

## **RESUME**

**KUMAR ASHISH ANIRUDH JHA**

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### **PROFILE SUMMARY:**

**HP certified Performance Test Lead with 14+ yrs of experience.**

Test Lead for Quality Assurance with a wide range of experience on testing tools like **Webload, Loadrunner & Performance centre**. Able to work on own initiative and as part of a team. I intend to build a career with leading corporate of hi-tech environment with committed & dedicated people, which will help me to explore myself fully and realize my potential. Willing to learn, implement and demonstrate as much as possible to enhance my knowledge base, to take up new challenges and to grow with the organization as a confident contributor.

### **CERTIFICATIONS:**

- ☐ **HP0-M19** VUGen Certification.
- ☐ **HP0-M18** LoadRunner Certification.

### **TECHNICAL SKILL SET:**

- **Performance Testing Tools:** Webload, Loadrunner & Performance Center.

- **Monitoring Tools :** HP Sitescope, CA Wily Introcope, Hobbit, BMC Patrol & New Relic.
- **Defect Tracking Tools:** Quality Center & JIRA.
- **Operating Systems:** Win NT/95/98/2000/XP and VISTA, UNIX, MS-DOS.
- **Languages:** C, C++.
- **RDBMS:** DB2, SQL, ORACLE
- **Other Tools:** TOAD, SoapUI, ReadyAPI & Tivoli.

### **PROFESSIONAL SKILL SET:**

- Involved in all phases of software testing life cycles, **Analysis of Business Requirements, Test Scenarios, and Test Cases, Performance Testing Pros** and other project **meetings**.
- Extensive experience in **Performance Testing** and **Server Monitoring** using tools like **HP LoadRunner, Performance Center & Wily Introscope**.
- Communicating status to business and development teams and conducting defect, checkpoint and root cause analysis meetings.
- Involved in **End to End Performance Testing, System design** including effort estimation, tracking Project progress, creating scripts, executing different tests like Capacity, Saturation & Duration to detect various system bottlenecks.
- Ability to collaborate with **testers, developers, project managers** and other **team members** in testing complex projects.
- Extensive experience in developing the **Weekly Status Report (WSR)** and **Test Summary Report (TSR)** according to releases.
- Flexible and versatile to adapt any new environment and work on any project.
- Confident enough to learn new skills in very short time.

**PROFESSIONAL EXPERIENCE:**

**Present Client:** HealthCare.gov

**Duration:** Mar 2014 – Present

**Present Client:** Bank of America

**Duration:** Mar 2013 – Mar 2014

**Present Client:** Lowes

**Duration:** Sep 2011 – Mar 2013

**Client:** Walt Disney

**Duration:** Sep 2010 – Sep 2011

**Client:** EMC

**Duration:** September 2008 – Sep 2010

**Client:** AT&T.

**Duration:** March 2008 – September 2008

**Client:** JPMC

**Duration:** March 2007 – March 2008

**Client:** Uchida Spectrum Inc

**Duration:** May 2007 – Jan 2008

**Client:** EDS-USGS

**Duration:** March 2007 – May 2007

**Client:** Fidelity Investments

**Duration:** September 2005 – February 2007

**PROJECT DETAILS:**

**Project: 1**

**Client:** HealthCare.gov

**ROLE:** Performance Engineer

**Project Duration:** Mar 2014 – Present

**Project Profile/Description:**

This project was to test the Performance of Federally Facilitated Marketplace (FFM), Small Employer Health Option (SHOP) & Trusted Data Source (TDS).

FFM had 10 different flows which represented the most common household scenario used in the United States These household had 1 to 4 members & were from different US state with annual income ranging from 30k to 50k. Created scripts for scenarios where the household member was incarcerated or a foreign alien.

SHOP application covered Employer & Employee & their payment system ( PAS – Payment Aggregation System). This was useful for organization which had 50 or less employee. Under this Employer chooses a plan for their employee & employee selects the dental or health plan.

TDS testing included testing of various Trusted Data sources like SSA( Social Security Administration), VA( Veteran's Administration ), IRS ( Income Revenue System ), etc. We had a SOAP request which we had configured with different parameters like SSN, DOB & Income etc. Then we used to run these scripts to ensure that we met the TPS requirement for that TDS.

**Roles & responsibilities:**

As a Performance Engineer, I was involved in all the phases of Performance testing ranging from requirement gathering to designing the test plan & scenario & creation of scripts & executions. After executions, I had to analyse the test result & make my suggestions & recommendations based on test result. During execution, it was required to conduct various tests like Capacity, Saturation & Duration to detect server & application bottlenecks.

- Gathering requirement for various applications like SHOP & PAS.
- Handling the entire suite of applications all by myself & delivering the result.
- Created LR scripts & executed various tests to identify application & server bottlenecks.
- Preparing & managing Performance test plan & test strategies
  - Monitoring application server using New Relic tools & analyzing the potential issues.

**Tools used:**

- HP Loadrunner 11.52, HP VUGen 12.02
- New Relic
- SOAP UI

**Project: 2**

**Client:** Bank of America- Mobile Downloadable Application (MDA)

**ROLE:** Performance Test Lead

**Project Duration:** Mar 2013 – Mar 2014

**Project Profile/Description:**

This project required testing of Bank of America mobile application. This being the eCommerce & front end application, performance testing required thorough testing & monitoring server performance. MDA is a part of eCommerce project. Under eComm another application called Online Banking which tested Banking site through web browsers whereas the MDA tested the mobile application used for Banking Application.

This project has various kinds of flows ranging from usual application login & adding recipient, making transfer, etc. Various scripts were scheduled to run to replicate the real time user load & servers were monitored very closely for all the critical metrics like CPU utilization, Heap usage, Active Thread count, etc.

### **Roles & responsibilities:**

As a Lead, I had to manage the performance testing of the entire mobile downloadable application. This required executing regression & scripts & incorporating new initiatives for every release. The new initiative required me to plan the effort & designing & planning the entire execution. I also managed the resource needed to deliver the project successfully. During execution, it was required to conduct various tests like Capacity, Saturation & Duration to detect server & application bottlenecks.

- Planning the end to end Performance testing for mobile banking application.
- ☐ Creating loadrunner scripts for new initiatives for integrated as well as adhoc release.
- ☐ Preparing & managing Performance test plan & test strategies.
- ☐ executing different tests like Capacity, Saturation & duration for every release.
- ☐ Identify various bottlenecks related to server or application.

### **Tools used:**

- HP Loadrunner 11.52
- HP Performance Center 11.52 & HP ALM 11.52.
- HP Quality Centre 11.52
- Wily Introscope
- Splunk

**Project: 3**

**Client:** Lowes- IP&E

**ROLE:** Performance Test Lead

**Project Duration:** Sep 2011 – Mar 2013

**Project Profile/Description:**

This project required identifying all the functional requirement & setting up environment for Performance testing.

This project has various kinds of application ranging from web based application to stand-alone application. Identifying the correct protocol for Client Server application was a big challenge during initial phase. After testing with different protocol like WinSocket & Oracle 2 tier protocol, we finally chose RDP protocol ideal for recording these application.

**Roles & responsibilities:**

As a Lead, I used to facilitate the testing team to help deliver the scripts & results to client. My responsibilities involved taking the full responsibility of the project which included designing scripts using the Loadrunner tool. Once the scripts were ready, had to execute these scripts in Performance Centre & post executions analyzed the results & then prepare the report & presented to clients with all the possible bottlenecks in the system & their resolution.

- Helped team understand the client's requirement & get them prepared on time.
- preparing various Loadrunner scripts for different business flows.
- Preparing & managing Performance test plan & test strategies.
- Performance tested various batch processes to ensure that all the batch jobs gets executed within the specified time window.

- execute tests like Capacity, Saturation & Duration script using Performance Centre tool.
- analyze the results after load test is complete.
  - Raise Performance defects & triage to find the solution & fix before the code moves to production.
- Prepare & present the reports in a specific format to meet client needs.

**Tools used:**

- HP Loadrunner
- HP Performance Center 9.52 & HP ALM 11.
- HP Quality Centre
- Wily Inroscope

**Project: 4**

**Client:** Walt Disney - Everest ESM

**ROLE:** Performance Test Lead

**Project Duration:** October 2010 – September 2011

**Project Profile/Description:**

This project required creating of manual as well as performance scripts for NGE ( Next Generation Experience ) application. This application dealt with analyzing the user experience at various parks & attractions of Disney Land, Orlando.

This project was only for the Orlando site, under which they had various parks & attractions. Various parks included Hollywood studios, Epcot, Magic Kingdom etc. There were various attractions under each park. Attractions were booked by customers through online portals or through agents. These data are analyzed by various dashboard which contained many components. These components were developed & tested by our team.



### **Roles & responsibilities:**

As a Lead, I used to facilitate the Performance testing team to help deliver the project successfully. I was managing a team but was also involved in all the phases of performance testing. It included creating scripts & once the scripts were ready, had to execute scripts in Performance center. After the tests were over, analyzed results & then detected any bottlenecks in the system

- Helped team understand the client's requirement & get them prepared on time.
- Also help team interact with onshore team & fill gaps between onshore & offshore teams.
- Managed testing team to achieve their personal goals & aspiration without impacting the project.
- Preparing & managing Performance test plan & test strategies
- Managing a team of 7 Performance testers.
- Executing different tests like capacity, Saturation & duration using Performance Centre tool to detect various Performance bottlenecks in the system.

### **Tools used:**

- Xcelsius
- JIRA
- HP Loadrunner
- HP Performance Center 9.51
- Quality Centre

### **Project: 5**

**Client:** EMC – Knowledge Management.

**ROLE:** Sr. Software Engineer

**Project Duration:** Sep 2008 – Sep 2010.

**Project Profile/Description:**

Project required preparing & executing various Loadrunner scripts. Scripts were prepared in Loadrunner 8.1 & were executed in Performance centre. Once the tests were complete, I had to prepare reports taking into account Avg Response time & TPS (Transaction Response Time).

EMC's data storage products are built to store, protect, optimize, and leverage information. The company's network-attached storage (NAS) and storage area network (SAN) are market leaders, and the company is credited with creating the content-addressable storage (CAS) category with the introduction of its Centera platform.

**Roles & responsibilities:**

As a Sr. Software engineer I have prepare various scripts depending upon the clients requirement & the navigation of the application. This required doing correlation & parameterization in the scripts. Once the scripts were ready, we had to execute these prepared scripts in Performance centre. After the test is over, we analyze the results & then prepare the report & send it to the onsite folks.

- ☐ Designing & maintaining Performance test plan & test strategies documents for the project.
- ☐ Managing a team of 4 Associate Software Engineers
  - Creating scripts using various protocols like web, Oracle/NCA, Citrix, etc.
- ☐ Executing tests & preparing & analyzing results.
  - Raising performance defects using HP Quality Center
- ☐ identifying various system bottlenecks & Triaging the issues with different teams & providing fix of the raised defects.

**Tools used:**

- ☐ Loadrunner –VUGen (9.1)
- ☐ Performance Centre 8.1
- ☐ Loadrunner Analyzer 8.1

**Project: 6**

**Name:** LightSpeed (Release 7 & 8)

**Client:** AT&T

**ROLE:** Sr. Testing Engineer

**Project Duration:** March 2008 – September 2008.

**Project Profile/Description:**

Project required User Acceptance Testing of the Lightspeed (release 7 & 8) project. This involved executing of various test cases from QC (Quality Centre 9.0) & raising defect when required.

This project had basically 2 types of application 1.CCO (Customer Care Order) 2.SSO (Self Service Order). CCO required calling up to a customer care & then asking for a new connection which required selecting of various plans & schemes going on that time. Whereas SSO included AMSS (Amdocs Self Service) in which a customer could select a plan & service of his choice by himself. AT&T provides various offers/products viz. Single Play, Double Play, Triple Play, Cingular – Combined Bill & HSIA (High Speed Internet Access) through Lightspeed project

**Roles & responsibilities:**

As a Sr. Testing engineer I had to execute various regression tests in Performance Center. If any Performance issues were found in the process a defect needed to be raised which had to be followed constantly from various team. Had to ensure all the sev1 defects were closed before the code could move to production.

- ☐ Executing different tests in HP Performance Center.
- ☐ Raising performance defects in QC if any found.
  - Monitoring server performance for all the tests conducted.
  - Presenting reports in specified format to present all the critical metrics in graphical format.
- ☐ Giving & taking handoff on daily basis from Israel & US team.

**Tools used:**

- HP Performance Center
- HP Loadrunner VUGen
- HP Quality Center
- Wily Introscope
- ☐ Amdocs CRM ( Customer Relationship Management)
- ☐ Amdocs OMS ( Order Management System)
- ☐ Amdocs Self Service – AMSS
- ☐ Customer Relationship Manager – CRM
- ☐ Amdocs 6 – OMS (Order Management System)

**Project: 7**

**Name:** North Harbor Exit

**Client:** JP Morgan chase

**ROLE:** Test Engineer

**Project Duration:** Jan 2008 – March 2008 (2 Months)

**Project Profile/Description:**

The project was basically a migration project. The entire project needed a code migration which involved testing at a very large scale.

**Roles & responsibilities:**

In this project I created test cases for various functionalities like market watch & welcome page & login page etc. This was for the various languages of Europe (German, Italian, French, etc...).

- ☐ Preparing test cases for various functionalities.

- Different protocols like web ( HTTP/HTML ), Click & Script were used.
- Execute different tests like Saturation to detect memory leaks & other bottlenecks.
- Report defect when found in defect tracking tool.
- Monitoring server using sever monitoring tools like Wily Introscope & DynaTrace.

Along with executing various test cases, I also had to maintain the issue tracker using JIRA tool. I also had to raise the issue & had to close once the issue was resolved.

**Project: 8**

**Name:** Uchida Spectrum Inc

**Client:** Uchida Spectrum Inc

**ROLE:** Test Engineer

**Project Duration:** May 2007 – Jan 2008 (9 months)

**Project Profile/Description:**

The project was basically a document management system. It used to manage the numerous documents which company uses for its business purpose. The application would also allow the user to tag the document which would help him retrieve that particular document in the future without much effort. Along with this the application also had alert facility which would send an e-mail alert to the user when the marked documents are modified or updated.

**Roles & responsibilities:**

As a test engineer initially I had to performance testing of the application using Microsoft VSTS tool. Then I was put into System Integration testing (SIT) & later on User Acceptance testing (UAT).

- ☐ Prepare & execute Performance test cases
- ☐ Performance testing of the application using HP Loadrunner 9.0 & Microsoft VSTS tool.
- ☐ Raise issues in issue tracker if any issue if found.
- ☐ Modified various test cases which were initially built for the previous version of the application.
  - Monitoring server metrics like CPU utilization, heap usage & disk utilization using tools like Wily Introscope.

**Tools used:**

- ☐ HP Loadrunner 9.0

- Wily Introscope
- ☐ Microsoft VSTS
- ☐ Issue tracker –JIRA

## **Project: 9**

**Name:** EDS-USGS

**Client:** EDS

**ROLE:** Test Engineer

**Project Duration:** March 2007 – May 2007

### **Project Profile/Description:**

This project handles the Medicaid & Medicare schemes applied in various states of USA. Under this a claim, raised by provider (physician or institution), is processed & checked against various parameters. Once this Claim is passed through such stage then it is processed & paid to the respective provider through some financial organization.

### **Roles & responsibilities:**

As a test engineer I had to understand functionality of various modules especially Claims sub system. Claim sub-system had so many stages where a claim is checked for its correctness in terms of claim amount or type of claim.

- ☐ Looked into various subsystems to know how this process goes on.
- ☐ Prepared test cases for provider & other subsystems using the Use-case document
- ☐ prepared scenario for Prior Authorization & Drug Rebate (one of the subsystem of MMIS)

## **Project: 10**

**Name:** Fidelity Investments

**Client:** Fidelity Investments

**ROLE:** Test Engineer

**Project Duration:** Sep 2005 – Feb 2007

### **Project Profile/Description:**

This project involves performance testing of a suite of web-based applications for Fidelity's e-Business portal. Responsible for performance testing of various applications such as Information and Service Delivery, Dynamic Messaging application, Account Opening and Activation using Load testing tools like Load Runner and Webload. Responsibilities in this project included identifying the transaction mix for the application to be tested, test script development, load text execution, performance reporting and analysis Service

### **Roles & responsibilities:**

As a test engineer I did Performance testing of Fidelity Application –QnR. I also prepared many scripts for various applications. Along with that I also did script migration (converting Webload scripts to Loadrunner Script). This was for an QnR (Quotes And Research) application for Fidelity Investments.

- ☐ Executing various server side load testing like Capacity Test, MAX TPS Test, Longevity Test
- ☐ Executing Client Side Testing (56K Testing) using tools like Trace Plus & Load Runner
- ☐ Scripting for various applications ( WebLoad & Load Runner)
- ☐ Monitoring & Analyzing various UNIX Servers
- ☐ Strong in Load Runner scripting using C language.
- ☐ Good at analyzing the Test results and providing the optimal solution.

I used to monitor both the server (app server & web server) while running any test. To monitor the response & behavior of the specific application we used to use the process ID for that application. To monitor the memory status of the servers we used IBM's **TIVOLI Performance viewer**. This was used to check the **memory leaks** in any application & to see whether garbage collection was happening properly or not.



**Tools used:**

- ☐ LoadRunner 7.8 & LoadRunner 8.1.
- ☐ WebLoad 5.0 & Webload 7.
- ☐ Trace Plus
- ☐ Quick Test Professional
- ☐ Test Director
- ☐ Performance Centre

**PROFESSIONAL TRAINING & SESSION DELIVERED.**

- ☐ Organized Loadrunner & scripting session for fresher at Infosys.
- ☐ Organized various entry level courses for fresher at Infosys.
- ☐ Organized various Knowledge management sessions at Infosys.

**ACADEMIC QUALIFICATION:**

- ☐ B.E in COMPUTER SCIENCE (2001-2005) from Mumbai University with **60.5% aggregate.**
- ☐ Higher Secondary Education (HSC) from Maharashtra Board with **75.0% aggregate.**
- ☐ S.S.C from CBSE board with **80.80% aggregate.**

### **ACHIEVEMENTS:**

- ☐ **Awarded "Shining Star" award by Accenture.**
- ☐ **Stood First** in 11<sup>th</sup> std.
- ☐ Awarded certificate of honor for **full attendance**.
- ☐ Actively participated in Seminar & Workshop on "**ROBOTICS SEMINAR**" at INFOVISION held in year 2002.

### **EXTRA CURRICULAR:**

- ☐ Badminton Champion in Inter school competitions. (1998)
- ☐ Captain of school cricket team.
- ☐ Event organizer in all school and college annual day functions and other technical events.
- ☐ Participated in one day seminar on "Embedded system design using micro controllers" conducted by ISTE New Delhi.
- ☐ Won the first place in the Inter class Mathematics Quiz in year 1999-2000.
- ☐ Participated in Half Marathon (21.097 kms) at the standard chartered Mumbai Marathon.

**Place:** Columbia, MD.

**(Kumar Ashish Anirudh Jha)**