SARITHA AYYAPPAN

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**SENIOR QUALITY ASSURANCE ENGINEER**

**QUALITY ASSURANCE** • **MANUAL TESTING** • **TEST AUTOMATION** • **QUALITY ANALYST**

*Conducting testing and validation of software applications to identify defects, ensuring adherence to quality standards and speciﬁcations.*

**Over 16+ years of experience in various ﬁelds as Analytical and Results-driven Quality Assurance Engineer** with a proven track record of ensuring product excellence through meticulous testing and quality control processes. Adept at designing and implementing comprehensive test plans, leveraging automated testing tools, and conducting in-depth root cause analysis. possesses strong expertise in identifying defects, optimizing workﬂows, and driving process improvements to enhance product quality. Notably led a project for CMMI-5 certification as a DPA, showcasing experience in defect analysis and the eﬀective monitoring and control of defects through Fish Bone Analysis and CAPA methodologies. An enthusiastic self-starter, quick learner, and outstanding team player with strong leadership qualities, consistently meeting deadlines while delivering high-quality results for medium to complex projects. Seeking to contribute my skills and experience to a dynamic organization focused on delivering top-notch products to its customers.

**Signature Strengths:**

Project Leadership  Test Case Design & Execution  Defect Tracking & Management  Functional Testing  Continuous Integration/ Continuous Deployment (CI/CD)  Extract, Transform & Load (ETL)  Programming & Scripting  Test Environment Setup  SQL & Database Testing  Software Quality Assurance  Agile Methodologies  Software Development Life Cycle (SDLC)

**PROFESSIONAL EXPERIENCE**

# NORTH CAROLINA ADMINISTRATIVE OFFICE OF THE COURTS, USA (State Client) NOV 2019 - PRESENT

**Senior Software Lead QA / Quality Control Engineer**

***Overview:*** *Spearheaded the development of regression automation scripts using Eclipse, Selenium Web Driver, TestNG, and Java, technologies for government applications. Managed the acquisition of project documents and user tasks through SharePoint and executed assigned tasks eﬃciently and on schedule. Validate Excel reports and outbound service-generated ﬁles, guaranteeing data accuracy and integrity. Collaborate with developers to identify, address, and track defects using IBM Rational Clear Quest, leading to eﬃcient defect resolution processes. Demonstrate strong reporting capabilities by delivering daily and weekly status reports and test cycle summary reports to the Project Lead and Project Manager while eﬃciently managing document uploads to SharePoint. Participate in ICMS Implementation Trainings, contributing to the team's knowledge and skill development.*

# Selected Career Benchmarks:

* Ignited company growth by developing and interpreting project documentation, aligning testing with business requirements and design specifications, and creating comprehensive test plans with clear testing objectives, phases, and environments.
* Led the quality assurance eﬀorts for a comprehensive Time & Leave Management system serving government agencies, ensuring compliance with federal regulations and standards.
* Led and mentored a team of QA engineers in developing Selenium automated test scripts for government applications, promoting best practices and ensuring high standards of testing quality.
* Lead the creation of comprehensive test strategies, methodologies, and standardized processes across NAQ Platform work streams to enhance testing efficiency, consistency, and coverage.
* Executed performance testing for Lightning UI under high-load conditions, identifying performance bottlenecks and optimizing user experience for government employees and citizens.
* Analyze business requirements thoroughly to ensure testability, traceability, and robust end-to-end business process validation.
* Deployed UiPath bots to automate Salesforce data entry, leading to a 70% reduction in manual data entry errors and increased team productivity.
* Led the QA testing efforts for Salesforce Sales Cloud and CPQ solutions, ensuring high-quality deliverables through all stages of the development lifecycle.
* Predesigned and executed comprehensive test strategies, including functional, integration, and regression testing, to validate HR workﬂows for timekeeping, leave requests, and accrual management.
* Developed and maintained quality control processes for Time & Leave Management solutions, ensuring all deliverables met stringent quality standards required by government
* Catalyzed immediate positive change by closely collaborating with developers and stakeholders to analyze business requirements and formulate eﬀective testing strategies, ensuring alignment with project goals.
* Collaborate closely with Program Management and NAQ Platform Product Development teams to align QA efforts with overarching program goals and product development roadmaps.
* Developed Java-based automation scripts for functional and regression testing of government software, ensuring high quality and reliability of applications used by citizens.
* Developed Selenium scripts to validate user workﬂows, data processing, and compliance with government regulations, ensuring system reliability and security.
* Implemented automated testing frameworks using tools like Selenium and TestNG, increasing testing efficiency by 40% and enabling faster release cycles for Time & Leave Management software.
* Designed, developed, and executed manual test plans and test cases to validate Salesforce functionality, including core Sales Cloud processes (lead management, opportunities, forecasts) and CPQ configurations (pricing, quoting, product configuration).
* Developed and executed automated test cases for Sales force Lightning UI components, ensuring seamless functionality and compliance with government accessibility and usability standards.
* Executed performance and load testing for applications using Java-based tools to assess scalability and responsiveness under peak load conditions.
* Performed regression testing for Salesforce updates, new features, and releases, ensuring all critical functionalities remained unaffected by code changes.
* Coordinated and led functional testing efforts for end-to-end Salesforce CPQ processes, identifying critical defects and collaborating with the development team to ensure timely resolution.
* Spearheaded the QA process for a government HR workforce solution, focusing on Time & Leave Management modules, resulting in a 30% reduction in critical defects post-deployment.
* Set up Selenium Grid to perform parallel test executions, significantly reducing overall test cycle times for government software releases.
* Utilized Java-based tools for defect tracking and reporting, providing real-time insights into defect trends and facilitating faster resolution of issues.
* Applied expertise in testing Salesforce functionalities related to government applications.
* Executed API testing for seamless integration with other government HR systems, ensuring accurate data exchange for payroll, attendance, and employee records.
* Generated API test reports and documented API issues and defects in JIRA, collaborating with the development team to resolve bugs.
* Conducted security testing for Salesforce Lightning applications to identify and mitigate vulnerabilities such as SQL injection, XSS, and unauthorized access, ensuring compliance with government security regulations.
* Fueled business development opportunities by conducting various tests, including Sanity testing, Smoke testing, UI testing, Functional testing, and Regression Testing, meticulously verifying results against expected outcomes.
* Strengthened ICMS Configuration PDD and solution validation testing for the Odyssey application across Test, Stage, and Production environments, ensuring seamless system performance.
* Managed cross-browser and cross-platform testing using Selenium Grid, validating government applications on multiple browsers and operating systems to ensure accessibility and functionality for a diverse user base.
* Developed comprehensive requirement traceability matrices for ICMS configurations, enhancing testing traceability and accountability.

# Duke Clinical Research Institute, USA JAN 2016 – JUN 2019

**Senior QA Engineer**

***Overview:*** *Spearheaded the development of regression automation scripts using Eclipse, Selenium Web Driver, TestNG, and Java, technologies for CTMS, PACT, Rave, and Rave X applications. Attended meetings and furnished timely project status reports to Project Managers and other relevant management groups. Demonstrated technical proﬁciency in ﬁrst-level defect triage, utilizing ALM and*

*JIRA for bug tracking and promptly preparing detailed reports. Managed the acquisition of project documents and user tasks through SharePoint and executed assigned tasks eﬃciently and on schedule.*

# Selected Career Benchmarks:

* Conducted comprehensive analysis of requirement documents in Blueprint and performed Quality Control checks for

various enhancement and implementation projects.

* Implemented data-driven testing approaches in Selenium to validate clinical scenarios with multiple data sets, such as patient demographics, lab results, and treatment plans.
* Developed and executed comprehensive test plans and cases for Health Cloud features, including patient management, care coordination, and clinical workﬂows, achieving a 95% reduction in critical defects.
* Reviewed and assessed Software Specification Documents, oﬀering constructive feedback to Business Analysts to ensure document accuracy and clarity.
* Collaborated with developers and business analysts to identify and resolve process automation issues, ensuring smooth deployment of RPA solutions.
* Spearheaded quality assurance eﬀorts for Salesforce implementations in healthcare systems, ensuring seamless integration of patient management and healthcare workﬂows.
* Proficiently estimated testing eﬀorts and created and maintained a well-organized test schedule for various projects.
* Partner with IT and business stakeholders to define testing scope, approach, and test data management strategies, supporting effective delivery for all NAQ Platform products.
* Developed and executed test cases for RPA bots across various platforms (UiPath, Automation Anywhere, Blue Prism) to ensure accuracy and reliability of automated processes.
* Automated functional, regression, and end-to-end testing for Service Cloud and Health Cloud applications using Java-based test automation frameworks, reducing manual testing eﬀort by 60%.
* Ensured compatibility of the POS system with clinical hardware, including receipt printers, barcode scanners, and patient ID systems, improving service efficiency.
* Conducted extensive cross-browser and cross-device compatibility testing to ensure healthcare web applications provided a consistent user experience across diﬀerent platforms, including desktops, tablets, and mobile device.
* Developed Java scripts for responsive design testing, enhancing the user experience for Clinical professionals and patients across diﬀerent platforms.
* Designed and developed comprehensive automation frameworks using Selenium WebDriver, tailored to the unique needs of clinical applications such as electronic clinical outcome assessments (eCOA) and clinical trial management systems (CTMS).
* Automated compatibility tests using Selenium and other testing tools, reducing manual eﬀort by 70% and accelerating deployment cycles.
* Drive continuous improvements in QA processes to streamline testing cycles and improve overall product reliability and user satisfaction.
* Monitored and maintained RPA bots, troubleshooting and resolving issues to ensure uninterrupted business operations
* Automated complex clinical workﬂows using Selenium, including patient enrollment, medication administration, and trial data collection, enhancing the reliability and accuracy of clinical software.
* Collaborated closely with developers to gain a deep understanding of the technical requirements within project scopes.
* Tracked user stories and employed risk assessment in ALM (Application Lifecycle Management) to develop Test Plans, Test Scenarios, and Test Cases while configuring test data based on Functional Specifications and SRS (Software Requirements Specification).
* Implemented end-to-end testing strategies for clinical web applications to validate critical workﬂows such as patient admission, lab order management, and medication administration, reducing error rates by 35%.
* Conducted performance and load testing on clinical applications using Selenium integrated with performance tools (e.g., JMeter) to identify system bottlenecks and optimize application responsiveness.
* Conducted Peer Reviews of Test Scenarios, Test Cases, and Test Results to ensure quality and accuracy.
* Executed data migration testing for various Salesforce implementations, validating large data sets and ensuring proper mapping and data transformation.Ensured Salesforce compliance with healthcare data privacy regulations, such as HIPAA, by validating security controls and access management within the platform.
* Developed automated test scripts for RESTful and SOAP APIs to ensure data consistency, reliability, and secure data exchange between clinical applications.
* Integrated Rest Assured test scripts into the CI/CD pipeline using Jenkins and Maven, ensuring automated API testing during each build process.
* Worked with API documentation tools like Swagger to understand and validate API specifications and ensured alignment with the requirements.
* Developed Selenium scripts to validate critical clinical processes, such as protocol adherence and data integrity checks, ensuring compliance with clinical standards and regulations.
* Developed SQL scripts for validating back-end database tables, contributing to data integrity and reliability.
* Automated cross-browser and mobile testing using Java-based Selenium WebDriver, ensuring healthcare applications function consistently across various browsers and devices.
* Actively participated in Sprint planning meetings, Daily stand-up meetings, Walkthroughs, Retrospectives, and other Agile development processes.
* Automated testing for Health Cloud integrations with clinical applications, like lab management and pharmacy systems, to validate data accuracy and enhance clinical decision support.
* Collaborated with cross-functional teams to identify and troubleshoot issues in iBPS workﬂows, ensuring accurate.

automation of clinical documentation and approval processes.

* Maintained a robust test suite that covered all critical workﬂows, resulting in a 25% reduction in post-release defects.
* Compiled Operational Qualification Summary Reports and Approval Packages, summarizing comprehensive testing details to facilitate the transition to production environments.

# Computer Science Corporation, USA (Healthcare) OCT 2014 – APR 2015 Senior QA Tester

***Overview:*** *Achieved the highest standard of excellence through database testing, meticulously validating back-end database tables using SQL queries. Emphasized quality enhancement by conducting Peer Reviews on Test Scenarios and Test Cases, ensuring the highest quality in testing processes. Promoted quality awareness by executing functional test cases for Prior Approvals and Claims on the NC Tracks UI and providing accurate and concise progress and defect status reports.*

# Selected Career Benchmarks:

* Aligned the organization for growth by performing in-depth analysis of Project Design Documents for various Health s.
* Implemented CI/CD pipelines using Jenkins and Selenium, facilitating automated testing and deployment processes, which improved release cycles by 40%.
* Led Quality Assurance eﬀorts for a Time & Leave Management system tailored for healthcare, ensuring compliance with industry regulations such as HIPAA and FA.
* Developed Java-based automation scripts to test security features of Lightning applications, identifying vulnerabilities like data breaches and unauthorized access, and ensuring compliance with healthcare regulations.
* Developed data-driven test scripts in Selenium to validate healthcare scenarios with various input datasets, ensuring comprehensive coverage of clinical workﬂows and patient data variations.
* Developed automated security and compliance test scripts to ensure Service Cloud and Health Cloud solutions adhered to healthcare regulations such as HIPAA and GDPR.
* Developed and maintained Java-based automation scripts for Salesforce Lightning UI components used in healthcare applications, ensuring smooth functionality and enhancing user experience for medical staﬀ and administrators
* Led a successful Salesforce data migration testing project involving the transfer of customer and sales data from legacy systems to Salesforce, ensuring zero data loss and integrity.
* Developed automated test scripts using Selenium to validate critical healthcare functionalities, such as patient data entry, appointment scheduling.
* Spearheaded the testing of Salesforce Lightning adoption for Sales Cloud, ensuring that Lightning features and functionality aligned with business requirements.
* Conducted functional testing for time and leave management modules within healthcare workforce solutions, validating critical functionalities such as shift scheduling, timekeeping, and leave management.
* Automated API testing using Java to validate data exchange and interoperability between systems, reducing integration defects by 35%.
* Utilized JSON and XML parsers for response validation and to check the accuracy of the data retrieved from APIs.
* Performed integration testing to validate seamless interactions between Time & Leave Management systems and other healthcare applications (e.g., HRIS, payroll systems), ensuring data integrity and consistency across platforms.
* Automated regression testing using tools like Selenium and TestNG to ensure that new features and updates did not adversely impact existing functionality in healthcare web applications.
* Performed performance and load testing of healthcare web applications to ensure optimal performance under high user loads and peak traffic conditions.
* Developed and maintained automated test scripts for Salesforce Health Cloud, improving test coverage and reducing manual testing eﬀorts for healthcare processes.
* Integrated automated test suites for Lightning UI components with CI/CD pipelines, enabling continuous testing and faster deployment of healthcare applications.
* Developed Java-based security testing scripts to identify vulnerabilities in healthcare applications, such as data breaches, unauthorized access, and SQL injections.
* Developed best practices and guidelines for testing in Service Cloud and Health Cloud environments, reducing testing time and enhancing software quality.
* Laid groundwork for quality enhancement by developing comprehensive Test Plans, Test Scenarios, and Test Cases while setting up test data for Prior Approvals and Claims based on Project Design Documents.
* Executed functional test cases for Claims using X12 standards, ensuring data accuracy and system functionality.
* Conducted end-to-end manual testing of Salesforce Sales Cloud and CPQ to ensure seamless user experiences and functional accuracy.
* Conducted performance testing using Selenium and JMeter for healthcare applications, identifying bottlenecks and optimizing application performance under varying loads.
* Conducted security testing to identify vulnerabilities such as SQL injection, cross-site scripting (XSS), and data breaches, ensuring healthcare web applications complied with HIPAA and HITECH regulations.
* Contributed to first-level defect triage using technical knowledge, efficiently reporting issues to the bug tracking tool Silk Central, and preparing detailed bug reports.
* Actively participated in daily stand-up calls with the team, proactively discussing and resolving issues that impacted overall testing eﬀorts.
* Executed performance and load testing on Service Cloud and Health Cloud platforms to ensure optimal performance and scalability under high transaction volumes.
* Reduced defect resolution time by 35%, ensuring uninterrupted POS system functionality in critical healthcare operations.
* Utilized SQL for database testing to validate data accuracy and integrity within the Time & Leave Management system, ensuring compliance with reporting requirements and audit trails.
* Automated load testing for critical modules such as patient dashboards and reporting tools, optimizing performance and reducing response times by 30%.
* Utilized Java-based automation tools to track, report, and analyze defects in healthcare applications, enhancing the efficiency of defect resolution processes.
* Eﬀectively communicated project status updates to the Project Lead, ensuring transparency and alignment with project goals.

# IBM Seterus, USA (Mortgage) AUG 2013 – MAR 2014

**Sr.QA Engineer**

***Overview:*** *Directed rigorous Quality Reviews on Software Speciﬁcation Documents, oﬀering valuable feedback to Business Analysts for continuous improvement. Leveraged expertise in SQL to create complex scripts for backend database table validation, contributing to data integrity and accuracy. Executed test cases and procedures meticulously, providing concise progress updates and defect status reports. Validated various mortgage letters to guarantee compliance with speciﬁcations. Eﬀectively mapped and validated XML ﬁles using speciﬁed business rules and guidelines. Collaborated proactively with Development and Support teams, contributing to problem analysis, reproduction, and resolution.*

# Selected Career Benchmarks:

* Conducted comprehensive analysis of requirement documents for a variety of mortgage letters, ensuring a clear understanding of project objectives and specifications.
* Implemented a robust, scalable test automation framework using Java and Selenium WebDriver to support functional, regression, and integration testing of mortgage applications.
* Implemented testing strategies to identify and mitigate biases in AI (Artificial Intelligence) models used for mortgage lending, ensuring equitable decisions across diﬀerent demographics and income levels.
* Lead the creation of comprehensive test strategies, methodologies, and standardized processes across NAQ Platform work streams to enhance testing efficiency, consistency, and coverage.
* Developed robust Test Plans, Test Scenarios, Test Cases, and configuring test data based on Functional Specifications and BRD, ensuring thorough testing coverage.
* Scheduled jobs using Autosys Graphical User Interface (GUI), ensuring efficient test execution.
* Tested interactions between the Proprietary UNIX Loan Servicing Engine (PULSE) and Wilshire Integrated Loan Management Application (WILMA Letters) using UNIX commands.
* Automated test cases to validate the accuracy and efficiency of AL models in handling mortgage applications, reducing manual eﬀort and enhancing processing speed.
* Validated data, mapped it in the database, and processed it through ETL from various source files.
* Proficient in ETL testing using Informatica Power Center, ensuring data integrity.
* Improved the stability and performance of the test suite by optimizing the Java-based automation framework, reducing test execution time by 40%.
* Competent in testing web services using SOAP UI, verifying seamless functionality.
* Actively participated in daily stand-up calls with project teams to address and resolve testing impediments.

# ORACLE FINANCIAL SERVICES, INDIA (Banking) JUL 2012 – DEC 2012

**Senior Consultant**

# Selected Career Benchmarks:

* Analyzed the client requirements and functionalities for various business regions.
* Developed Test Plan, Test Scenarios, Test Cases and setting up test data based on Functional Specifications and BRD.
* Performed Testing for the various business enhancements.
* Triaged defects and reported bugs via bug tracking tool HP Quality Center (QC)
* Prepared Test Execution reports and Daily Execution status reports.
* Interacted with client teams for Walkthroughs, Status reporting and Issue meetings.

# HCL TECHNOLOGIES LTD, INDIA (Banking) MAR 2010 – MAY 2012

**Sr. QA Engineer**

# Selected Career Benchmarks:

* Test Lead for various projects, ensuring that QA testers are on track in completing their tasks within the allotted time and the technical and functional objectives are met.
* Analyze the client requirements and functionalities for various business regions like APAC, Europe etc and participating in the client meetings.
* Develop the Test Plan, Test Scenarios, Test Cases, Test Scripts and setting up Test data using the Customer Administration Set up Application for new regions based on the Functional specifications, IAD and BRD.
* Extensively performed Functional and End to End testing for the various business enhancements and fixes (CTB and RTB)
* Uploading various file formats into the Oracle database using WINSCP tool.
* Experience in database testing including validation of back end database tables using SQL queries.
* First level defect triage, reporting it to HP Quality Center (QC) and preparing the bug reports.
* Preparation of Test reports, Execution status reports, Test Strategy documents and QA sign oﬀ documents.
* Interact with German client teams for Scoping, Walkthroughs, Status reporting and Issue meetings.
* Set up Postman environments and variables for testing across different stages (development, QA, production), streamlining test configuration.
* Skilled in generating test cases and mock servers from Swagger definitions, allowing for early-stage API testing and validation.
* Validate the various file formats including EDIFACT, SWIFT MT101, SEPA X using the Business and System Rules Documents.
* Conduct peer reviews for the test scenarios and test cases.
* Lead and mentor QA testers in providing a high level of quality testing.
* Team-co-coordinator for the various project related assignments including documentation, status reports.
* Report the project status to the various stake holders.
* Execute and evaluate the manual and automation test cases and test case results.
* Perform automation regression testing using UNIX commands and Customer Profile Testing Tool (CPT).
* Experience in CMMI-5 Quality activities as a DPA which involves defect analysis, monitoring and controlling the defects using Fish bone diagrams and CAPA (Correction action and Preventive action) and reviewing the documents to ensure that it adheres to the compliance and standards.

# FIDELITY BUSINESS SERVICE, INDIA (Health and Welfare (Fidelity) APR 2007 – MAR 2010

**Associate Test Engineer**

# Selected Career Benchmarks:

* Analyzed Client Requirements and Functionalities and participated in client meetings.
* Developed Test Scenarios, Test Cases and Test scripts based on the Functional specifications and BRD.
* Conducted peer reviews for the test scenarios and test cases to ensure quality deliverables.
* Extensively performed in Functional and regression testing of Oracle OAB GUI and web application known as Net benefits.
* Executed Functional and Regression Tests in multiple browsers.
* Triaged defects and reported them in bug tracking systems (Lotus ProSupport, HP Quality Center) and prepared defect reports.
* Managed estimation for tasks involving preparation of Scenarios and Cases for various functional specification documents.
* Validated Single Client Feed in the HOBS database by running ETL jobs.
* Prepared Test reports, Daily execution status report for stake holders.
* Developed Test Plans and executed regression test automation scripts using VB scripts in QTP.
* Performed Manual and Automated Webservice testing using Para soft SOAP UI.
* Interacted with onshore partners in US for Scoping, Walkthroughs, Status reporting and Issues.
* Trained new team members on HMC.

**EDUCATION & CERTIFICATIONS**

# Jayamatha Engineering College affiliated with Anna University, Chennai, India.

Bachelor of Engineering in Computer Science & Engineering

# ANIIT certiﬁed from NIIT, India

**ISTQB Certiﬁed**

# Scrum Master Certiﬁed (Certiﬁcant ID: 001614043)

**TECHNICAL ACUMEN**

**Domains:** Banking (Corporate Banking, CASA, CIF) and Financial, Mortgage, Health & Welfare, Health Care, CRO, Judicial

**Tools:** WinSCP 3.6.1, Putty 0.58, Web method Developer, Altova XML Spy, Parasoft, SOAP UI, CPT, CAAA, SPECTRA, FTP, Crystal Reports, PULSE, Oracle Reports, XBrowse, X12,Jenkins,Jira, Document Builder

**DB tools:** SQL Navigator, AQT, Oracle SQL Developer 1.5.1, Microsoft SQL Server 2008, XQMF 2.8, TOAD 13.0

**ETL tool:** Informatica Power Center

**CRM Tool:** Salesforce Winter 19 Lightning Version

**Automation Tool:** UFT, Selenium Web Driver/Grid, swagger,Eclipse, postman,TestNG

**Defect Tracking Tools:** Lotus Prosupport, ALM 12.55, Rational Quality Manager 4.0, Silk Central 13.0, JIRA 7.12.1, Rational Clear Quest

**Operating Systems:** Windows 7, Windows 10 and iOS, Linux, UNIX

**Comparison tool:** Win Compare, Altova Diﬀ Dog

**Version Control:** Win CVS

**RDBMS:** MS Access, Oracle, SQL Server, DB2, MySQL **Languages:** SQL, XML, HTML, Shell, VB script, Java **Scheduling Tools:** Autosys, Control M

**Applications:** .Net, Java, Oracle, Mainframe, AWS,Siebel, Salesforce, ICMS,JSON,XML

**Document Mgmt Tool:** Sharepoint **Project Mgmt tool:** MS project, ATTASK **Requirement Tool:** Blueprint 9.1