|  | **EDUCATION**  *12/2019*  **Trinity International University** | *Deerfield, IL, US*, *US*  Bachelor of Arts (B.A.): Computer Science  **SKILLS**   * Jenkins * Splunk * Selenium Webdriver * Nexus SonarQube * Jira * MySQL, MongoDB, PL/SQL * Test Automation Expertise * Requirements Analysis * Test Case Creation/Test Strategy Development * Agile Methodologies   **LANGUAGES**   * **English**   Native   * **Tamil**   Fluent |  |  | **ALLEN AUSTIN**   |  | (847) 977-8287 | | --- | --- | |  | allenaustin18@gmail.com | |  | Chicago, IL 60067 |   **PROFESSIONAL SUMMARY**  QA Test Lead with a robust background at Infosys Consulting, adept in leveraging Jenkins and Selenium WebDriver to enhance testing frameworks. Specializes in leading high-performing teams through complex test case development and automation, significantly boosting efficiency and reducing downtime. Expert in Agile methodologies, showcasing exceptional problem-solving and team collaboration skills.  **EXPERIENCE**  *11/2022* - *05/2024*  **QA Test Lead**  **TCS** | TCS, Cary, North Carolina  Metlife Insurance: QA and Test processes   * Led team in test planning and case development for insurance underwriting code fixes. * Stable code deployed - mitigating downtime and data loss * Tested End-to-end for agent portal upgrade release - Identified 3 critical bug fixes needed * Used **Jenkins** for manual and automated testing * Created reports based on **Splunk** error logs * Used Jenkins for manual and automated testing * Developed automation frameworks using **Selenium WebDriver**, **TestNG**, **JUnit** for web-based applications.   *02/2021* - *11/2022*  **QA Test Analyst**  **Infosys Consulting** | Infosys Consulting , Chicago , IL  Client: Northwestern Mutual   * **Jira - Sonarqube** integration for code analysis Splunk for something Identified potential risks associated with software application development projects. * Analyzed user requirements to develop effective test cases for functional, regression, integration, system, usability and performance testing.   *11/2020* - *02/2021*  **Production Support Engineer**  **Infosys Consulting** | Infosys Consulting , Chicago , IL  Client: Bank of America   * **IBM Workload Scheduler** - Batch Processing * Used **Splunk/WinScp** to analyze log files from various sources to detect anomalies that may indicate issues. * Performed **Functionality tests** in a lower environment to simulate recovery practices * Performed **root cause analysis** of issues found during testing cycles. * Maintained backup schedules for critical data and implemented **disaster recovery plans** as needed.   *05/2019* - *04/2020*  **Software Engineering Co-Op Student**  **CVS Health** | CVS Health, Buffalo Grove, IL   * Improved knowledge of object-oriented programming principles through developing code for insurance benefits mapping applications using **SpringBoot framework**, **Maven**, and **Java 8** * Gained expertise in designing **RESTful APIs** that enabled communication between different components of an application stack effectively. * Participated in **sprint planning** meetings to define project scope and ensure that all team members were aware of their roles and responsibilities.   **VOLUNTEER EXPERIENCE**  *04/2015* - *02/2020*  **Activities Coordinator**  **Friendship Village Retirement Home** | Friendship Village Retirement Home, Schaumburg, IL |  |
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