**Divya Bolem**

**Phone: 972-220-9125**

**Professional Summary:**

* **Over 10+ years** of industry experience in Software Testing (Manual and Automation) with a solid understanding of Test Planning, Test Design, Test Execution and Defect Reporting & Tracking.
* Expertise in documenting and executing test cases and test scenarios for all phases of testing including End To End (ETE) Testing, user acceptance testing (UAT), system testing, regression testing, integration testing, migration testing, portal testing and compatibility testing, validation Testing.
* Excelled at communicating with business partners to provide accurate report and information on the project status and initiatives especially in Onsite-Offshore Models.
* Lead several projects and experience in coordinating with other application teams during preparation of Test Data and Lab requirement.
* Strong Experience in Automating Web Application Testing using **Selenium WebDrive**r with **TestNG** framework.
* Over 5 years of experience on **Perfecto mobile cloud** for mobile testing.
* Strong Experience in **Adobe Experience Management** (**AEM**) tool development and automating the tool using Selenium.
* Experience working in Agile and Scrum Frameworks through Sprint Planning, Sprint Grooming, daily Stand-ups.
* Strong Experience in **Java Programming**, **Selenium WebDriver, JUnit and TestNG**, **Cucumber.**
* Experience on Finance and Banking, Retirement, Property and Casualty Insurance Domains.
* Good knowledge on **mobile** **testing** and other breakpoints with **SauceLabs.**
* Experienced in Defect reporting and Tracking using **ALM Quality Center**, Clear Quest and **JIRA**
* Good understanding of the onsite offshore model and effective use of it to enable and achieve the client business objectives.
* Strong Experience on Accessibility testing using **NVDA, Voiceover**.
* Performed Smoke Testing, Functional Testing, Integration testing System testing, Regression testing multiple browsers ( Microsoft Edge, Firefox, Safari and Chrome) and **Mobile devices (Android, iOS).**
* Well versed in user requirement analysis **documenting test plans** execution of test cases to verify application functionality according to business needs.
* Strong experience on **Applitools** automation
* Requirement gathering from End to End testers/Designers for deemed functionalities for future releases & conduct functional analysis and arrive if any new set of implementations needs to brought in form of CRs (Change Requests) apart from the targeted story points.
* Good experience in **Web Services Testing** using **SoapUI , Post man, Ready API,** rest client .
* Participate in project Test Team requirements review, testing documentation reviews and walk-through including Test Strategy, Test plans, Test cases and Test Closure.
* Strong experience on Service Delivery (Provisioning, Activation) and Service Assurance.
* Hands on experience with **Azure Data Studio** for **database testing**.
* Good experience in Remedy Testing applications.
* Good knowledge on **Cucumber**, **Jenkins, TestNG and API Testing, Azure Data Studio**
* Well acquainted with all phases of SDLC and STLC.
* Good experience in Test Automation Frameworks –**Data Driven, Keyword driven ,BDD, Hybrid** to make maintenance process easier and achieve Efficiency, Re-usability and Accuracy across applications.
* Performed backend testing in using SQL queries.
* Good knowledge on **UFT’s** **BPT framework approach**.
* Experienced with **Jenkins Job scheduling**, deploying and running jobs per QA test case requirements.
* Experienced in Oracle, DB2 and MS SQL Server Data Base manipulations, Backend Testing using SQL Queries.

**Technical Experience:**

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| **Defect Track Tools** | HP Quality Center/ALM, JIRA |
| **Testing Tools** | Selenium Web Driver, QTP/UFT, AEM, Cucumber |
| **Programming Languages** | XML, HTML, C, VBScript, Core JAVA, Java Script, Gherkin |
| **Test Management tools** | QC/ALM, PRISM, TDP, qTest, SVN, Rally, ReadyApi, Postman |
| **Operating Systems** | Windows XP,7,8, Windows NT/2010 and UNIX. |
| **Databases** | SQL, Oracle, Azure data studio |
| **Methodologies** | Agile, Waterfall. |

**Client Name: Kaiser Permanente, California** **Dec 2022 – till date**

**Role: Sr. Automation Test Analyst**

**Description** Kaiser Permanente has been providing high-quality health care and coverage for more than 75 years. By connecting care with coverage and pioneered a new model for health care where things are designed to work together and help members thrive. The care model enables teams to think and work as one, coordinating your care seamlessly, so don’t have to and delivering better care when it matters most.

**Responsibilities:**

* Identified the test cases to be automated using **BDD** framework and enhanced the overall functionality of the application.
* Identify and document the significant New Integration features and software components that require testing in **Confluence**.
* Interacting with **Product Owners, developers, Authors and Business** in requirements analysis, design and implementation for AEM Components.
* Experience in **Web Services** testing using **SOAPUI, Postman, ReadyAPI**
* Automated all scripts in **Cucumber** using **Bobcat** framework
* Perform **Accessibility testing** using **NVDA, Voiceover** for complete work around with AEM.
* Involved in the project team, which focused on testing and dealing with process, tools and best practices. This team also leveraged testing knowledge, technology, methodology and resources across similar projects.
* Involved in **Regression** **Testing** using **Selenium**.
* Developed queries using SQL and updating records and validate database records using **Azure data studio**.
* Prepared Traceability Matrix to show the test coverage requirement vs. Test scripts.
* Developed Cucumber Automation scripts to evaluate Distribution and Warehouse management process
* Performed Input Validations, User Interface Validations, Browser Compatibility testing and Navigation testing.
* Performed Backend testing to verify the data integrity by passing SQL Queries.
* Performed Smoke and Functional testing on every build of the application.
* Defect Reporting, Analyzing, Tracking and Report Generation using **qTest**.
* Attended the daily review meetings, weekly status meetings and walkthroughs and interacted with Business Analysts and Developers for resolving Defects.
* Great collaboration with developers and stakeholders
* Participated and Initiated Team meetings on a regular basis and involved in active discussion to improve the testing quality
* Schedule outstanding Defects/Escalation/Triage calls and get the issue resolved.
* Review of team members’ test cases, test results, documentation. Preparation of the Test Strategy and guiding the team.
* Responsible for GUI and Functional Testing, using Black box Testing Techniques.
* Enhanced Test cases using Java programming features and TestNG Annotations.
* Conducting Data driven testing, cross browser testing and parallel test execution.

**Environment: Windows 7, JAVA, Selenium, BDD, JUnit, qTest, ReadyAPI, Gitlab, Jenkins**

**Client Name: Ally Bank,** **Charlotte, NC** **Oct 2016 –Nov 2022**

**Role: Sr. Automation Engineer**

**Description: Ally Bank is a full-service online bank** offering competitive rates, low fees, no minimums and 24/7 customer service. Ally is **one of the largest car finance companies in the U.S.**, providing car financing and leasing for 4.5 million customers and originating 1.4 million car loans annually. It is on the list of largest banks in the United States by assets and has 2.0 million depositors. Ally Financial Inc. (NYSE: ALLY) is a leading digital financial services company. Ally Bank, the company's direct banking subsidiary, offers an array of deposit, personal lending and mortgage products and services.

**Responsibilities:**

* Working in **Agile** methodology understanding of all aspects of software testing lifecycle.
* Performed full components testing for **AEM (Adobe Experience Management)** in all supportive browsers**. Mobile testing** in both **IOS** and **Android Devices**.
* Created **Automation** framework for **AEM** in **Selenium** WebDriver using JAVA.
* Created and assisted with the Automation using Selenium with Java scripting to test cases on multiple supported platforms to uncover regression and OS specific bugs at an early stage that is cost effective and avoids changes to code late in the test cycle that could potentially delay a release to the customer.
* Developed **API Automation** framework for **Mortgage rates, Product Rates, Bank Rate Compare table**.
* Working with **Applitools** automation and monitor on daily bases which helps in reporting early production defects.
* Involved in setting up continuous integration system using Jenkins and working knowledge with cloud-based code repository system like **Bitbucket**.
* Used **ALM Quality Center** and **JIRA** for bug tracking and reporting, maintenance of all test case.
* Participating in **Go/No-GO** live activities and Postproduction support – addressing user issues/concerns.
* Following up with development team to verify bug fixes, and update bug status
* Perform **Accessibility testing** using **NVDA, Voiceover** for complete work around with AEM.
* Scripting the test cases for regression using Selenium WebDriver in Java worked in Agile environment, with an ability to accommodate and test the newly proposed changes at any point of time during the release.
* Interacting with **Product Owners, developers, Authors and Business** in requirements analysis, design and implementation for AEM Components.
* Utilizing **Testng** framework for running executing test cases on priority basis.
* Working on hybrid app using **Perfecto** cloud lab for device breakpoints across **AEM**.
* Developing automation Test scripts for all AEM Components using Selenium Web driver in Java language.
* Implemented Automated execution of tests (nightly and need based) using Maven and Jenkins.
* Developed and maintained automated regression test cases in Selenium WebDriver using Java programming language
* Well versed in locating various GUI elements using XPath, CSS, Link text, Id, Name, Class name, Tag names, partial Link text to test both web and mobile applications.
* Experience in **Web Services** testing using **SOAPUI, Postman.**
* Followed Agile testing methodology, participated in daily SCRUM meetings and testing each SPRINT deliverables.
* Created XML based test suit and integrated with Jenkins Server to execute automation scripts on a regular basis by scheduling Jenkins jobs in different test environments with different test configurations.
* Maintained QA/Test environments and assisted in build and deploy activities.
* Identify and document the significant New Integration features and software components that require testing in **Confluence**.
* Executing smoke test regression test suites on priority basis for every release and also running smoke test in nightly basis using Jenkins CI tool.

**Environment: Windows 7, JAVA, Selenium, BDD, Appium, JUnit, HTML, IE, HP UFT 12.0, HP UFT 11.5, QTP 11.0, HP ALM, Gitlab**

**Client:** **JPMC Chicago, IL Feb 2015 – Sep 2016**

**Role: Automation Lead**

**Description**: JPMorgan Chase & Co. (NYSE: JPM) is a leading global financial services firm with assets of $2.1 trillion and operations in more than 60 countries. The firm is a leader in investment banking, financial services for consumers, small business and commercial banking, financial transaction processing, asset management, and private equity. A component of the Dow Jones Industrial Average, JPMorgan Chase serves millions of consumers in the United States

* A flexible web-based application
* Assists in managing and tracking the end-to-end implementation process

**Responsibilities:**

* Prepared Test plan/test cases as per Software Requirement Specification (SRS).
* Executing test cases and analyzing test results.
* Involved in GUI, Functional and Regression Testing.
* Detecting, classifying, and reporting bugs through Defect Tracking System.
* Involved in Defect management systems.
* Involved in creating test plan, test strategy, test scripts and executing using QTP.
* Responsible for Uploading test scripts into Quality Center and Batch execution.
* Extensively involved in testing the application functionally using Quality Center.
* Involved in the development of test procedures for various stages like Smoke, Integration, System and User Acceptance Testing, Positive and Negative Testing.
* Performed system testing, Installation testing and User Interface testing.
* Identifying the scenarios and writing test cases for UAT
* Active interaction with Clients and developers in review meetings to evaluate the progress and performance of the application.
* Involved in daily and weekly status meetings and mentoring the team.
* Reported and tracked bugs using ALM and involved in defect management systems.
* Involved in daily status meeting with clients.

**Environment: Windows Server 2008, HP QTP 10.0, HP Quality center 9.5, SQL Server, Asp.net, HTML, ASP, XML, Java Script, MS-Excel.**

Client: Tata Consultancy, Chennai, India for USAA Jun 2012 – Dec 2014

**Role: Automation Tester**

**Description:** The United Services Automobile Association (USAA) is a Texas-based Fortune 500 diversified financial services group of companies including a Texas Department of Insurance-regulated reciprocal inter-insurance exchange and subsidiaries offering banking, investing, and insurance to people and families who serve, or served, in the United States military. At the end of 2017, there were 12.4 million members. Appraisal and Mortgage calculator Project for USAA home insurance which includes the deployment of several new infrastructure platforms.  Two of critical process drivers here are 15 year and 30-year loan plan in which inputs should be captured and calculated with zip code and results to be provided.

**Responsibilities:**

• Preparation of the Test Strategy and guiding the team.

• Involvement in the System Test Plan Preparation and Requirements Streamlining.

• Involvement in Preparation of Test Procedures, Test Scenarios, Cases and Test Data.

• Responsible for GUI and Functional Testing, using Black box Testing Techniques.

• Involvement in Test Execution, Results Analyzing and Defect Reporting.

• Involvement in RTM Preparation.

• Involved in Automation Infrastructure Development in UFT.

• Designed Tests Using Data Driven Methodology for selected areas.

• Execution of Test Plan and Monitoring Defect tracking Process Using Sun-Tracker.

• Enhancing the Test Scripts for Global Execution.

• Involved in solving Environmental problems along with Technical Support People, especially in Sever Connections and Database sharing activities.

• Involved in Regression Testing using UFT.

• Preparation of weekly and monthly status reports.

**Environment &Tools: ALM, Rally, TDP, SharePoint, UFT, Selenium, JIRA, SOAP, Java, J2EE, Oracle, TOAD, HTML, UNIX, Windows, Putty and Agile Methodology.**