**Sindhu C**

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| **Professional Summary:** |

* 15+ years of experience in Software Testing in the areas of Manual and Automation testing of various applications for Client/Server and Web-Based environment.
* 15+ years of experience in **Banking**, **financial and payment industry** along with other domains like Health care, Retail and Gaming.
* 10+ years of experience in managing teams across organization.
* Managed multiple testing work streams and coordinate across various teams, ensuring adherence to timelines and quality standards.
* Led large, complex **technical programs** involving distributed systems and highly scalable platforms across cloud environments **(AWS, Azure, Google Cloud Platform).**
* Managed and mentored a team of Technical Product Managers.
* Excellent ability to communicate complex technical concepts to both **technical and non-technical stakeholders**.
* Developed a risk-based **test approach** for Actimize highlighting key scenarios, algorithms, and data elements for comprehensive testing.
* Proven ability to lead and inspire **QA professionals**, achieving successful project outcomes while fostering a culture of excellence.
* Effective in **cross-department collaboration**, fostering a **team-first mentality.**
* Led and mentored a team of **QA engineers**, including **offshore teams**, fostering a culture of excellence, accountability, and continuous improvement. Guided the team through modernization efforts and product enhancements to drive quality across each release.
* Managed day-to-day activities of the QA team, providing **guidance**, **mentorship**, and ensuring high performance, meeting project deadlines and quality standards
* Mentored Actimize **SMEs** on defining expected results and evaluating observed outcomes throughout testing.
* Partnered with **Actimize** developers to triage defects, identify root causes, and support rapid issue resolution.
* Tracked and reported on **Actimize** testing progress, defects, test cycles, and quality metrics to stakeholders.
* Drove process improvements such as earlier involvement of testing team during Actimize configuration and setup.
* Advised on tools and strategies to maximize testing efficiency for Actimize like test case reuse and automated reporting.
* Experience with **Actimize** anti-money laundering solutions for detecting suspicious activity and facilitating compliance. Skilled in monitoring transactions, generating alerts, and investigating potential money laundering or terrorist financing.
* Managed day-to-day activities of the QA team, providing **guidance**, **mentorship**, and ensuring high performance, meeting project deadlines and quality standards
* Tracked completion of mandatory **AML** training by finance team members using learning management platforms. Maintained organizational compliance with AML regulations.
* Worked closely with finance partners in retail banking, commercial banking, and capital markets to implement AML controls and monitoring across business lines.
* Implemented automated testing pipelines for cloud applications using tools like **Selenium, Jenkins, and GitLab CI/CD.**
* Knowledge in creating Test Automation Framework using Selenium WebDriver with **Java,TestNG and Extent Reports.**
* Configured Oracle GL system to track **AML** investigation expenses against unique cost centers for enhanced visibility.
* Delivered **AI and ML solutions** leveraging cloud-native services (e.g., Big Query, Sage maker, Redshift) to address business-critical challenges.
* Develop and oversee comprehensive **test strategies, plans, and schedules** for large-scale testing projects.
* Conducted performance testing using **HP/Micro Focus LoadRunner**, evaluating system behavior under various load conditions.
* Integrated **JMeter with CI/CD pipelines** (such as Jenkins) to automate performance testing as part of regular development cycles.
* Utilized **LoadRunner's monitoring and diagnostic capabilities** to pinpoint system inefficiencies and recommend improvements
* Monitor and track test execution progress, ensuring deliverables align with project objectives.
* Experience in working with open-source tools **Selenium (Selenium IDE, Selenium RC, and Selenium WebDriver),Cypress, TOSCA, Test NG, Eclipse IDE, Postman, Rest Assured, Maven and Jenkins CI.**
* Worked as Defect Manager and Scrum Master in Agile methodology.
* **Managed** both offshore and onshore teams in EMEA, US and UK regions.
* Wrote Python scripts to parse XML documents and load the data in database and developed web based applications using **python**, CSS and HTML.
* Led integration testing between **Actimize** and core banking systems to validate seamless data flows.
* Served as the primary point of contact for external vendors, ensuring effective communication and collaboration.
* Reviewed and validate vendor-submitted test plans, test cases, and defect management processes.
* Conducted daily defect triage calls, analyze defect reports, and drive timely resolution of issues.
* Oversaw **performance testing of Actimize** to benchmark speed, scalability, and stability under projected transaction volumes.
* Managed end-to-end testing of new Actimize scenario model development including test data preparation through expected case outcomes.
* Created test cases mapping **Actimize** scenarios to regulatory requirements to validate compliance coverage.
* Implemented **automated regression** testing for Actimize upgrades to accelerate execution and defect identification.
* Experience in Core Java Programming using OOP (Object-oriented Programming) concepts, Collections, Exception handling, Threads using for developing automation scripts and automating with Selenium WebDriver.
* Oracle General Ledger experience in an AML financial crime department. Used Oracle GL for tracking AML investigation expenses and fines/penalties. Experience with Oracle GL system controls and auditing to support AML program.
* Successfully migrated on-premise applications to the cloud, ensuring seamless transition and reduced operational costs.
* Partnered with **Actimize** support and professional services for system upgrades, enhancement requests, and issue resolution.
* Logged and tracked technical issues within **Actimize**.
* Performed analysis of financial transactions and customer activity to identify suspicious behavior indicative of money laundering, fraud, or other financial crimes.
* Developed risk models and algorithms to detect abnormal account flows, transfers, withdrawals, and other behaviors using data analysis software and statistical techniques.
* Constructed financial transaction profiles of customers and assessed patterns against expected behavior to flag high risk **accounts** and anomalous activity.
* Conducted in-depth reviews of customer due diligence information and documentation to verify source of funds and legitimacy of transactions.
* Researched and **traced funds** transfers through the global financial system.
* Identified trends, outliers, and red flags in high volumes of financial data using data visualization, statistical tools, and machine learning techniques.
* Created reports, dashboards, and visualizations to share key risk insights and intelligence with business leaders and bank stakeholders.
* Supported the filing of **SARs** and other regulatory reporting based on comprehensive analysis of customer financial activity and transaction patterns.
* Generated **Oracle GL reports on AML** program spending for department budgeting and forecasting.
* Worked with IT team to develop custom Oracle GL interfaces to feed fines/penalties data from source systems into GL for reporting.
* Created automated Oracle GL controls to flag unusual spikes in expenditures for potential fraud review.

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| **Technical Skills:** |

Selenium Soap Ui Sql Tandem Git As400/Mainframe

Linux Finsim Atm Pos Base24 Asset Cypress Tosca Svn Html Qtp Jira/Bugzilla/Hp Qc Postman

Connex Vbscript Puppet Chef Ansible Winscp Putty

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| **Education:** |

* Bachelor of Engineering from JNTUH-2010, India

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| **Certification** |

* ISTQB
* Oracle
* Internal tools

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| **Work Experience** |

**Employer**: Webster Bank Nov 2023- Till date

**Role:** Sr. Technical Manager

**Responsibilities:**

* Defined and implemented the overall Quality Testing strategy, balancing manual and automated testing, aligning it with company objectives and ensuring thorough coverage for all product releases.
* Led and mentored a team of QA engineers, including offshore teams, fostering a culture of excellence, accountability, and continuous improvement. Guided the team through modernization efforts and product enhancements to drive quality across each release.
* Oversaw the design, development, and execution of test plans and test cases, ensuring full coverage of features and functionalities.
* Taken Meticulous approach to ensure accuracy in testing processes and reporting.
* Defined and track key quality metrics, including defect leakage, test coverage, and automation effectiveness.
* Generated regular reports to analyze trends, document defects, and provide actionable insights for continuous improvement.
* Maintained transparent communication with senior management regarding QA progress, challenges, and performance metrics.
* Managed day-to-day activities of the QA team, providing guidance, mentorship, and ensuring high performance, meeting project deadlines and quality standards
* Build and maintain robust test automation frameworks using tools like Selenium, UFT, or custom scripts.
* Work with DevOps teams to integrate automated tests into CI/CD pipelines using Jenkins, Bamboo, or similar tools.
* Identify and prioritize areas for automation to maximize ROI and reduce manual testing efforts.
* Implement Continuous Testing (CT) to ensure quality is maintained throughout the software delivery lifecycle.
* Use Postman or similar tools to test APIs for functionality, performance, and security
* Used Oracle GL for tracking AML investigation expenses and fines/penalties.
* Experience with Oracle GL system controls and auditing to support AML program.
* Successfully migrated on-premise applications to the cloud, ensuring seamless transition and reduced operational costs.
* Partnered with Actimize support and professional services for system upgrades, enhancement requests, and issue resolution.
* Logged and tracked technical issues within Actimize.
* Performed analysis of financial transactions and customer activity to identify suspicious behavior indicative of money laundering, fraud, or other financial crimes.
* Spearheaded the development of AI and ML products, prioritizing user needs, business objectives, and technical feasibility.
* Managed both offshore and onshore teams across EMEA and US, UK regions.
* Hands-on experience with large-scale testing, including functional, integration, and performance testing.
* Simplified complex technical challenges, enabling informed decision-making across product, engineering, and business teams
* Led executive-level technology discussions, offering insights and recommendations to guide technology decisions.
* Proficient in managing cross-functional teams and driving alignment across stakeholders.
* Familiarity with test automation tools, frameworks, and performance testing tools such as JMeter, LoadRunner, or similar
* Defined and implemented performance testing strategies, ensuring alignment with business goals and technical requirements.
* Collaborated with development and architecture teams to identify performance benchmarks and establish SLAs for critical applications.
* Analyzed test execution reports, identify trends, and escalate critical issues to stakeholders.
* Provide regular updates on testing progress, risks, and mitigations to senior leadership.
* Ensured testing metrics are captured and reported effectively to demonstrate quality and performance improvements.
* Led daily triage meetings to prioritize and resolve critical defects across multiple

workstreams.

* Created and managed JIRA dashboards to track defect status, team progress, and sprint

metrics.

* Manage and utilize tools like JIRA, Zephyr, Confluence for tracking and collaboration, Bitbucket/GIT for version control, and Jenkins/Bamboo for CI/CD.
* Collaborated with application and testing teams to streamline the defect management

process, improving resolution time by 30%.

* Generated detailed metrics and reports from JIRA, ensuring stakeholders had actionable

insights.

* Ensured adherence to tight deadlines by driving teams toward aggressive deliverables.
* Integrated JIRA dashboards with Confluence for centralized project documentation and

reporting.

* Streamlined communication between QA and stakeholders with real-time, visually engaging

JIRA dashboards, reducing meeting dependency.

* Led defect management for multiple high-profile projects, managing the lifecycle from defect

identification to resolution and closure for Oracle project

* Develop and implement defect management strategies and best practices to enhance

product quality and reduce defect rates

* Point of contact for defect-related communication among cross-functional teams.
* Conduct defect triage meetings with development, QA, and product teams, prioritizing

defects based on severity and business impact.

* Reduced the number of recurring defects by 20% through effective root cause analysis and

prevention strategies.

* Configuring filters for test execution tracking.
* Designing custom reports (e.g., burndown charts, velocity charts, defect trends).
* Developing dashboards to visualize testing metrics (e.g., test coverage, defect distribution

and defect status).

* Involved in capturing test requirements from business requirements and system

requirements.

* Proficient in test planning, test case design, and test execution for both manual and

automated testing.

* Utilized industry-standard testing tools such as Selenium, JIRA, and TestRail to enhance

testing efficiency and accuracy.

* Collaborated with development teams to identify and resolve defects, ensuring a seamless

development and testing process.

* Conducted performance, security, and regression testing to ensure robust software products.
* Oversaw the creation of comprehensive test documentation, including test cases, test scripts,

and test reports.

* Ensure defect management processes adhere to organizational quality standards and best

practices.

* Improve the MTTR (Mean Time To Resolve) to quickly determine the cause of the issue to

quickly reach out to the appropriate team to quickly resolve the issue .

* Coordinate with project managers to assess the impact of unresolved defects on project

timelines.

* Monitor and track progress of defects and production dark/production ready defects and

user stories. Identifying and managing risk and issues plans

* Generate and distribute regular defect reports and dashboards to provide visibility into

defect status, trends, and key metrics for stakeholders

* Prepare and deliver presentations on defect management metrics and progress to senior

management and other stakeholders.

* Facilitate Stakeholder meetings and help develop reporting/communication mechanisms
* Successfully managed defect tracking for a multi-million-dollar product release, achieving a
* 98% defect closure rate before the release deadline
* Created realistic testing scenarios to simulate virtual user interactions with applications,

including web, mobile, and client-server environments.

* Worked on Actimize/FCRM on Prem to Cloud Migration Project
* Worked for all loan subledgers to Actimize as part of E2E Testing.
* Co-ordination with Crowe, DE and Maestro along with Actimize as part of E2E Testing.
* Validating the records in SQL database and rules generation validation on Actone UI.
* Validating mapping as part of E2E test execution.
* Creating E2E test cases along with individual components
* Created Test deliverables as Master Test Plan, RTM, Test Coverage Matrix and Test Summary Report.
* Worked in HR/Finance and Workday applications including Counsel link & CRA Risk Exec.
* Worked for Risk, Finance and HR systems.

**Employer**: Fiserv Inc Dec 2016- Oct 2023

**Role:** QA Manager/Lead

**Responsibilities:**

* Developed and communicated a clear vision and strategic roadmap for the QA team, aligning quality goals with broader organizational objectives and product strategies.
* Lead the team through organizational and technological changes, providing support, guidance, and clarity during transitions.
* Established, maintained, and continually improved QA processes and procedures to ensure efficiency, scalability, and alignment with industry standards.
* Drove test automation initiatives to reduce manual efforts, improve test coverage, and accelerate the software delivery cycle.
* Collaborated with development teams to identify potential quality risks early in the lifecycle and helped mitigate them through proactive measures.
* Led QA/test planning for multiple projects, aligning testing efforts with project deadlines and objectives, ensuring high-quality output.
* Worked closely with product managers, developers, and other stakeholders to understand product requirements and ensure alignment on acceptance criteria and risk management.
* Defined key quality metrics (e.g., defect leakage, test coverage) and produced regular reports to track progress and performance.
* Monitored and reported key quality metrics, conducting detailed analysis of defects and providing actionable recommendations for improvements.
* Built a collaborative and positive team environment, fostering continuous learning and promoting growth within the QA team.
* Encourage a culture of continuous improvement and innovation, where team members are motivated to explore new tools, frameworks, and techniques for enhanced efficiency.
* Drive automation initiatives in testing, deployment, and monitoring to streamline workflows.
* Oversee API development, testing, and integration to ensure seamless communication between systems.
* Lead cross-functional teams, including developers, testers, DevOps, and architects, ensuring effective collaboration.
* Manage and utilize tools like JIRA, Zephyr, Confluence for tracking and collaboration, Bitbucket/GIT for version control, and Jenkins/Bamboo for CI/CD.
* Drive test automation initiatives and ensure integration with CI/CD pipelines.
* Design and implement automated delivery pipelines (CI/CD/CT) for large-scale enterprise systems.
* Develop and lead the execution of comprehensive testing strategies for WebApps, EDI systems, APIs, and Microservices.
* Oversee various testing types, including Smoke Testing, Unit Testing, System Integration Testing, Regression Testing, Test Automation, Performance Testing, and User Acceptance Testing (UAT).
* Collaborated with development and architecture teams to identify performance benchmarks and establish SLAs for critical applications.
* Strategically allocate team resources based on project priorities, skill sets, and deadlines, ensuring optimal utilization of talent.
* Introduced best-in-class QA frameworks and methodologies, reducing defect leakage by 30% and accelerating release cycles
* Led the team in adopting test automation frameworks like Selenium and Cypress, achieving a 50% increase in test coverage.
* Configured and tuned Actimize's intelligent detection scenarios to uncover money laundering, fraud, and other financial crimes. Created risk models, scenarios, alerts, and workflows within Actimize to enhance AML program.
* Led integration of Actimize with core banking systems and other data sources to ingest customer data.
* Mapped data fields, defined ETL jobs, and ensured data integrity for Actimize analysis.
* Customized Actimize cases and workflows to align with internal AML investigation processes.
* Set up case management model including assigning, tracking, escalating, and closing cases.
* Produced Actimize risk analysis reports and visualizations on money laundering trends to provide insights to business leaders.
* Built dashboards and reports to demonstrate risk exposures.
* Oversaw validation, testing, and quality assurance of Actimize models and updates prior to deployment.
* Utilized performance testing tools such as JMeter, LoadRunner, or Gatling to simulate real-world workloads and monitor system behaviour.
* Manage end-to-end performance testing activities, ensuring that all testing efforts are documented and traceable.
* Prepare detailed performance test reports, highlighting results, key metrics, and recommendations for improvement.
* Conducted performance review meetings to communicate test results, potential impacts, and optimization plans.
* Lead and mentor QA performance testers, providing guidance on best practices and troubleshooting techniques
* Coordinated with cross-functional teams to ensure timely and accurate completion of performance testing milestones
* Manage resource allocation and timelines, ensuring project deliverables are met without compromising quality
* Involved in capturing test requirements from business requirements and system requirements.
* Designed and implemented a scalable and maintainable UI test automation framework using tools such as Selenium WebDriver, Cypress, or Protractor.
* Communicated with BA’s, Developers to translate requirements to test cases.
* Automated accessibility testing to ensure compliance with WCAG and other accessibility standards.
* Ensured new Actimize versions met business requirements and regulatory needs.
* Acted as subject matter expert on Actimize, providing training and support to AML investigators and analysts.
* Developed risk rating models to classify customers as low, medium, or high risk for money laundering based on analytics and risk factors.
* Enhanced transaction monitoring scenarios to improve detection of anomalous activity across channels such as branch, ATM, mobile, and online.
* Drafted well-written SAR narratives detailing the suspicious activity, research conducted, and findings that warranted filing.
* Engaged with law enforcement on filed SARs to respond to requests and subpoenas.
* Conducted root cause analysis on violations, deficiencies, and audit findings to strengthen AML program controls.
* Tracked AML metrics such as alerts cleared, SARs filed, law enforcement requests, etc. and reported on program performance.
* Collaborated across businesses and functions to share financial crime risks and trends.
* Served as key resource for team on properly leveraging the Actimize platform.
* Built robust API testing frameworks using tools such as Postman, REST Assured, or JMeter, allowing for comprehensive testing of RESTful and SOAP services.
* Generated detailed Test Plans, Test Procedures, Test Requirements, and executed test scripts and cases to meet business and functional specifications.
* Developed and executed manual and automated test scripts using **Selenium, TestNG and Maven to build and management.**
* Used Cypress as part of test automation and developed regression/integration scripts.
* Handled daily status calls from both offshore and onsite teams.
* Defect logging, Tracking, Reporting and Validation using **JIRA**.
* Developed automated scripts using **Java** as main programming language.
* Used Springboot framework for developing micro services.
* Integrated API tests into CI/CD processes, ensuring constant validation of the codebase and early detection of issues
* Creating reusable functions, which improve the robustness, re-usability, and maintainability of the test scripts.
* Existing Selenium Framework is used to automate the Web Applications which follows **Page Object** **Model**.
* Framework has Object Repository and test data from spreadsheet. Also sends email after the execution of the test suite.
* Managing the source code using **GIT** version control
* Executing the developed scripts from **Jenkins CI**.
* Wrote the **SQL** scripts and tested the backend data for various test scenarios.
* Creating reusable functions, which improve the robustness, re-usability, and maintainability of the test scripts.
* Managing deposits and lending used signature and Aperio for customer related information.
* Creating automated test scripts using cypress automation tools
* Maintenance of regression test suite and deployed using CI/CD and Jenkins.
* Creating Automated test of API suite using rest assured and Java
* Maintaining automated triggered regression suite
* Framework design and its improvement tasks.

**Employer:** Accenture Services India Aug 2015- Dec 2016

**Role:** Application Development Analyst

**Responsibilities:**

* Created and tested numerous test plans and test case scenarios for the project in Test rails for the areas like Device Management, Media Management.
* Development of new modules for unix C++ applications
* Migration of databases from SQL server 2005 to 2008
* Worked on **C++ , STL, data structures, UNIX and Multi threading**.
* Experience in developing middle ware components for software in C/C++ using STL, multi threading, data structures, IPC(TCP/IP Socket programming)
* Implemented **Page Object Model** by using Page Factory elements.
* We used Core-Java and Collections to build the framework.
* Performed parameterization of the automated test scripts in Selenium to check how the application performs against multiple sets of data Contributed in developing Automation Framework that uses Java, Selenium **WebDriver** and **TestNG**.
* Wrote automation test cases and fixing automation script bugs.
* Worked extensively on **UNIX** environment to execute the shell scripts.
* Executed the **UNIX** shell scripts that invoked **SQL** loader to load data into tables.
* Reviewed Error log files in UNIX box when order fails to load into SQL tables.
* Selected the Test Cases to be automated and performed functional testing of the front end using Selenium (IDE and WebDriver) & created **Data Driven** **framework** using **TestNG**.
* Executed parallel browser testing on various machines using Selenium Grid and performed CROSS Browser testing.
* Implemented automation using Selenium Web Driver, **JAVA**, Selenium Grid, **Cucumber** and **Maven**.
* Developed BDD tests using Cucumber by writing features and developed required Selenium support code in JAVA for Cucumber.

**Employer:** Bally Technologies IndiaDec 2013-Jul 2014

**Role:** Quality Assurance Engineer

**Responsibilities:**

* Installing, Configuring and Troubleshooting of Linux (**Cent OS, RHEL and Ubuntu**) servers and workstations.
* Moved columns of data in and out of database tables using **PL/SQL** program units by passing collections as parameters.
* Writing SQL queries, Cursors using embedded SQL, PL/SQL.
* Involved in Requirement gathering meeting and workshop with Customers, Business and Technical team.
* Took part in impact analysis workshops, testing effort estimation and inspection of the requirements documentation.
* Created test suite for iPhone, iPad and android platforms
* Arranged daily SCRUM for the project updations.
* Implemented new SQE process for smooth work flow.
* Co-ordinate with the developers and help them in fixing defects faster.
* Provide support to Business team and also provided support to the end users in live.
* Assisted with training for the production team on how to use the application.
* Arranged knowledge transfer sessions within the team and created the necessary artifacts.
* Few of the games and Applications are Playboy, Quick Hit, Wild Huskies and Hot Shot.

**Employer:** Tata Consultancy Services IndiaFeb 2011-Nov 2013

**Role:** Systems Engineer

**Responsibilities:**

* Designed automation of the test cases.
* Responsible for functionalities.
* Reviewed all the QTP functions created by the team.
* Creating **Selenium** & **QTP** Scripts.
* Maintenance of the script and updating the script as per the new changes.