
Performance Test Lead, Business Analyst, Systems Analyst

Manual & Automated Testing Environments

(Baseline Security Cleared)

Technically astute Solution Design Architect, Business Analyst and Systems Analyst who has demonstrated background in completing a range of Software Testing projects as the Performance Test Lead for Government and Private sector clients in Australia. Offering significant “hands on” technical expertise in the execution of Test Planning, Test Case Design, Test Environment Setup, Test Data Setup and understands Defect management, Quality Control, Quality Assurance and Configuration Management to an advanced level.

KEY ATTRIBUTES & SKILLS

- Business Critical Analyst Skills
- Gathering Business Requirements
- Stakeholder Communication
- Software Testing Projects
- Application Testing Expert
- Stakeholder Relationships
- Testing Execution & Delivery
- Solution Design & Development
- Analytical Problem Solving Skills
- Strategic Planning & Test Designs
- Quality Management & Control
- Stakeholder Negotiation Skills
- Manual & Automated Testing
- Functional / Non- Functional Designs
- Test Management & Leadership Skills

EDUCATION & TRAINING

Masters of Engineering, Electronics & Telecommunications
Deakin University, Melbourne, Australia, 2007

Bachelor of Engineering, Electronics & Communications
Jawaharlal Nehru Technological University, India, 2005

Certificate III in Customer Contract, Frank Scholar
ISTQB, Certified Testing Professional, Foundation
Cisco Certified Network Associate, CCNA
Microsoft Certified Professional, MCP
SCRUM Fundamentals Certified, SFC
ITIL (F) V3

APPLICATION SKILLS & EXPERTISE

- ✓ **Business Analysis:** Extensive knowledge gained in MS Visio, MS Excel, MS Project MS Word and SharePoint;
- ✓ **Testing Tools:** Commercial use a wide range of Testing Frameworks and Tools such as HP Quality Centre, ALM – 11, HP Load Runner – 11.5, 12.00, JIRA, Microsoft Test Manager and Team Foundation Server to an expert level;
- ✓ **Database:** Has hands on database application experience with SQL Server 20005 and Oracle SQL Developer;
- ✓ **IT Support Software:** Competent understanding and daily use of VMWare applications (Client/Server);
- ✓ **Operating System:** Extensive hands on experience using Windows applications, Linux and Unix based applications;
- ✓ **Middleware:** Gained significant knowledge in Middleware application platforms in particular across Oracle Middleware Fusion, SOA – 11g, WebSphere MQ and WebMethods.

PROFESSIONAL EXPERIENCE

Australian Bureau of Statistics, Canberra**February 2017 – Present Date****Performance Test Lead, Data Acquisition Project**

The Data Acquisition and Collection program provides a comprehensive statistical data collection and dissemination service for the ABS that also encompasses administrative data acquisition. Objectives of the project includes efficient and effective data collection operations, developing and maintaining a skilled and committed home and office-based interviewer workforce, upholding the confidentiality of information provided to the ABS, continually improving the processes and instruments to improve ABS interaction with providers.

Environment: Pega, Informatica, Conformat, Oracle database, SQL Server, VU-Gen, Performance Centre, Vrop, HP Stromrunner, JIRA, Zyper and Lotus Notes.

Key Responsibilities

- Communicating with business stakeholders to ascertain needs and requirements from a non-functional perspective, analyzing critical business objectives, scenarios and service delivery level agreements and objectives;
- Developing and enhancing user test scripts by successfully creating and implementing Parameterization, Checkpoints, Transactions, Reusable Functions, Correlations, Actions, Blocks, Iterations, Pacing and Think Time;
- Designing and developing the workload model, involved in all aspects of Test Execution and Test Monitoring, Analyzing the test results and preparing the test reports for key business stakeholders and the leadership teams;
- Evaluating the Tool capabilities communicating with Business Analysis and Test Development Team Manager;
- Successfully securing the performance test environment, coordinating duties as required for the team of performance testers and monitoring their quality of works each day in line with the project scope of works;
- Reviewing all of the test scripts, workload models, test execution results and the final test results reporting observations and findings to key business stakeholders with a cost effective and bespoke business offering;
- Conducting defect triage meetings with personnel and stakeholders in a collaborative and professional manner.

Australia Taxation Office (ATO), Canberra**June 2016 – January 2017****Automation Systems Test Analyst, Single Touch Payroll-Director Penalty Regime Project**

The overarching objective of the director penalty regime is to ensure that directors cause the company to comply with certain taxation and superannuation obligations. Directors have a legal responsibility to ensure the company meets its PAYG withholding and SGC obligations.

Environment: Window OS, COBOL, Siebel, Selenium Web driver, MS-Word, MS-Excel, SharePoint, Microsoft Test Manager, TFS , WebSphere Message Broker, RFHUtil, Legacy Systems, .NET Frame work , XML Spy, SQL, MyGOV, ATO-Online, Tax Agent Portal, Business Portal, Business Agent Portal, HP-Extreme Command Center, HP-ALM, Notepad++.

Key Responsibilities

- Working with multiple business stakeholder to gather business requirements and needs to develop a business case for execution of the project in line with the project scope of works to meet key milestones and deliverables;
- Involved in setting up the automation testing environment using visual studio, C#, Selenium Web Driver, Microsoft Test Manager and Team Foundation server leading a team of Test Engineers and IT Systems Analysts;
- Developed the “Module Test Plan” and requirement streamlining in line with stakeholders expectations;
- Executed traceability matrices for the new business module, supporting and mentoring team members;
- Evaluation of project risks, engaging with stakeholders regarding risks identified with an appropriate solution;
- Involved in the execution of all Test Design scripts includes test data preparation and detailed reviews;
- Designed test cases using Selenium Web Driver and Microsoft Test Manager (MTM) successfully enhancing the Selenium Test Cases for Cross browser testing and performing regression testing using Selenium;

- Performed root cause analysis and assessments of repeated test environmental problems working in close conjunction with the service delivery teams to develop a cost effective solution to increase production and time;
- Prepared weekly and monthly stakeholder project status update report and the completion of test designs based on the end user case technical specifications;
- Execution of tests, reporting defects using TFS, HP-ALM, accountable for all GUI and functional testing using block box testing techniques.

Australian Media and Communication Authority (ACMA), Canberra

January 2015 – June 2016

Technical Business Analyst & Test Lead, Holistic Engineering License Management Project

ACMA's working to replace and improve existing radio communications licensing and frequency assigning toolsets (collectively referred to as RADCOM). ACMA is working with LS Telecom to implement the SPECTRA Enterprise system (COTS). Project HELM provides the opportunity to improve business process licensing phase of the spectrum. The final stage of Project HELM will be to provide functionality for broadcast licensing.

Environment: Window OS, Microsoft Dynamics CRM-2011,MS-Excel, LS-Spectra det, LS-Spectra plus, LS-SpectraEMC, Citrix Work Environment, SOAP-UI, XML Mapping, Oracle Fusion Middleware 11g (SOA), Intelledox-webforms, Oxygen XML-tool, TFS, JIRA.

Key Responsibilities

- Gathering the statement of requirements from stakeholders to identify immediate needs and requirements;
- Developed Mapping diagrams between the legacy systems and Client Data Hub identifying and managing linkages and dependencies between each projects to ensure handover and delivery on time, in budget;
- Preparation of functional and non-functional requirement documents for stakeholder review and sign-off;
- Engaging closely with the Testing and Development team, presenting ay multiple technical workshops to stakeholders and internal personnel for training purposes once new system or function is upgraded or executed;
- Led a Microsoft Dynamics CRM-2011 Integration with Spectra and Finance Systems, and delivered an Apparatus License-Intelledox Web forms submitted by ACMA accredited person;
- Submission of a detailed license application on behalf of Optus and Telstra customers and the delivery and handover of the Apparatus License Facility Extended Software tool used by ACMA on time;
- Engaging with key business stakeholder, customers and clients from Optus and Telstra each day;
- Delivered a Client data synch from existing systems to newly implemented Microsoft CRM 2011 on time.

Linx Pty Ltd

June 2012 – January 2015

Senior Business Analyst and Lead Test Engineer, Toll Logistics & Transport Account

Toll Online delivers powerful web based services designed to provide easy access to information and service to Toll clients. Clients can access some features of Toll Online without logging on, including tracking, pickups and tariff rates. Registered customers can access proof of delivery and finance connote images, tracking with extended consignment details, which resulted in significant saved pickups, down load invoice and other enhanced features.

Environment: Java –J2EE, Web application, SQL server 2005, HTML, IE10, IE11and QC 11.00, Progress DB, JIRA, UNIX, and Windows OS. Windows2000/NT, UNIX, Java, J2EE, JUnit, XML, RUP, Performance Center, LoadRunner, Oracle10g, SOA, Web Logic XML/ SOAP, WSDL.

Key Responsibilities

- Linx managed technology services are designed to allow Enterprise to focus on core business needs;
- The main objective is not to charge manual connote charges to the consignments created from business interfaces and to charge all manual consignments fee for other consignment created from TW-CHUI for defined interfaces;
- Writing comprehensive performance test scripts using HP LoadRunner to test tollonline.com.au applications;

- Executed performance tests on Tollonline.com.au applications and call center applications, analyzing response times of the various pages and systems communicating observations and findings to key business stakeholders;
- Executed load test script scenarios based on the business requirements and technical design specifications;
- Performed data driven testing applications using LoadRunner, database testing using relevant database checkpoints in LoadRunner and subsequently then developed VUser Testing Scripts using VUGen on time;
- Performed relevant Load, Performance and Stress using Load Runner with Web (HTTP/HTML) protocols;
- Coordinated the setting up automated regression testing platforms and suites, additionally accountable for installing and testing patches and hot fixes in a testing environment and creating dashboard in Wily console;
- Configured and utilized HP LoadRunner Diagnostics for J2EE and .NET monitoring tool for transaction profiling and performance result correlation for possible bottlenecks or load, stress, volume testing problem;
- Review of load test results and provided recommendation to the software development and infrastructure team;
- Developed and executed LoadRunner across both Web and Web Services script scenarios to create suitable test beds and base accounts to be the used by the manual test teams and the QTP automation testing teams;
- Prepared and executed performance test models on various web activity logs on time;
- Troubleshooting and problem forecasting to complete resolution, communicating any performance issues and problems to internal business stakeholders.

OVERVIEW OF PROJECTS

Senior Test Analyst & Project Leader | Toll Logistics & Transports | Mobile Data Terminal Project
Senior Test Analyst | Toll Energy | End-2-End Testing & Development Program
Senior Test Analyst | Toll Logistics & Transports | Ortec Terminal Device Project
Senior Test Analyst | Toll Logistics & Transports | Electronic Image Library Project

PREVIOUS EMPLOYMENT HISTORY

Telstra Corporation | Siebel UAT Test Analyst, Siebel BAU Testing Team | May 2009 – June 2012
Environment: Visual Source Safe, WMS, Oracle 8, Windows XP/NT, Siebel 7.5, Siebel Application Server, Siebel Call Center Application.

HOBBIES & INTERESTS

Family is important to me and most of my time is spent looking after them. As a family we like to explore new places and go on day trips. I also enjoy cricket, taking part and watching to relax.