

RAGHU KUMARASAMY

SOFTWARE QUALITY ENGINEER / LEAD

Passionate Software Quality professional with 11+ years of experience having the ability to help for the company benefit by improving the quality of deliverables, reduce costs to the company, Do More Business, make a Profit and Stay in Business.

Phone: +91 9884119664

Email: raghuk@live.com

KEY SKILLS

Application Tested

- Web Based and Cloud
- Desktop

Test Management Tools

- VSTS (Azure)
- TFS
- Jira
- MTM

Test Activities

- Develop **Master Test Plan**
- Define **Test Strategies**
- Conduct **Customer Focused/ Persona Testing**

eCommerce and ERP tools tested

- Sitecore, Demandware
- D365 Business Central, D365 F&O

Automation

- Selenium Webdriver
- Test NG

Language & DB

- Java
- SQL

CERTIFICATIONS

- **(PSM)** Professional Scrum Master certified by **Scrum.org**
- **ISTQB** certified by International System Examination Board (**ISEB**)
- **Six Sigma** While Belt certified QA.

EDUCATION

- Master's degree in computer applications (MCA) - Bharathidasan University, Tiruchirapalli, Tamilnadu 2006 – 2009.
- Bachelor of Computer Science (BSc CS) from Bharathidasan University, Tiruchirapalli, Tamilnadu 2003 – 2006.

WORK HISTORY

Team Lead, QA

Aptean India Pvt Ltd

12/2021 – Present

Madurai, IN

QA Lead & Senior Test Engineer

Customer Analytics India Pvt Ltd

04/2015 – 11/2021

Chennai, IN

Test Engineer

Fircosoft India Pvt Ltd

04/2013 – 08/2014

Chennai, IN

Software Testing Engineer

e-GITS India Pvt Ltd

05/2010 – 03/2013

Chennai, IN

KEY RESPONSIBILITIES

Own quality control from beginning to end

- Implement "zero bugs" philosophy.
- Plan and carry out manual and automated testing, including load, performance, API, and other tests that guarantee the product's stability and dependability.

Operational Effectiveness

- Built a transparent system to increase visibility and monitor top-level progress. (For instance, QA workflow and release management)
- Used best QA techniques (Eg. Definition of Done for QA)
- Track and enhance critical metrics that are crucial to the product and services (e.g., Reduce defect leakage by 3%).

Teambuilding and leadership

- Being a servant leader by setting a good example, providing constructive feedback, inspiring and motivating the team, and ensuring that both the manual and automated teams are working toward the same objectives.
- Set vision for QA team, define & refine QA initiative backlog for future

Project Execution:

- A common and consistent approach
- Regular reviews of progress against plan
- Assurance that the project continues to have a business justification

Customer Focused Testing:

- Performed testing by understanding how customers use the product, conduct smoke tests based on critical use.
- Analyse user data to form test strategy and focused testing on the configurations that need.
- Monitor customer usage to prioritize tests. Prioritization of features prone to failure.

Managing Test Environments and Tools

- Managed the use of a production representative test server, to support development and testing for development teams across the project.
- Provided valuable inputs to develop an internal test reporting tools that integrates with Jira and VSTS to display the test execution, test schedule and test closure reports in graphical format.

RECENT PROJECT EXPERIENCE

Company: Customer Analytics India Pvt Ltd | **Client:** Ashley Furniture Industries | **Role:** QA Lead

Client overview: Ashley Furniture manufactures and distributes home furniture products throughout the world.

PROJECTS:

Project 1: Homestore Management System – Replacement of legacy applications (built in COBOL) with the help of Web API's and Angular UI application.

- Used my strong analytical skill in traditional applications to understand the existing business flow. Then I have applied my divergent thinking to validate the new modern application architecture.
- There are more opportunities for fit-gap analysis & out-of-box thinking in both domain & technology. Because we do not have any technical & process level document for each legacy application.
- Used Azure Application Insights and Kibana to identify the production issues also provide the solution to performance related issues based on the request and response trends.
- Created opportunity to work as a UAT tester where I develop UAT testing strategy and testing plan.

Project 2: D365 for Retail eCommerce & Homestore [eCommerce backend operations]

- Examine Business & functional necessity documents and recognized test scenarios.
- Involved in Resource planning and allocate work to team members and managing the team.
- Worked on Functional areas Inventory and Warehouse management, Accounts Receivable and Accounts Payable, Vendor Collaboration, Retail and E-commerce, System Administration.
- Working with external tools such as SFCC for merchandising, order import and export, content management and custom preferences.
- Worked on different functional areas like CCF, Merchandising and Finance with business team to understand the Functional requirements and the process flow.
- Working with the development team to streamline and regression process.
- Track defects to closure and keep defect repository up to date.

Project 3: eCommerce [frontend]– SFCC (Demandware), Sitecore, Retail – ePOS9 & mPOS.

- Performed below testing types in eCommerce frontend (Sitecore & Demandware)
 - Functional testing from user perspective to ensure the application performs as it should.
 - Integration testing to ensure that website performs optimally even after being integrated with external services.
- SFCC Integration testing in areas like TurnTo (Ratings & Reviews), Unbx (Search), AvaTax (Tax), Epsilon (email templates), Kount (Fraud protection), LivePerson (chatbox), Address Validation, etc... Testing in SFCC Business Manager to validate website modules related to selling products and services which includes catalogs of products, price books, inventories, content, etc.
- Experience in testing POS application for retail sale operations.

HOBBIES AND INTEREST



Volunteering and Community Involvement



Google maps



Explore



Cooking