

## Curriculum Vitae

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## Introduction and Areas of Expertise

Certified test professional with over 11.6 years of international commercial performance testing experience with global organisations; An enthusiastic, knowledge leader, talented in performance test automation, forward-thinking and engaged in providing ground breaking test solutions in a technically challenging areas. Have successfully lead and delivered large and small scale programs.

I have a very strong working knowledge of HP Products with expertise in performance test tools including Diagnostics, Site scope, service virtualisation, network virtualization and Performance centre.

I have worked on all industry standard performance testing tools like, Rational Performance tester, Apache Jmeter, Silk Runner, Eggplant (Facilita Forecast), IX Load.

I have efficient working and implementation knowledge of open source Big data technologies like Elastic Search, Kibana, Grafana, Pentaho, mongoDB and InfluxDB.

I have experience in the design and implementation of Continuous Integration, Continuous Delivery, Continuous Deployment and DevOps processes for agile projects, working with technologies and platforms including Java test frameworks, Jenkins, Subversion.

I have worked on mixed variety of technologies like Chordiant, WPS, Kenan, WebSphere (version 6, 7, 8); Message Broker, MQ, J2EE, .Net, Infrastructure and Storage (XIV and EMC), System and data Migration programs, Service Oriented Architectures, Client side technologies Ajax Web Rich Applications, Citrix, ETL data warehouse, Business Objects, CTRL-M Batch Operations, SAP,(F5,GSS )Network Load Balancer, Oracle Fusion middleware products (SOA, OSB, ODI, ODS) and Database 11g, Oracle RAC, Clustering and Load balancing (High Availability).

I have extensive experience in Design, Implementation and Administration of HP Performance Test tools; currently SKY is awarded as single largest performance Test lab in Europe and preferred HP R&D Design Partner, I involve and work closely in all HP Performance centre beta programs with HP R&D Team in Israel, We are the pioneer of Truclient Protocol and CI test integration with Jenkins.

I have involved in design and implementation of Automation Frameworks with good knowledge of Automation tools like UFT (QTP), HP Mobile Centre, Selenium Web driver, Sikuli, Automatedqa.

I am certified with HP AMS (Performance Centre), ISTQB Advanced level (Technical Tester), Microsoft Certified with Visual Basic 6.0 and Oracle Java Certified Programmer.

Good knowledge of Agile Methodology and working experience as Scrum master, Professional in NFT scrums.

I have Java Programming skills to develop test harness, stubs, Servlet, JSTF,JSP,JDBC, HTML 5 Web application, Rest Services, Content management systems like WordPress, Jumla, JQuery, Angular js.

Excellent Knowledge and Experience of performance testing Genesys Architecture SIP and VOIP platform including Automated Voice services using IX load Test tool.

## Other Skills

- Successful history of leading a technical test team of 6 to 10 people
- Good communication and presentation skills, self-starter, quick learner and a successful team player
- Excellent working experience on Technology Assessment/Benchmarking and Tool Selection and Evaluation process
- Working experience in Efforts Estimations and Proposals and bidding process

## Domain Experience

- Retail Banking
- Finance and Investment
- Ecommerce and Retails
- HealthCare
- Media and Entertainment

However, I am keen to broaden my knowledge and build on my existing skills and experience to date. My extensive technical knowledge encompasses a diverse range of products and technologies as below:

## Automated Performance Testing Tools

Tool	Protocols	Experience
HP Performance Centre	Web, Siebel/Web, Java, Citrix, Oracle NCA, Truclient, SAP, Oracle Web App 11i, RDP, ODBC, Oracle 2-Tier, Web Services, Siebel-Web, RTE, WinSock and Java-RMI	>9 years
Facilita Forecast (eggplant)	Web, TCP Sockets, Java	>2 years
Silk Performer	Web, Web services	8 months
Rational Performance Tester	Web services, IBM MQ	1 Year
IX Load	VOIP and SIP , Automated Voice Apps	1 Year
JMeter	Web Rest services, IBM MQ	2 years

## Programming Languages

Language	Environment	Skill
C	LoadRunner, Windows, Linux	Competent
C++	Windows, Linux, OSX	Competent
Visual Basic	VB5, VB6, VBA and VB Script	Strong
Python	Windows, Linux	Beginner
Java	J2EE,REST Services	Competent
JavaScript	HTML	Beginner
SQL	MS T-SQL, MySQL, SQLite, Oracle	Competent
PHP	Linux, Windows	Competent
Regular expressions	JavaScript,	Competent
Bash	Linux, OSX, Cygwin	Competent
PowerShell	Windows Server	Competent
SQL/PL-SQL	Oracle, MySQL, SQL Server	Strong

SCM software including CVS, Subversion, Git, Perforce and Team Foundation Server.

Issue and time tracking using Quality Centre, JIRA, Bugzilla.

Collaborative documentation via Confluence, MediaWiki and SharePoint.

Excellent written communication skills; I strive to write readable documents which convey meaning with minimal technobabble.

# Professional Engagement Summary

**SKY**

Watermark House  
Livingston, West Lothian  
EH54 7BW,  
United Kingdom.

Position: Permanent

**Senior Platform Performance Engineer\Test Lead**

(August 2011 ~ Now)

- Responsible for the high level strategic delivery of Performance Testing for Various Large Scale Programs in Supply Chain, Customer Telephony, CRM contact Centre Platform Upgrade and Kenan Billing Upgrade and Cutting edge Web Sales Platform programme in SKY.

Key Responsibilities

- Manage test Performance automation standards, target operating model, framework and drive adoption of test automation globally various manual activities in test Environments.
- Manage and run large Scale blends with support of large scale load injection platform concurrently.
- Build new Truclent Test Framework to Support Rich Web HTML 5 Web Applications for Major organisation program in Performance centre 12.x
- Expert in writing test scripts in Java, True client, Web, Citrix protocol in performance centre.
- Implement network and service virtualisation according to project and test requirements.
- Ownership and operations on Large scale Test environment.
- Co-ordinate and Lead Major platform releases with average 20 small and medium scale projects in 4 weeks cycle.
- Responsible for all Platform performance KPI and hardware resource monitoring.
- Provide coordination in support of projects that span technical, process or organisational integration in the areas of Performance test automation
- Work on TPCO's and early proving of Performance test frameworks to support large scale test.
- Responsible for Performance Centre, Sitescope and Diagnostic tool administration, licence and maintenance.
- Design, engineer, execute and analyse diverse and complex tests featuring SIP scenarios.
- Provide deep analysis and troubleshooting of imperfect call routing situations in test environment while pushing fixes toward production environments before the problem occurs.
- Analyse and predict VOIP quality issues and make recommendations for avoidance or rectification.
- Design and engineering for complex IXIA SIP test platform.
- Non Functional testing ownership of change within vast VOIP/SIP test environments incorporating large numbers of Windows/Linux servers and appliance class devices.
- Develop Log stash, Elastic search and Kibana solutions and reporting dashboards.
- Develop automated solutions for repetitive and time consuming problems and analysis.
- Develop HP Performance Centre test solutions.
- Provide Testing, validation and assurance in all aspects of customer contact centre technology.
- Responsible for Cost Estimation and Resource Estimation for individual programs and projects.
- Facilitate communication between the project, application teams for the CRM Platform programme
- Provide coordination between multiple working groups and vendors during testing.
- Delivery of development in test activities to support continuous, integration, build & delivery;
- Implementation of test management process to support new approach to testing.
- Performance Test Optimisations sessions with multiple geo based soak, stress & load profiles;
- Agile Portfolio Management along with daily activities such workshops, training, retrospectives, showcases and daily stand-ups.
- Working directly with the LWS Scrums to support both Agile & test driven software development lifecycle methodologies to achieve time boxed goals.
- Raising faults, Performance defects in JIRA and working with development to resolve them.

<p><b>IBM UK</b>  <b>Global Business services</b>  Leeds,  United Kingdom.</p> <p>Position: Permanent/Managing  Consultant</p>	<p style="text-align: right;"><b>Performance Test Lead</b>  <b>(Lloyd Banking Group, Littlewoods.com, Standard Life)</b>  (July 2010 ~ July 2011)</p> <p><u>Key Responsibilities</u></p> <ul style="list-style-type: none"> <li>• Evaluation Performance Test Automation activities through the support the proof of concept;</li> <li>• E2E Assurance program is to review supplier’s performance testing activities. Perform OAT testing on Lloyd’s environment and produce risk heat maps. This Program is designed to merge the integration of two banks i.e. LBG with HBOS.</li> <li>• E-commerce web Applications which involved 5 different web releases for brands like Marshall Ward, Choice, Keys, Very and internal intranet application to place orders through customer care.</li> <li>• Creating Technical write-ups for new projects bid and proposal.</li> <li>• Prepare Workload Models and design the test scenarios</li> <li>• Outsourcing performance testing activities to vendor like Applabs</li> <li>• Established team around 10 performance testers at offshore IBM Bangalore</li> <li>• Daily testing dashboard, weekly report, closure report</li> <li>• Analyze Web trend for the Current live application and design performance Workload model to understand peak hour usage, number of transactions in hour</li> <li>• Analyse and present Performance test results to technical and no technical audience</li> <li>• Prepare Test Plan and Test Strategy documents for all E-commerce and connect releases</li> <li>• Take ownership of Performance test environments and maintain it up to date with ongoing releases.</li> <li>• Provide Technical guidance and grooming to new team members.</li> </ul> <p><u>Key Achievements</u></p> <ul style="list-style-type: none"> <li>• Implementation of 'Performance Testing as a Service' (PTaaS) model supporting Standard Life enterprise agile;</li> <li>• Recruiting and direct management of a highly successful performance test team;</li> <li>• Designed and implementing the geo realistic performance test framework.</li> <li>• Extraordinary efforts to co-ordinate the stress testing performed by 3rd party provider Applabs in support of the ATG for Peak projects and performed excellent work with senior sponsorship with in Shop Direct groups</li> </ul>
<p><b>Step Change Debt Charity</b></p>	<p style="text-align: right;"><b>Performance Test Lead</b>  (August 2009 ~ June 2010)</p>

Leeds,  
LS2 8NG,  
United Kingdom.

Position: Contract

Key Responsibilities

- Lead Performance Test Analyst on a on all Web Application Program in CCCS with Facilita Forecast Performance Test tool to automate many business functions like Debt Remedy, Money Matters, Debt Solutions.
- Discuss and raise performance test tool defects with vendor of Facilita forecast tool
- Analyse Web trend for the Current live application and design performance Workload model to understand peak hour usage, number of transactions in hour.
- Performed Scalability, Performance and Load Testing using Facilita Forecast
- Script development in C++ using Web HTTP protocol in Facilita Forecast
- Write custom functions and programs to support the load testing efforts, Monitoring application servers deployed on windows server's
- Design data driven and Object driven Framework for Performance Testing using Facilita Forecast tool for all major web application programs.
- Analyse and detects memory leaks in ASP.Net application by monitoring GC graphs using .Net CLR Memory profiler.
- Analysing long running SQL queries and stored procedures using SQL Profiler tool to identify performance bottlenecks.
- Optimization on connection pooling for IIS 6.x and 7.x
- Creating Test Specifications for Bench Marking, Capacity and Endurance Test.
- Ran and analysed testing, and developed Test report in order to convey results and make recommendations for system improvements

**BT-SPINE (Mastek)**

Leeds,  
United Kingdom.

Position: Contract

**Performance Test Architect/Test Specialist**

(June 2007 ~ August 2009)

NHS SPINE (one of the world's largest project) is a complex robust structure that connects clinicians, patients and Local Service Providers (LSPs) throughout UK which consists of data, messages, processes and services, Forming the axis of the Patient Record system and protecting patient confidentiality.

Key Responsibilities

- Liaising with the client during requirements, implementation and acceptance phase.
- Lead Performance Test Analyst on a large Data warehouse NHS project using HP LoadRunner 8.x to automate many business functions including Portal programs, Business Object XIr2 tool.
- Performed Scalability, Performance and Load Testing using LoadRunner 8.1 (System Analysis, Creating Virtual User Scripts, Defining User Behaviour, Running Load Test Scenario, Monitoring the Performance, analysing Results)
- Write custom functions and programs to support the load testing efforts, Monitoring application servers deployed on UNIX servers and identifying bottlenecks for performance tuning.
- Analyse and detects memory leaks in Java application by monitoring GC graphs using HPJtune.
- Optimization on connection pooling for web application servers.
- Creating Test Specifications for Bench Marking, Capacity and Endurance Test.
- Performed actual Load and Stress testing using Load Runner by creating Virtual Users and Multiple Scenarios.
- Identified configuration issue in the Web Sphere HTTP server that would freeze the system with only 40 users on the system; as well as race condition and bottleneck in the login process
- Ran and analysed testing, and developed reports in order to convey results and make recommendations for system improvements.

**OnQ, Australia (Retail)**

**Quality Assurance – Performance / Automation**

(June 2004 ~ July 2007)

India Operations through  
SYSTIME Computers Ltd.

Position: Permanent

During this period I worked on 6 different applications with functional and non-functional testing.

#### Key Responsibilities

- Preparation of Performance Test Plan, Test Scenario Identification for Load testing
- Record & customize automated Web HTTP scripts in LoadRunner 7.x.
- Execute scripts in LoadRunner controller for different set of users.
- Identified functionality and performance issues, including: deadlock conditions, database connectivity problems, and system crashes under load.
- Performed performance testing and volume testing
- Written and executed LoadRunner scripts for web service and ASP.net application
- Brought in to design, develop and maintain an advanced framework based in QuickTest Pro which utilised a Hybrid Keyword Data Driven Automation Framework methodology.
- Built using Descriptive Programming & regular expression logic to create dynamic object repositories for rigorous, robust, maintainable and highly repeatable testing of Web 2.0 content (Flex 2.0.1 | 3.0.2 | 4.0.x beta 1 & 2) technologies.
- Extensive Performance and Stress Testing using LoadRunner 7.x including the creation of Detailed Script Definitions (DSD), Load Test Scripting, Execution of Load Tests, Results Analysis.
- Creation of non-standard WSDL/SOAP connectivity using the secure Web Services technologies to process and request SOAP messages in XML followed by importing the data structure into a readable format.

## Education

**BSc Computer Systems** (Year 2002)

**Msc Computer Systems (High Performance Computing) – First Class with Honours** (Year 2004)

Courses	Certificates
<p><b>Advanced Java</b> - (June 2012) SQA, Glasgow, UK</p> <p><b>Java 1.7 J2EE (Rest services and Web Development)</b> - (August 2013) SQA, Edinburgh, UK</p> <p><b>Agile Scrum Master</b> - (March 2014) Edinburgh, UK</p> <p><b>Oracle PL/SQL Advanced Level (SQA)</b> - (May 2014) Edinburgh, UK</p>	<p><b>ISTQB Foundation/Advanced Software Testing</b> HP AMS Performance Centre (Expert Certification)</p> <p><b>Microsoft Certified Professional (Visual Basic 6.0)</b></p> <p><b>Oracle Certified Java developer</b></p>

## Interests

Music, books and film. Learning, programming, computer art and playing the guitar.  
Developing small Java, Android eclipse based mobile and web applications.