Kishore Kumar Gupta
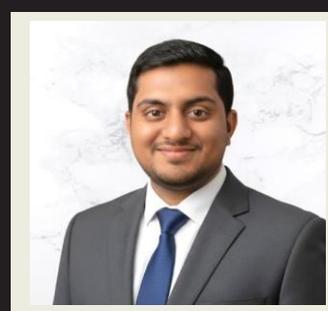
Lead I – Software Testing

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OBJECTIVE

As an experienced software testing professional with 9.5+ years of expertise in software testing. With strong analytical and problem-solving skills, continuously aim to improve process and enhance my skills. Proactive, results-driven, and committed to continuous improvement for delivering high-quality software products.

I am looking for an opportunity in an organization that values excellence, encourages professional growth, offers leadership responsibilities and that will capitalize on acquired expertise and skills for mutual growth.

TECHNICAL SKILLS

- ❖ **Programming languages**: Java, Python, C#, Ruby
- ❖ **Domains**: Manufacturing, Insurance, Banking, Healthcare
- ❖ **Database**: SQL, Oracle, SAP HANA, Vertica, Teradata, MongoDB, DynamoDB
- ❖ **Cloud**: AWS, Azure, GCP
- ❖ **IDEs**: Eclipse, Microsoft Visual Studio, SQL developer, PyCharm, IDLE, IntelliJ IDEA Ultimate
- ❖ **Accessibility Testing Tools**: Access Assistant, NVDA, IBM Equal Access Accessibility Checker
- ❖ **Methodologies**: Waterfall, Scaled Agile Framework, Scrum, Test driven Development (TDD), Behavior driven development (BDD)
- ❖ **Tools**: Selenium, QTP, TestNG, Jenkins, Tableau, RADAR, HP ALM, JIRA, TFS, ADS, HANA Studio, Perfecto, Gigafox, Postman, Gauge, Zephyr

CAREER SUMMARY

- ❖ Automation Testing professional with **9.5+ years of experience** in the IT industry, specializing in **web, mobile, API, database, UI, and accessibility testing**.
- ❖ Currently working at **UST** as **Lead I – Software Testing**, leading automation initiatives and quality strategy across projects.
- ❖ Strong expertise in **test automation using Selenium WebDriver** with multiple programming languages and frameworks.
- ❖ Extensive experience in **API automation** using **BDD frameworks**, ensuring reliable and scalable test coverage.
- ❖ Proven ability to **define automation strategy, test planning, and execution**, aligned with business and quality goals.
- ❖ Hands-on experience in **functional, smoke, sanity, regression, system, UI, accessibility, and ad hoc testing**.
- ❖ Proficient in **SQL and database validation** to support end-to-end automation and data integrity checks.
- ❖ Solid understanding of **SDLC, STLC, and Defect Life Cycle**, with strong defect management and quality reporting practices.
- ❖ Experienced in **maintaining automation test suites**, analyzing test results, and driving continuous improvement.
- ❖ Demonstrated leadership in **mentoring team members**, collaborating with cross-functional, onsite, and offshore teams, and communicating effectively with clients.
- ❖ Skilled in creating **functional, process, low-level, and high-level design documentation**.
- ❖ Strong communication, leadership, problem-solving, and multitasking abilities, with a proven capability to deliver independently and as a team lead.

EXPERIENCE

❖ Lead I - Software Testing at UST Global, Hyderabad since September 2021
❖ Test Analyst at Infosys Ltd., Bhubaneswar, June 2016 to August 2021

PROJECT DETAILS

Project #1 – BCM – Automation Team

Client: BCBSA

Organization: UST Global

Role: QA Lead - Automation

Domain: Healthcare

Duration: January 2025 to Present

Team Size: 5 Members

Testing Approach: Automation

Tools used: AWS, JIRA, Eclipse

Automation Team: This team is responsible for automating all feasible tasks done by manual team across different modules.

ROLES & RESPONSIBILITIES

❖ Developed and integrated new functional components across multiple modules, ensuring code quality and system stability.
❖ Identified and prioritized feasible test cases for automation daily, ensuring maximum test coverage and regression stability.
❖ Managed and mentored a team of automation engineers, delegated tasks, conducted code reviews, and ensured adherence to best practices in automation.
❖ Monitored and maintained automation test suites to ensure reliability and accuracy in execution across different environments and platforms.
❖ Generated detailed test reports and metrics for stakeholders to communicate test progress, coverage, and defects discovered during automation runs.
❖ Investigated test failures and worked closely with development teams to resolve issues and improve script stability.
❖ Integrated automation suites with tools like Jenkins and GitHub Actions for continuous testing and deployment.
❖ Championed test automation best practices and contributed to the continuous improvement of QA processes.
❖ Co-ordinated with multiple teams and with members within team to resolve the issues.
❖ Involved in taking internal as well as external interviews for L1 discussion round. Completed L1 interviews of 125+ profiles till now.

Project #2 – BlueCard Modernization - RTM Alert

Client: BCBSA

Organization: UST Global

Role: QA Lead

Domain: Healthcare

Duration: January 2024 to till Date

Team Size: 10 Members

Testing Approach: Automation and Manual

Tools used: AWS, JIRA, Postman

RTM Alert: RTM (Real Time Messaging) Alerts are a one-way push notification in real time from one Blue Plan to another Blue Plan and/or its business partners (Vendors, Accounts, TPAs, Providers etc.). It will strengthen the ability for different areas across plans and business partners to proactively share/receive information across the system, which will lead to administrative efficiencies. The requirement was to perform functional testing for the application as it is being built from scratch and validate APIs along with cloud testing using AWS console.

ROLES & RESPONSIBILITIES

❖ Worked as scrum tester in the team, responsible for end-to-end testing of application in product verification environment. actively involved in functional tasks deliverables in parallel with the delegation of tasks within team.

❖ Worked closely with the product owner & UI designer for UI design plan, review and UI requirement freeze for RTM Alert application.

❖ Handled all QA activities including test scenarios preparations, test planning, test cases creation, test cases execution, documentation of test results and reporting daily status of user stories and defects as the only QA for the team.

❖ Actively involved in all agile meetings including sprint planning, Daily Scrum/Stand-up, Sprint Review (Demo), Backlog Refinement(Grooming), Sprint Retrospective and Release Planning.

❖ Created test suite of 180+ TCs for the application and executed them in PV env.

❖ Raised 40+ defects and tracked them till proper closure. It also included following up with other stakeholders multiple times for defect prioritization and fix.

❖ Created sign off document for the PV environment and other handshaking documents for Alerts.

❖ Co-ordinated with multiple teams and with members within team to get the issues resolved.

Project #3 – Emerald City - AHRW

Client: Merative

Organization: UST Global

Role: QA Lead

Domain: Healthcare

Duration: May 2023 to December 2023

Team Size: 15 Members

Testing Approach: Automation and Manual

Tools used: Microsoft Visual Studio, JIRA, Python

AHRW (Ad hoc Report Writer): An application that's integrated with Health Insights (HI) to enable users to perform deep querying and analysis of curated data views. The Adhoc Report Writer tool is optimized with health measures and MarketScan benchmarks to further enrich HI data analysis.

Cohort Builder is part of the Ad Hoc Report Writer tool, which enables users to define, save, share, and reuse definitions of target data sets to analyze. Users can build powerful queries based on Boolean, AND/OR logic, without writing a single line of code. The requirement was to perform functional testing for all newly developed features and automate report scenarios using these features and the functionality itself.

ROLES & RESPONSIBILITIES

- ❖ Working as QA lead in the team, actively involved in functional tasks deliverables in parallel with the delegation of tasks within team.
- ❖ Involved in requirement analysis of all user stories, test scenarios preparations and test planning.
- ❖ Involved in test cases creation, test cases execution, documentation of test results and reporting daily status of user stories and defects.
- ❖ Raising defects and tracking it till proper closure. It also involves following up with other stakeholders.
- ❖ Actively involved in all agile related meetings including sprint planning, Daily Scrum/Stand-up, Sprint Review(Demo), Backlog Refinement(Grooming), Sprint Retrospective and Release Planning.
- ❖ Develop automated scripts for functionalities within sprint and modify them based on any updated functional changes in upcoming sprints.
- ❖ Created a regression suite for AHRW from start comprising of 80+ test cases which gets updated each sprint.
- ❖ Identified and created 48 report scenarios which fulfills all business use case scenarios and make use of all functionalities developed so far for AHRW. All report scenarios have been added to regression suite and are executed for each release.
- ❖ Involved with BA's and dev team members in discussion regarding all upcoming features and functionalities.
- ❖ Co-ordinate with multiple teams and with members within team to get the issue resolved.

Project #4 – Watson Care Manager (WCM)

Client: Merative

Organization: UST Global

Role: QA Lead

Domain: Healthcare

Duration: February 2023 to April 2023

Team Size: 11 Members Testing Approach : Accessibility Testing

Tools used: IBM Equal Access Accessibility Checker

Watson® Care Manager helps organizations unlock and integrate the full breadth of information from multiple systems and care providers, automate care management workflows, and scale to meet the demands of growing populations under management. Watson Care Manager can empower care teams to individualize care plans and recommend the optimal combination of structured programs, best practices and personalized insights, contributing better management of overall health across the population.

ROLES & RESPONSIBILITIES

- ❖ Actively involved in business requirement understanding.
- ❖ Involved in test planning and test executions for accessibility testing requirement.
- ❖ Executed AVT1(Accessibility Verification Test - 1) testing using IBM Equal Access Accessibility Checker tool for 50+ web pages with different set of test data.
- ❖ Executed AVT2(Accessibility Verification Test - 2) testing for all web pages which includes keyboard navigation and operation, contrast, page responsiveness on zoom.
- ❖ Executed AVT3(Accessibility Verification Test - 3) testing for all web pages using a screen reader.
- ❖ Worked on tools like IBM Equal Access Accessibility Checker, JAWS.

Project #5 - Healthcare Record Ingestion (HRI)

Client: Merative

Organization: UST Global

Role: QA Lead

Domain: Healthcare

Duration: June 2022 to January 2023

Team Size: 8 Members

Testing Approach: Automation and Manual

Tools used: Ruby, JIRA, IntelliJ IDEA Ultimate, Microsoft office, Postman

The HRI is a deployment ready service for streaming Health-related data into the IBM Cloud. It provides a "front door" for "Data Integrators" to send data into the cloud, while supporting both batch-processing and data streaming workflows. It provides features to initiate and track the movement of a dataset for both "Data Integrators" and "Data Consumers".

As part of this project, we had to validate multiple APIs endpoint functionality and automate the complete APIs validation. This included Manual testing of the APIs using postman and then automation using Ruby script with BDD framework.

ROLES & RESPONSIBILITIES

- ❖ Actively involved in requirement analysis and effort estimation.
- ❖ Involved in all phases of STLC – test scenarios identification, test plan and test creation, test execution, raising defects and documentation of all test results.
- ❖ Creation of ruby scripts for automation of 250+ test cases related to HRI management APIs endpoint.
- ❖ Raising defects, linking defects to test cases, and tracking it till proper closure in Jira.
- ❖ Mentoring resource for all testing related activities, assigning tasks, status reporting and sharing all testing artifacts with the team.
- ❖ Worked on tools like Jira, Postman, IntelliJ IDEA Ultimate edition, MongoDB Compass.
- ❖ Worked on ruby scripting and response validations.

Project #6 - Open Data API

Client: Equifax Inc.

Organization: UST Global

Role: Tester III – Software Testing

Domain: Banking

Duration: October 2021 to May 2022

Team Size: 9 Members

Testing Approach: Automation and Manual

Tools used: Gauge, JIRA, IntelliJ IDEA Ultimate, Postman.

Equifax Inc. is an American multinational consumer credit reporting agency and is one of the three largest consumer credit reporting agencies. Equifax collects and aggregates information on over 800 million individual consumers and more than 88 million businesses worldwide.

As part of this project, we had to validate all the endpoints for a particular functionality in API and automate the validation of all kinds of responses using gauge.

ROLES & RESPONSIBILITIES

- ❖ Actively involved in analysis of FSD/FSR document.
- ❖ Involved in all phases of STLC – test scenarios identification, test plan and test cases creation, test cases execution, raising defects and documentation of all test results.
- ❖ Creation of gauge scripts for automation of all kinds of responses for each endpoint.
- ❖ Raising defects, linking defects to test cases, and tracking it till proper closure in Jira.
- ❖ Worked on tools like Jira, Postman, IntelliJ IDEA.
- ❖ Worked on Gauge scripting and response validations.

Project #7 - PayFlex – Member Web Redesign

Client: PayFlex

Organization: Infosys Ltd.

Role: Test Analyst

Domain: Healthcare

Duration: May 2019 to August 2021

Team Size: 17 Members

Testing Approach: Automation and Manual

Tools used: TFS, ADS, Eclipse, Selenium.

PayFlex provides Aetna clients and members with more flexibility, as well as customized, easy-to- use tools and solutions to help manage health care expenses. PayFlex offers an integrated platform, multi-purpose debit card, real-time authorization of expenses and online claim and provider payment services. It has a web portal for all registered members called MWR portal. This project involved validation of all functional requirement changes on this portal.

ROLES & RESPONSIBILITIES

- ❖ Working as a test analyst in the team, actively involved in functional tasks deliverables in parallel with the delegation of tasks within team and other managing tasks.
- ❖ Actively involved in all agile related meetings including sprint planning, Daily Scrum /Stand-up, Sprint Review (Demo), Backlog Refinement (Grooming), Sprint Retrospective and Release Planning.
- ❖ Involved in requirement analysis of all user stories, assigning user stories within team members, test scenarios preparations and test planning.
- ❖ Involved in test data creation, test cases execution, documentation of test results and reporting daily status of user stories and defects.
- ❖ Develop automated scripts for all functionalities within a sprint and modify based on any updated functional changes.
- ❖ Raising defects and tracking it till proper closure. It also involves following up with other stakeholders.
- ❖ Daily status reporting to onsite for the team.
- ❖ Running regression suites daily, analyzing the failures if any in the latest run, fixing the coding issues if any, and reporting the daily analysis of the suite with the offshore and onsite team.

Project #8 - Propel Venerable Task Manager

Client: Voya

Organization: Infosys Ltd.

Role: Test Engineer

Domain: Insurance

Duration: November 2018 to April 2019

Team Size: 7 Members

Testing Approach: Automation and Manual

Tools used: HP ALM, Quality Centre, QTP, Oracle SQL Developer

Voya is an America based financial company. It deals in Finance, Insurance, Investment and Retirement services. The annuity part of the Voya was moved to Venerable as announced on December 2017. As part of the migration, Venerable needed a similar Task Manager as Voya. All data and documents related to Venerable were to be migrated.

My role was to test the new TM for Venerable in cloned environment. It was a data migration project based on waterfall model. I had to ensure that all data and documents related to Venerable only are migrated to Venerable TM.

ROLES & RESPONSIBILITIES

- ❖ Actively involved in analysis of FSD/FSR document.
- ❖ Involved in all phases of STLC – test scenarios identification, test plan and test cases creation, test cases execution, raising defects and documentation of all test results.
- ❖ Creation of test data comparison tools using VB scripting which was used for database validation. One of the tools was for file to Database validation and the other tool was used for Database-to- Database validation.
- ❖ Raising defects, linking defects to test cases, and tracking it till proper closure.
- ❖ Daily status reporting to client and taking feedbacks on the testing process and implementing them along with the normal execution.
- ❖ Worked on tools like HP ALM, Quality Centre, QTP, Oracle SQL Developer.
- ❖ Worked on Macros in Excel and VB scripting.

Project #9 - Launch Execution Dashboard HANA

Client: Apple

Organization: Infosys Ltd.

Role: Test Engineer

Domain: Manufacturing

Duration: January 2017 to October 2018

Team Size: 28 Members

Testing Approach: Automation and Manual

Tools used: RADAR, Oracle SQL Developer, HANA Studio

The project involved complete migration of data from Vertica Database to HANA Database. The data being migrated was being reported in two ways. One in the form of Data Browser reports and other in the form of Tableau UI for Launch Execution Dashboard web portal.
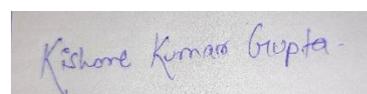
The project involved ETL testing, database validation, UI validation, System Integration, Regression testing and automation of all java script API HANA views.

ROLES & RESPONSIBILITIES

- ❖ Involved in automation of JSAPI HANA views using Python & Selenium. Creation of python-based automation scripts for file-to-file comparison.
- ❖ Preparation of SQLs to validate data flow at each layer on referring HANA structure and CVs impacted due to changes involved.
- ❖ Execution of SQLs on each layer to ensure data validity.
- ❖ System Testing, Sanity Testing and Regression Testing of the developed code.
- ❖ Result analysis and Test result report preparation and updating results in RADAR.
- ❖ Providing root cause analysis for the defects and interacting with development team members in fixing the defects.
- ❖ Involved in weekly status reporting, migration testing for ETL jobs validation on data load to Core Tables.
- ❖ Created, maintained, and supported the Python based Data Comparison Tool for Metadata and Data Validation for the tables present in the core layer.
- ❖ Automation of Metadata Validation and Data Comparison using Python Scripts.
- ❖ Custom based automation for report validation using Selenium for Tableau reports.
- ❖ Automation and validation of Tableau and Data Browser reports against the corresponding Databases. Performed writing SQL queries to do the data validation for Vertica between Core – ESL Presentation Layer.
- ❖ Performed writing SQL queries to do the data validation for SAP HANA between Core – ESL – Presentation Layer.
- ❖ Creation of defects and tracking them till its closure.
- ❖ Conducted Test Result meetings with Business team for the sign off.

DECLARATION

I hereby declare that the details provided above are true to the best of my knowledge.

Kishore Kumar Gupta-

Place: Hyderabad   **(Kishore Kumar Gupta)**