NAGA NEEHARIKA KONAKANCHI

QA Lead | Test Automation | AWS | CI/CD | Docker | DevOps

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PROFESSIONAL SUMMARY

QA Lead and Senior Quality Engineer with 15+ years of experience in software testing, test automation, and enterprise retail application delivery. Leads a team of 5 QA engineers and works with development, product, Cloud, and DevOps teams on release validation and CI/CD workflows (Playwright, TypeScript, BDD, API testing, Git, Jenkins). Building hands-on AWS and DevOps skills through lab projects covering EC2, VPC, IAM, CloudFormation, CloudWatch, Systems Manager Parameter Store, RDS MySQL, Docker, and CI/CD fundamentals. Strong in release validation, troubleshooting, root cause analysis, and stakeholder coordination. Certified AI-Empowered SAFe 6 Product Owner/Product Manager and Scrum Master.

CORE SKILLS

Test Automation: Playwright, TypeScript, BDD, Page Object Model, reusable libraries, regression automation

Testing and QA: Test strategy and planning, functional, regression, integration, UAT, API testing, defect lifecycle management, KPI and defect analytics

Cloud (AWS): EC2, VPC, subnets, Internet Gateway, security groups, IAM, RDS (MySQL), CloudWatch, CloudWatch Agent, Systems Manager Parameter Store

CI/CD and Version Control: Jenkins, Git, GitHub, automated build and test workflows

Containers: Docker, Docker Compose

Infrastructure as Code: AWS CloudFormation

Monitoring and Logging: Amazon CloudWatch, CloudWatch Agent, Systems Manager Parameter Store, alerting, log analysis, root cause analysis (RCA)

API and Databases: Postman, MySQL, Microsoft SQL Server

Tools: JIRA, PractiTest, Quality Center (HP ALM), Zephyr

Practices: Agile, Scrum, SAFe, release validation, release planning, QMO, KPI reporting, stakeholder communication, technical documentation

PROFESSIONAL EXPERIENCE

Senior Quality Engineer — Aug 2024 – Present

NCR Voyix, Hyderabad, India

- Lead a team of 5 QA engineers across concurrent projects, owning test planning, execution, and release readiness for enterprise retail applications.
- Work with leadership to define project objectives, QA processes, policies, and quality standards; hold regular team meetings to track progress and deadlines.
- Collaborate with Cloud, DevOps, development, and product teams on test environment readiness, deployments, configuration changes, defect triage, and release planning.
- Work with Git and Jenkins-integrated build and test workflows, verifying automated builds and test execution as part of CI/CD.
- Raise and triage environment, build, and pipeline issues with Cloud and DevOps engineers so test cycles are not blocked.
- Test retail solutions that integrate with cloud-based platforms, including Aloha Cloud, the cloud-based restaurant POS system from NCR Voyix.
- Execute and maintain Playwright and TypeScript automation (SBO and back-office frameworks) with BDD, reusable libraries, page object models, and driver scripts; validate automated HTML reports and share results with stakeholders.
- Define the quality vision and test approach; identify and mitigate quality risks early; apply KPIs to track product quality and team performance.
- Join requirement discussions to confirm that user stories and acceptance criteria are clear and testable; define, execute, and maintain functional, regression, and ad-hoc tests; perform UAT.
- Manage the defect lifecycle (detection, tracking, classification, reporting) in JIRA, HP ALM, and PractiTest; deliver KPI and defect analysis reports for every release.
- Prepare QA closeout reports and run QMO processes as Quality Officer.
- Lead Agile ceremonies (sprint planning, stand-ups, retrospectives, story refinement, release planning); track velocity, throughput, burndown, and cumulative flow; keep 100% of scrum activities tracked and reported.

- Run customer-facing feature demos, collect feedback and enhancement requests, and work with product owners and developers to refine features before release; send weekly status updates and monthly performance reports.
- Mentor and coach team members, and involve QA early in design and development to prevent defects.

Quality Engineer III
Sep 2023 – Jul 2024

NCR Voyix, Hyderabad, India

- Supported enterprise application testing, defect lifecycle management, and release readiness.
- Worked with development, business, and QA stakeholders to validate customer requirements and application changes; produced KPI and defect analysis reports.

Quality Engineer III
Apr 2022 – Sep 2023

NCR Corporation, Hyderabad, India

- Performed functional, regression, and integration testing for enterprise retail applications.
- Analyzed defects, coordinated issue resolution, and supported customer-specific enhancements; contributed to the Advanced Store project (NCR Role Model Award, Q2 2020).

Quality Engineer II
Jan 2017 – Mar 2022

NCR Corporation, Hyderabad, India

- Executed test scenarios across retail product areas and supported customer-specific releases.
- Worked with developers on defect analysis, test coverage, and fix validation; tested Loyalty Pro and Storeline (NCR Quarterly Recognition Award, Q2 2017).

Quality Engineer I
2014 – Dec 2016

NCR Corporation, Hyderabad, India

- Prepared and executed test cases, performed functional validation, and documented defects.
- Supported application testing activities and quality improvements.

PS Tester and QA
Jan 2011 – Mar 2013

NCR Corporation, Hyderabad, India

- Performed software testing and validation, executed test cases, and reported defects to support product quality.
- Contributed to the Control Center project (NCR Quarterly Recognition Award, Q3 2011).

PROJECTS

AWS Infrastructure Provisioning
Tech Stack: AWS CloudFormation, VPC, Internet Gateway, Route Table, Security Groups, EC2

- Provisioned a VPC, public subnet, Internet Gateway, route table, security group, and EC2 instance using CloudFormation templates.
- Worked with stack parameters, outputs, and resource dependencies; verified deployment and connectivity.
- Reviewed stack events and resource status to confirm each resource was created as intended.

EC2 Monitoring with CloudWatch Agent
Tech Stack: Amazon CloudWatch, CloudWatch Agent, Systems Manager Parameter Store, IAM, Amazon Linux, Apache

- Installed and configured the CloudWatch Agent on an Amazon Linux EC2 instance to collect Linux security and Apache access and error logs.
- Stored the agent configuration in Parameter Store; reviewed IAM permissions and verified agent status, log delivery, and metrics.

Amazon RDS MySQL Connectivity
Tech Stack: Amazon RDS, MySQL, Security Groups, Git Bash

- Provisioned a MySQL database on Amazon RDS with access restricted to a single client IP through a security group.
- Connected from a local Windows machine using the MySQL client and ran database, table, and SQL operations.

Application Containerization and CI/CD Fundamentals
Tech Stack: Docker, Docker Compose, Git, Jenkins

- Containerized application components with Docker and managed multi-container services with Docker Compose.
- Practiced Git-integrated Jenkins build, test, and deployment workflow concepts.
- Applied test automation experience (Playwright, TypeScript) to how tests fit into a CI/CD pipeline.

ENTERPRISE PROJECTS

- **Falcon Expansion Retail (includes Aloha Cloud):** Bank of America. Aloha Cloud is a cloud-based restaurant POS with integrated payments, loyalty, online ordering, and analytics, integrated with retail systems; testing and validation.
- **Emerald (R10 Solution):** SpartanNash. Retail solution for commercial fuel and connected retail operations, integrated with self-service checkout.
- **Storepoint:** BP, Calgary, Cenovus Energy. Retail and commercial fuel solution with cloud-enabled integrations; validation of customer requirements.
- **Advanced Marketing Solution (AMS):** Albert Heijn, Sheetz, KwikTrip, Delhaize, Ahold, WEIS, HEB. Promotion creation, management, and delivery.
- **Radiant Point of Sale (RPOS):** 7-Eleven, WAWA. Convenience-store POS for fueling, payments, and site data.
- **Advanced Store:** PetSmart, Williams-Sonoma, DSW. Enterprise retail checkout; functional and regression testing.
- **Loyalty Pro and Storeline:** Price Chopper, KVAT, BIGY. Customer loyalty, rewards, discounts, and related receipt changes.
- **HQ Solution (Octane+):** Centralized head office system for 1,500 sites: hierarchy, price lists, promotions, data transfers, and MIS reports.
- **Brass Solution (BPCL):** BPCL Retail Automation Systems and Solutions, including the No Automation No Oil (NANO) ROs.
- **Other deliveries:** R10FL solution for Coles; AMS-AS integration for PetSmart; receipt changes across Loyalty Pro and Storeline for multiple customers.

CERTIFICATIONS AND RECOGNITION

- AI-Empowered SAFe 6 Product Owner/Product Manager (certified)
- Certified Scrum Master
- Continuous Improvement Yellow Belt, NCR University
- PS Outstanding Award (2022, 2023); PS Applause and High Five Awards (2021)
- NCR Role Model Award (Q2 2020); NCR Quarterly Recognition Awards (Q2 2017, Q3 2011)
- NCR service recognition for 10 and 15 years

EDUCATION

- M.Tech, Software Systems – BITS Pilani, Hyderabad
- B.Tech, Computer Science – Jawaharlal Nehru Technological University