

MADHUSHREE ROPPADAPALYA GANGANNA

TEST CONSULTANT

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PROFESSIONAL SUMMARY

Dedicated and detail-oriented Test Analyst with 12+ years of extensive experience in software testing, including APIs, Desktop, Web, and Mobile applications testing. Proficient in various testing methodologies and tools, with a strong background in the banking domain specialized in Digital Banking (Internet Banking and Mobile Banking). Demonstrated ability to work effectively in Agile and Waterfall environments, ensuring the delivery of high-quality software products. Adept at working in fast-paced environments and meeting project deadlines.

PROFESSIONAL EXPERIENCE

CONSULTANT | DUKEBERRY LTD, United Kingdom

August 2024-August 2025

- Conducted functional, regression, integration, and user acceptance testing (UAT) on Microsoft Dynamics 365 for a housing management system.
- Tested key modules, including Tenant Management, Lettings, Property Maintenance, Compliance, Asset Management, Repairs, Work Orders Management ensuring system accuracy and compliance.
- Developed and executed test plans, test cases, and test scripts based on business and functional requirements.
- Identified, logged, and tracked software defects using Azure DevOps collaborating with developers for timely resolution.
- Validated data migration, ensuring seamless transfer of tenant and property records from Open Housing to Dynamics 365.
- Performed integration testing to ensure effective interoperability between Microsoft Dynamics 365 and More IQ for scheduling and optimization services, enhancing system reliability and performance.
- Performed functional testing on the customer portal to verify end-to-end user journeys, including applying to rent/buy properties, managing tenancies, raising repair cases or complaints, and booking contractor appointments. Ensured smooth and intuitive user experience across key tenant functionalities.
- Performed functional testing on the contractor portal to ensure contractors could effectively view and manage job appointments, raise variation requests, and submit invoices for completed work, contributing to a seamless service delivery workflow.
- Performed testing of Power BI dashboards and reports to validate data accuracy, visual consistency, and alignment with business logic and reporting requirements.

TEST ANALYST | TATA CONSULTANCY SERVICES

August 2012-October 2023

- Engaged as a Test Analyst for ABN Amro and Nordea Banks to perform comprehensive testing of their financial software systems including Digital Banking applications (Internet Banking, Mobile Banking, Payments and PSD2 APIs).
- Worked onsite at ABN Amro Bank N.V. in Amsterdam for 3 years and led a small team at offshore by effectively coordinating to ensure seamless project execution and delivery.
- Experience in testing web services, REST APIs, desktop applications, web applications, mobile applications (iOS and Android) and SAP reports.
- Hands-on experience in processing and managing SEPA Credit Transfers (SCT), SEPA Direct Debits (SDD), and domestic payment flows, ensuring compliance with EU payment regulations.
- Skilled in handling high-volume batch payment files including validation, formatting, error resolution,

and integration with core banking systems.

- Collaborated with developers, business analysts, and other stakeholders to understand requirements and provide feedback on potential issues.
- Developed and executed detailed test plans, test cases, and test scripts for various software applications.
- Conducted functional, integration, regression, and End-to-end testing for internet and mobile banking applications.
- Conducted functional testing of Third Party Risk Management application using the B Wise tool, assessed risks associated with third parties, and developed necessary mitigating actions to ensure compliance and security.
- Conducted testing of SAP reports to validate data accuracy and report functionality.
- Performed end-to-end testing of applications migrated from on-premise to Azure cloud, ensuring robust performance and reliability in the new environment.
- Documented and reported defects, tracked their resolution, and verified fixes.
- Automated API test cases using HP UFT and POSTMAN, improving regression coverage and reducing manual testing effort.
- Performed performance testing using JMeter, analyzing and reporting on system performance.
- Played a role of Scrum Master, facilitating Agile ceremonies and ensuring smooth project execution.
- Being part of a DevOps team, managed operational activities such as incident management and outage resolution.
- Provided on-call support during nights on a rotational basis.
- Ensured compliance with quality standards and best practices throughout the testing lifecycle.
- Provided mentorship and guidance to junior testers, sharing knowledge on best practices and testing methodologies.

KEY SKILLS

- **Software Testing Skills:** Manual and Automation Testing, API testing, web application testing, mobile application testing, SAP reports testing, Performance testing, Open APIs, Test planning, test case development, execution, defect tracking, and reporting.
- **Programming Skills:** Basics of Java, JavaScript, VBScript and HTML.
- **Testing Types:** Sanity, Functional, Regression, Integration, End-to-End, Exploratory and Performance testing
- **Tools:** JIRA, Azure DevOps, Zephyr, HPQC, HP ALM, Postman, SOUP UI, Microsoft Dynamics 365, Power BI, Level up for Dynamics 365, HP UFT, JMeter, Confluence, Git, Jenkins, AWS, Splunk, Uptrends, ServiceNow, B Wise, Putty, Charles.
- **Methodologies:** Waterfall, Agile Scrum, DevOps
- **Domain:** Banking and Financial Services (Internet Banking, Mobile Banking, Payments and PSD2 APIs), Housing
- **Soft Skills:** Analytical thinking, attention to detail, problem-solving, communication, teamwork, and time management.

CERTIFICATIONS

- ISTQB (International Software Testing Qualifications Board) foundation level
- Professional Scrum Master - I
- Professional Scrum Master – II

EDUCATION

Bachelor of Engineering in Electrical and Electronics Engineering

Siddaganga Institute of Technology, Tumakuru, India

Visvesvaraya Technological University (VTU), 2012