product owner.
* Provided status to the product owners on testing progress and estimate the deadlines based on the project schedule.
* Verified Investment products data and involved and monitored SIT box and provided UAT support.
* Focused on Data Quality issues that include completeness, conformity, consistency, accuracy, duplicates, and integrity.
* Preparation of test strategy and test scenarios based on mapping documents.
* Developing & execution Complex SQL queries to verify report data with the source and target system.
* Working with Fact and Dimension tables, Surrogate keys and version numbers for test validation.
* Used Informatica Power Center for various data & schema testing.
* Execution test cases based upon Data validation, Data merging, Data cleansing and Data aggregation.
* Conducting Defect Triage meetings and provide Defect Analysis Reports.
* Performing generating canned Report through Business Object tool
* Supporting UAT lead for Assist business users to execute UAT test scenarios and test data as part of JVT (Joint Validation Testing).
* Monitoring Testing Activities within the team (onsite/offshore) and report regular progress to the Test Manager.
* HP ALM Site Admin Roles basides project assignment
* Set up roles and permissions for QC users, customize and configure the projects as per the requirements.
* Created Defect Metrics, Test Execution Report, and Performance Report and customize dashboard/reporting module.
* Compatibility Verification & Confirmation of Patch upgrades.
* Imported Requirements, Test Plan, and Test Lab & Defect tab documents onto ALM.
* Exported Defects Metrics, Test Execution, and Performance reports from ALM using Macros.
* Created/Updated and Assign Domains, Projects, and Users & User Roles as per project requirement.
* Verified and confirm performance of Configuration Management and Service Design Management.

**Environment:** DB2 v 9.7, TOAD 5.1 for DB2, Informatica Power Center 9.1, UNIX AIX 6.1, UDB 9.7, Unix Putty, Informatica TIDAL, SQL, HP ALM 11.0, Business Objects & IBM Mainframes.

**Simplexity, Largo, MD Nov’ 2013 - Mar’ 2014**

**Storefront, Back Office, Content Management - QA Lead & BA**

Simplexity is the Internet's leading e-commerce and MVNO solutions provider for the wireless industry, offers a suite of fully integrated and highly customizable branded wireless solutions, and technology solutions include comprehensive inventory and rate plan management, order processing, automated activation and online merchandising.

**Responsibilities:**

* Understanding the requirements and functional specifications.
* Worked with Lead Business Analysts for the requirement gathering sessions.
* Managed onsite/offshore testing teams by closely monitoring the tasks based on the project plan, test schedule and reporting the same to QA Reporting Manager.
* Spearheaded project-planning sessions and project tracking meetings with project stakeholders.
* Developed Test Plan with a Test Strategy for the Interface testing.
* Implemented agile process and conducted daily standup meetings.
* Developed Test Data for the scenarios by uploading the data from the production database.
* Tested the usability of the user interface and application.
* Participated in managing and optimizing the utilization of assets in the test environments.
* Involved in System, Implementation and Acceptance Test Planning.
* Involved in Troubleshooting / Debugging test environment defects.
* Reviewed the test deliverables (Self/Peer and Lead Level Reviews).
* Participated in requirements and agile sprint planning meetings to gather and review project requirements.
* Provided project wise statuses to all stakeholders in daily scrums and provide weekly status reports to client QA Managers.
* Verified that the all applicable Carriers like T Mobile, Sprint, AT&T & Verizon with Plans and schemes like handset, handset +rate plan, Handset + Data plan, Handset +Rate Plan +Data Plan, Handset + Accessory+ Rate/ data plan and SMS channel offers. This also, handles on device financial transaction for offer purchases info.
* Performed RCA /Postmortem Report, Test closure reports and other QA Metrics Reports and Gap Analysis.

**Environment:** Microsoft .NET, Share Point, Windows 7, SQL Server 2008, TFS, Bugzilla, Web services, XML, Windows 7, and BizTalk server 2010.

**Phoenix (ACS-GRM)**  **Apr’ 2013 - Oct’ 2013**

**Sr.QA Analyst**

The “ACS GRM Phoenix” is a new product development initiative is to modernize the current Xerox Government Records Management (GRM) platform to improve the overall efficiencies of the system and thus rationalize the costs over a period of time. The new product would enable Xerox to extend the current service platform to multiple counties in US with minimum customization.

**Responsibilities**:

* Test planning and strategy preparation.
* Prepared test scenarios, test cases based on client requirements.
* Reviewed the test deliverables (Self/Peer and Lead Level Reviews).
* Prepared test data and setting up the data in test environment.
* Automated regression test cases using Selenium Web driver.
* Performed deployment and smoke testing, test case execution, reporting defects and tracking using TFS.
* Closely monitored the tasks based on the project plan, test schedule and reporting the same.
* Performed RCA /Postmortem report, corrective and preventive actions.
* Prepared and publish test closure reports and QA Metrics Reports.

**Environment:** SQL Server 2008, SharePoint 2010, net 3.5, C# 3.0, TFS 2008, SOAP UI, asp.net, Ajax, Selenium Web driver 2.28.

**Western Union Speedpay (Multiple Client’s Projects) Apr’ 2011- Mar’ 2013**

**Sr. QA Analyst**

Western Union (WU) Speedpay application is used by multiple clients in different industries to accept payments from their consumers. Examples of current clients that use the application are Green Tree, Wells Fargo, American Home Mortgage (Mortgage), Sprint, Verizon, (Telecom) and Southwest Gas, PSEG, Gas South (Utility), Citi (banking) clients. There are different models that can be implemented depending on client needs. A client can choose to have WU charge a fee directly to the consumer and brand everything as Western Union, or they can brand the service as their own and decide whether to charge a fee to the consumer. Speedpay application includes different interfaces.

**Extranet:** used by the call center for CSRs to enter payments. WU offers a call center service if the client wishes to contract out their call center services.

**IVR and Internet**: used as (consumer facing) self-service options for the consumer to enter the payment directly over the phone or through an Internet site

**Responsibilities:**

* Worked with WU SpeedPay Client Services team for establishing a QA Onshore/Offshore Engagement model/Process.
* Performed security testing (PCI) and qualified on all important customers’ projects.
* Tested the new IVR functionality and it is intended to capture the following Business Functions
* Use the Hybrid Framework and developed new functional scripts for the regression suites.
* Updated and maintained the automation scripts, data tables for the data driven testing.
* Performed manual testing Smoke, Functional, Integration, Regression, Compatibility, Performance, GUI, Back-End, Security and UAT Testing.
* Impact Analysis, Estimation for all Change Requirements/Projects
* Business / Test Requirement Analysis for all new projects.
* High Level Estimate (HLE) on all new Client implementations.
* Reviewed test documentation for correctness and clarity
* Maintained complete test project status and track defects through HP Quality Center.
* Co-ordinated daily and weekly QA Status Meetings.
* Project risk planning, mitigation and escalation at appropriate time.
* Audit support, Defect Prevention meeting and Process support to Customer.
* Team mentoring, retention, training facilitation and appraisals.
* Performed Project Transition/KT to offshore on the project needs

**Environment**: Java/J2EE, .Net 2.0, 3.0, 4.0, Web Services, XML/XSL, Service Oriented Architecture (SOA) Framework, SQL Server 2000 / 2008, SharePoint 2007, 2010, SQL 2003. 2005 &2008, HP QTP and HP Quality Center.

**MMIS (Medicaid and Medicare Information System) Jan’ 2010 – Mar’ 2011**

**Sr. QA Analyst-BA**

ACS implements its latest generation MMIS solution compliance to the Medicaid Information Technology Architecture (MITA) standards-based claims administration system. Developing a product under new CMS standard and customize it for different state was the primary goal.

**Responsibilities:**

* Prepared test scenarios, test cases based on client customization requirements.
* Reviewed the test deliverables (Self/Peer and Lead Level Reviews).
* Prepared test data requirements sheet for SIT.
* Test Case Execution, Reporting defects and Tracking using IBM Rational CQTM.
* Performed Black-box testing like, Smoke, Functional, Integration, Regression testing & UAT Support.
* Conducted Defect Triage meetings and provide Defect Analysis Reports.
* Updated the test cases with the new/change requirements for the next build of testing/releasing.
* Interacted with Development Team and Functional team (SMEs).

**Environment:** IBM SOA Suites, Rational Tools (RMT/CQTM/FPT/RFT), Selenium (SMOKE Test), Functional and CIT, SIT and UAT Support

**DP Aviation, Document Management System developed for GE internal users Jun’ 2009 – Dec’ 2009**

**QA Analyst**

Design Practices (DP) is a web-based application hosted on GE Aviation servers. The DP system is essentially a data & document management system to create, modify, access, control, search, view and download all documents associated with GE Aviation’s Design Practices which could be used by any authorized GE staff.

**Responsibilities:**

* Performed Requirement gathering, walkthrough the requirement spec with functional team and QA Team.
* Performed test scenarios, test cases based on client customization requirements.
* Performed test data and setting up the data in test environment.
* Developed and automate End-to-End scenarios (Regression & Smoke testing).
* Involved in stabilizing the Automated Functional Scripts, developed using QTP, to handle various data load, validation, retrieval and re-usability scenarios.
* Identified Reusable Components and Create Functions & Procedures for building the Generic/Functional Library files.
* Performed Conduct Defect Triage meetings and provide Defect Analysis Reports.

**Environment:** HP - QTP, HP - QC, spring, JSF, JBOSS, Oracle10g, Windows-XP, CVS, Citrix Server