**Summary**

* Over Four years of **Lead QA** experience in the IT industry on Client/Server & Web based applications.
* Strong manual and automation testing experience using **HP Mercury Interactive Tools – Quality Center, Win Runner, Load Runner, Test Director and Rational Suite.**
* **Experience in following domains**: Education, credit card, investment banking, Energy and Healthcare.
* Proficient in writing **Test Plans and Strategies for Performance, Functional, Manual, Regression, and UAT testing.**
* Involved in **full Software Life Cycle and Software Testing cycle**.
* Proficient in **Mercury Quality Center and Dashboard Administration in standalone and clustered environments on environments like Jboss, Web Logic, and Web Sphere**
* Involved in all phases of Software Development Life Cycle with thorough understanding of various phases like Requirements Analysis, Design, Improve, Testing and Implementation.
* Well versed with End-to-End, **Component testing, System Integration testing, Functional testing, Regression testing, User Acceptance Testing, Orthogonal Array Testing, GUI Testing, Black Box Testing, White Box Testing, Web Services Testing Database Testing.**
* Experience on Mobile applications and Mobile web testing
* Experience on Content management system such as Documentum, Sitecore.
* Experience in working in V-model, Waterfall Testing methodology and Agile SCRUM testing methodologies also.
* Extensive testing using tools: **(Quick Test Professional) QTP, (Unified Functional Testing) UFT, Quality Center, (Application Life Cycle Management) ALM, (Test Foundation Server) TFS.**
* Experience in using Test Management and Bug Reporting tools such as **Quality Center, TFS (Team Foundation Server) and ALM (Application Life Cycle Management).**
* Experience in **creating Estimating QA tasks**, Test strategy, Test plan, Tracking QA progress, managing in improving QA process.
* Experience in working with Load Runner and knowledge on Performance Testing.
* Experience in preparation of various reports (Daily Status Report, Weekly Status Report, Monthly Status Report, Daily Test Execution Report and Test Summary Report).
* Proficient in Black Box, Grey Box Testing, Functionality Testing, and Performance Testing.
* Proficient in browser and non-browser performance testing.
* Excellent Written/Verbal communication skills. Experience in working in a team and independently to resolve technical issues of a project.
* Proven ability to support multiple projects, under tight deadlines, often with competing priorities and complexities.

**TECHNICAL SKILLS**

|  |  |
| --- | --- |
| **Automated Testing Tools** | **Quick Test Pro (QTP), Test Director, Quality Center, LoadRunner, soapUI, Win Runner, loadUI Rational Enterprise Suite** |
| **Scripting Languages** | **VB Script, Java Script, Groovy, UNIX Shell Script, Perl script,** |
| **Programming Languages** | **C, C++, SQL, PL/SQL, JAVA, Perl** |
| **Database** | **10g,9i/8i, SQL Server, DB2 and MS Access** |
| **Networking** | **TCP/IP protocol suite, FTP** |
| **Operating Systems** | **Windows 95/98/NT/2000/XP, UNIX, Linux, MS-DOS** |
| **Internet Technologies** | **JSP, HTML, DHTML, XML, Servlets, J2EE** |
| **Servers** | **Web logic, Web sphere, IIS, Jboss, Tomcat, Apache** |
| **Other Tools** | **TOAD, CYGWIN, Visio, MS Project, ECMS(Documentum, Sitecore)** |

**PROFESSIONAL EXPERIENCE**

**BCBS, MI May 2017 – April 2018**

**QA Lead**

**Bcbs MI** is implementing Big Data for it’s cognos reports and MS Dynamic CRM. Data is coming from various sources and will be ingested into hadoop. From there it will be going to Oracle database and then to Cognos reports.

Responsibilities:

* Requirement analysis, Document Analysis.
* Test approach and planning.
* Creating test plan and test strategy.
* Organizing QA meetings with Dev team and stake holders.
* Implementing new upgrades with different methodology.
* Testing new patches for integration with existing tools.
* Testing on various hardware settings like Desktop, laptop and mobile devices.
* Testing Active Directory for User Security.
* Testing Back end for upload and download of documents from various sources and by various user roles.
* Writing SQL queries, executing sql queries for testing various reports generated by different departments.
* Testing performance of systems after every new patch releases.
* Mentoring test teams for their efforts.
* Managing test bed and testing environment for SIT and UAT.
* Managing CRM team for data synchronization .
* Worked on MS Dynamic CRM customization regarding questionnaire.
* Reviewed test data for CRM as compared to production.
* Training and coordinating with UAT team for UAT Testing for both internal and external teams.
* Achieved customer delivery date and successfully met QA deadline even though software development was not ready as scheduled. This is achieved by team effort of sharing resources and utilizing working day into shifts.
* Wrote test plan and other high and low level documents (i.e.; TestPlan, Use cases, FS, PRD, PDS, price list, market analysis based on the SDLC, etc.); responsibilities, also, included the efforts of communicating and approving them from the right organizations.
* Held QA necessary daily/weekly meetings internally and with the customer to go over outstanding issues making sure that we are delivering a quality products on timely manner. Responsibilities also included interpreting customer requirement into test plans.
* Ensuring complete end to end testing is being done.
* Identifying Training requirements for UAT testing and forwarded it to Project Manager.
* Defects tracking and reporting; Status report; Test closure reports.
* Organizing calls with business and dev teams to discuss on testing status and defects resolution.

**Enivornments: MS Win 2007, Win 2010, hadoop, oracle, clearquest, Sql, putty, QuerySurge.**

**Department Of Education, NYC, Brooklyn, NY Nov 2016- April 2017**

**QA Lead**

Department of Education, New York city is implementing new HR system for its employee. It covers all aspects of employment right from Hiring, leave, temporary assignment, etc.

Responsibilities:

* Involved in Business analysis and requirements gathering.
* Involved in various meeting like Project Kick-off, Project planning, Weekly & Monthly client status meetings, Triage meeting.
* Writing and reviewing the test scripts.
* Compared and Tested Source data.
* Tested the entire ETL logic using Informatica to enable initial load and incremental processing from SQL Server and Oracle, error strategy and exception handling, restart ability and recovery, data cleanup, validation and monitoring.
* Tested MapReduce programs for parsing the raw data, populate staging tables and store the refined data in partitioned tables in the EDW.
* Developed Hive queries to enable data extract/transform/load (ETL) by accessing files stored either directly in Apache HDFSTM or in other data storage systems such as Apache HBase .
* Developed Hive queries that help comparing fresh data with EDW reference tables and historical metrics.
* Testing and reviewed Hadoop log files.
* Tested raw data and executed performance scripts.
* Experienced using database query and integration tools such as TOAD, SQL Plus etc.
* Experienced in data analysis using SQL, TSQL, PL/SQL and many other queries based applications.
* Involved in extensive DATA validation using SQL queries and back-end testing
* Reported bugs and tracked defects using Quality Center.
* Extensively used SQL to verify and validate the data loaded into Target
* Performed the tests in SIT, QA, UAT and contingency/backup environments
* Submitted weekly bug or issue report updates to the Project Manager in the form of the QA Error Log.
* Involving in Functional testing, Backend Testing, End to End testing and Regression Testing
* Preparing and supporting the QA test environments
* Defect Triage with Development team.

**Environment:** **Informatica, ETL, SQL Server 2008/2005, Oracle 9i/10g, XML, Flat Files, MS Excel, SQL/Pl-SQL/TSQL, Hadoop, Pighive, Toad, Quality Center, Windows, UNIX**

**State Street Corporation, Boston, MA Feb 2016 – Oct 2016**

**Lead QA**

**Risk Data Repository:** Data Warehousing operations of the group are fully automated, to provide management with real-time information for flexible and quick reactions to market situations. Such flexibility and speed allow a company to succeed in today's dynamic business environment

**Responsibilities:**

* Involved in Business analysis and requirements gathering.
* Compared and Tested Source data for Products like Placements, Fed Funds with Output flow.
* Written SQL queries to extract, manipulate, and/or calculate information to fulfill data and reporting requirements including identifying the tables and columns from which data is extracted
* Tested the entire ETL logic using Data Stage to enable initial load and incremental processing from SQL Server and Oracle, error strategy and exception handling, restart ability and recovery, data cleanup, validation and monitoring.
* Experienced using database query and integration tools such as SSIS, TOAD, SQL Plus etc.
* Experienced in testing Big Data Environment. Installed and Created Apache Hadoop (Single Node and Multi Node) Instances.
* Developed and tested hive datasets in a Test Environment in a proto model.
* Obtained detailed understanding of data sources, Flat files & Complex Data Schemas in order to write the best test scripts.
* Tested & developed the mapping for extracting, cleansing, transforming, integrating & loading data using Autosys.
* Experienced in data analysis using SQL, TSQL, PL/SQL and many other queries based applications.
* Involved in extensive DATA validation using SQL queries and back-end testing
* Reported bugs and tracked defects using Clear Quest.
* Attended Scrums and achieved desired results after discussing with Dev teams.
* Extensively used SQL to verify and validate the data loaded into Target
* Performed the tests in both the SIT, QA and contingency/backup environments
* Used SQL for Querying the Data Stage database for data validation, data verification and data conditioning.
* Writing the test scripts, test cases & test plan for multiple ETL Feeds.
* Submitted weekly bug or issue report updates to the Project Manager in the form of the QA Error Log.
* Involving in Functional testing, Backend Testing, End to End testing and Regression Testing
* Preparing and supporting the QA test environments
* Load new or modified data into back-end database.
* Defect Triage with Development team.
* Involved in peer review of test cases.
* Used Infogix Assure tool for data validation.
* Worked on Infogix Assure Layouts, Entities, Controls, Translations and Rules.
* Developed given ETL transformation logics in Infogix Assure and compared source and target data set.
* Ran Infogix Assure job in SIT and UAT to validate source and target data.
* Supported other teams to get hands on Infogix Assure.
* Involved in Infogix Admin role such as creating user id, defining the user roles, killing jobs and restarting the Infogix server.

**Environment:** **Data Stage, SQL Server 2008/2005, Oracle 9i/10g, XML, Flat Files, MS Excel, SQL, TSQL, PL/SQL, SSIS, Toad, Agile, Clear Quest, Windows, UNIX**

**State of New York, Albany, NY April 2015 – Jan 2016**

**Lead Quality Assurance**

State of New York, DOH is in the process of building application for HIX system as per ACA guidelines. Project includes various sub-projects ranging from data exchange with various other departments, enrollments, referrals, verification etc. Our team was working on data exchange program for verification of records with various departments for individual records.

**Responsibilities:**

* Involved in Business analysis and requirements gathering.
* Compared and Tested Source data for Source like GPIN, CPI, PRICING, MIDAS with Output flow.
* Written SQL queries to extract, manipulate, and/or calculate information to fulfill data and reporting requirements including identifying the tables and columns from which data is extracted
* Tested the entire ETL logic using Data Stage to enable initial load and incremental processing from Oracle and SQL server to Oracle/SQL Server, error strategy and exception handling, restart ability and recovery, data cleanup, validation and monitoring.
* Experienced using database query and integration tools such as SSIS, TOAD, SQL Plus etc.
* Obtained detailed understanding of data sources, Flat files and Complex Data Schemas in order to write the best test scripts.
* Tested and developed the mapping for extracting, cleansing, transforming, integrating, and loading data using Autosys.
* Experienced in data analysis using SQL, TSQL, PL/SQL and many other queries based applications.
* Involved in extensive DATA validation using SQL queries and back-end testing
* Reported bugs and tracked defects using Quality Center.
* Extensively used SQL to verify and validate the data loaded into Target
* Used SQL for Querying the Data Stage database for data validation, data verification and data conditioning.
* Writing the test scripts, test cases & test plan for multiple ETL Feeds.
* Submitted weekly bug or issue report updates to the Project Manager in the form of the QA Error Log.
* Involving in Functional testing, Backend Testing, End to End testing and Regression Testing
* Prepared test data for UAT testing for end-users.
* Prepared tutorial for UAT testing for end-users.
* Preparing and supporting the QA test environments
* Load new or modified data into back-end database.
* Defect Triage with Development team.
* Involved in peer review of test cases.

**Environment:** **Quality Center, Data Stage, SQL Server 2008/2005, Oracle 9i/10g, XML, Flat Files, MS Excel, SQL, TSQL, PL/SQL, SSIS, Toad, Windows, UNIX**

**LPL financial, San Diego, CA September 2014 – March 2015**

**Lead Quality Assurance**

Lpl financial is one of the leading financial services and a publicly traded company, which has over 18,000 financial professionals, 13500 independent advisors, 700 financial institutions and over 4000 institutional clearing and technology subscribers. As a QA, I am involved in implementation of Enterprise **Content management System** (**Documentum**). Currently, Broker/Dealer Support services (BDSS) and portions of Governance, Risk, & Compliance currently use Imaging and Business Process Management (IBPM) system for document imaging and business process workflow management, which is out of support from vendor (Oracle) and lacks Disaster Recovery environment. Documentum is going to be **integrated** with few of the legacy system and rest would be changed or migrated to Documentum (**CMS**). Right now I am working on integration of ET&R (Enhanced Trading & Rebalancing tool, used for supporting and reporting Equities, mutual funds, ETF’s and Fixed Income) tool with **Documentum** (**CMS**).

**Responsibilities:**

* Involved in Business analysis and requirements gathering.
* Compared and Tested Source data for Products like Placements, Fed Funds with Output flow.
* Written SQL queries to extract, manipulate, and/or calculate information to fulfill data and reporting requirements including identifying the tables and columns from which data is extracted
* Tested the entire ETL logic using Data Stage to enable initial load and incremental processing from SQL Server and Oracle, error strategy and exception handling, restart ability and recovery, data cleanup, validation and monitoring.
* Experienced using database query and integration tools such as SSIS, TOAD, SQL Plus etc.
* Obtained detailed understanding of data sources, Flat files and Complex Data Schemas in order to write the best test scripts.
* Tested and developed the mapping for extracting, cleansing, transforming, integrating and loading data using Autosys.
* Experienced in data analysis using SQL, TSQL, PL/SQL and many other queries based applications.
* Involved in extensive DATA validation using SQL queries and back-end testing
* Reported bugs and tracked defects using Clear Quest.
* Extensively used SQL to verify and validate the data loaded into Target
* Performed the tests in both the SIT, QA and contingency/backup environments
* Used SQL for Querying the Data Stage database for data validation, data verification and data conditioning.
* Writing the test scripts, test cases & test plan for multiple ETL Feeds.
* Submitted weekly bug or issue report updates to the Project Manager in the form of the QA Error Log.
* Involving in Functional testing, Backend Testing, End to End testing and Regression Testing
* Preparing and supporting the QA test environments
* Load new or modified data into back-end database.
* Defect Triage with Development team.
* Involved in peer review of test cases.
* Used Infogix Assure tool for data validation.
* Worked on Infogix Assure Layouts, Entities, Controls, Translations and Rules.
* Developed given ETL transformation logics in Infogix Assure and compared source and target data set.
* Ran Infogix Assure job in SIT and UAT to validate source and target data.
* Supported other teams to get hands on Infogix Assure.
* Involved in Infogix Admin role such as creating user id, defining the user roles, killing jobs and restarting the Infogix server.

**Environments: HP Quality Center 11.0 (ALM), QTP, Oracle, SQL, SQL Server, HTTP, HTML, XML, Documentum, Outlook, Excel.**

**BCBS, Detroit, MI                     Nov 2013 – Aug 2014**  
**QA Lead**

Michigan blues is the largest Healthcare Insurance provider in the state of MI. It has several vendors sending data in EDI format from external sources. This data after ETL processing is utilized by various departments and stored in CPODS database for further research by business. Many internal systems also utilize the data for various products offered by BCBS.

**Responsibilities:**

* Prepared Test Plan, test cases and test scripts based upon Software Requirement Specifications and meetings with BA and developers.
* Participated in developing Test Cases, Traceability matrix to cover overall quality assurance testing.
* Created scenario using BRD and user requirements.
* Created both Physical and Virtual test environments for different roles to run application and machines to be used for each role using TFS 2010.
* Actively participated in meeting with AVP, BSA and off-shore teams in monitoring progress against milestones.
* Uploaded test deliverables such as Test case documents, Test plans, test scripts, test data summary reports to SharePoint and share drives.
* Written SQL queries to extract, manipulate, and/or calculate information to fulfill data and reporting requirements including identifying the tables and columns from which data is extracted
* Tested the entire ETL logic using Data Stage to enable initial load and incremental processing from Oracle and SQL server to Oracle/SQL Server, error strategy and exception handling, restart ability and recovery, data cleanup, validation and monitoring.
* Experienced using database query and integration tools such as SSIS, TOAD, and SQL Plus etc.
* Obtained detailed understanding of data sources, Flat files and Complex Data Schemas in order to write the best test scripts.
* Experienced in data analysis using SQL, TSQL, PL/SQL and many other queries based applications.
* Involved in extensive DATA validation using SQL queries and back-end testing
* Reported bugs and tracked defects using Quality Center.
* Extensively used SQL to verify and validate the data loaded into Target
* Performed the tests in both the SIT, QA and contingency/backup environments
* Used SQL for Querying the Data Stage database for data validation, data verification and data conditioning.
* Writing the test scripts, test cases & test plan for multiple ETL Feeds.
* Submitted weekly bug or issue report updates to the Project Manager in the form of the QA Error Log.
* Involving in Functional testing, Backend Testing, End to End testing and Regression Testing
* Used Test Manager for Project tracking, reporting defects and defect tracking.
* Extensively used SQL scripts/queries for data verification at the backend.
* Performed back-end testing by using log files and database.

**Environment:** **TFS 2010, Excel, SQL, PL/SQL, Microsoft Outlook, Informatica IDE, Informatica Power Center, DBW, ETL, Excel, MS Office, VEdit, Ultra Edit, Ultra Compare, Putty**

**CapitalOne, Richmond, VA                     Jan 2013 – Oct 2013**  
**QA/System Analyst**

CapitalOne, is the nation’s top 10 largest bank, based on deposits. Recent acquisition with ING, has made it to follow BASEL II regulations. I was working on the project related to RWA calculator, a Moody’s tool, used to perform calculations for FFIEC reports. Data from various sources reach Moody tool, where calculation is performed and FFIEC report is generated. This report has to be announced quarterly to regulation authorities.

**Responsibilities:**

* Conducted meetings with BA, DBA and Developers to know about the working of application and data flow.
* Involved in complete project software development life cycle (SDLC) and Quality Assurance Life Cycle (QALC)
* Validating the data passed to downstream systems.
* Performed data mapping from source to target, by conducting meetings with various other teams.
* Created dashboard for all data manipulation at various stages by various projects team.
* Reported periodic project status and updates to the QA Lead and QA Manager
* Performed Integration Testing of different modules.
* Written SQL queries to extract, manipulate, and/or calculate data.
* Tested the entire ETL logic using Data Stage to enable initial load and incremental processing from Oracle and SQL server to Oracle/SQL Server, error strategy and exception handling, restart ability and recovery, data cleanup, validation and monitoring.
* Performed Risk Analysis based on Defect Severity and Priority.
* Tested User Interface inconsistency and application functionality.
* Worked on issues with migration from development to testing.
* Tested application in various browsers.
* Created test plan and test cases to maintain documentation as per quality assurance guidelines.
* Worked closely with development team to find out any bottleneck problem arising during testing.

**Environment**: **HP Quality Center, LoadRunner, SharePoint, Informatica, Peoplesoft 8.8, Peoplesoft9.1, Windows XP, UNIX.**

**BCBS, Detroit, MI                     Feb 2012 – Nov 2012**  
**QA Analyst Claims**

Blue Cross and Blue Shield of North MI (BCBSM) deliver value through quality products, information and services by offering health insurance to customers.

Description: The main scope of the project for CSD (Claim Solution Delivery) 270/271 is replacement of CLAR**EDI** with **EDI**FECS & implementation of 837 transactions. **EDI**FECS is validation tool for **HIPAA** transactions. With the replacement of this component, testing is done to ensure the all the components in the business workflow still works the same.

**Responsibilities:**

* Prepared Test Plan, test cases and test scripts based upon Software Requirement Specifications and meetings with BA and developers.
* Participated in developing Test Cases, Traceability matrix to cover overall quality assurance testing.
* Created scenario using BRD and user requirements.
* Used HP Quality Center for Project tracking, reporting defects and defect tracking.
* Extensively used SQL scripts/queries for data verification at the backend.
* Performed back-end testing by using log files and database.
* Created a standard operating procedure document for the application under test and its tools
* Responsible for functional specifications, test script creation and the initial testing of the imaging and workflow system.
* Review Functional Specification document, OM-XML and wireframes and understand the database and tables relations and functionality.
* Write test cases in QC Test Plan and execute in Test Lab.
* Give suggestions to the development team to make the application more users friendly from user perspective.
* Log defects in QC to keep track of the issues.
* Created Test Plan and Test Lab in QC and upload Test cases.
* Issued defects and worked with different teams to resolve.

**Environment: HP Quality Center (QC), MS Access, C#, ASP.Net, VSTS08, SharePoint, Agile, MS Dynamic CRM, Windows.**

**Alliant Energy Corporation, Madison, WI                    April 2011 – Dec 2011**  
**Performance/Functional Tester**  
Alliant Energy Corporation  is a regulated, investor-owned public utility holding company providing regulated electric and natural gas service to approximately 1 million electric and 412,000 natural gas customers in the upper Midwestern states of Iowa, Wisconsin and Minnesota.  
  
Project Details: Alliant Energy is upgrading from PeopleSoft 8.8 to PeopleSoft 9.1.  
Alliant Energy, has been upgrading their ERP from PeopleSoft 8.8 to PeopleSoft 9.1.   
I have worked on following modules: (Expenses. Creating Expense Report. Purchase. Purchase Order Receipt. General Ledger: Creating Journal Entries. Work Quote.)

**Responsibilities:**

* Prepared Test Plan, test cases and test scripts based upon Software Requirement Specifications and meetings with BA and developers.
* Participated in developing Test Cases, Traceability matrix to cover overall Performance scenarios.
* Created scenario using BRD and user requirements, covering entire SLA.
* Used HP Quality Center for Project tracking, reporting defects and defect tracking.
* Prepared the scripts for Load test using HTML/HTTP and Web Protocol.
* Used LoadRunner for performance testing by planning the load and analyzing Task Distribution Diagram, Transaction Profile and User Profile.
* Designed, developed Load Runner Vuser Scripts, enhanced scripts, Parameterized cookies, stored dynamic content in Load Runner functions, used client side secure certificates.
* Created scenarios for Concurrent and Sequential users.
* Configured Load Runner Monitors.
* Used LoadRunner Analyzer to prepared detailed Load Test Analysis Report with Graphs and the application bottlenecks from the scripts execution.
* Extensively used UNIX for Batch processing.
* Developed the automation scripts in QTP
* Extensively used SQL queries for validating log files.
* Highly involved with the development team to resolve any technical issues found during the testing
* Performed Risk Analysis based on Defect Severity and Priority.
* Worked on issues with migration from development to testing.
* Tested application in various browsers.

**Enviornment: HP Quality Center, LoadRunner, QTP, SharePoint, PeopleSoft 8.8, PeopleSoft 9.1, Windows XP, UNIX.**

**EDMC, Pittsburgh, PA Jan 2009 – Mar 2011**

**Automation Tester**

**Education Management Corporation** is a leading education organization providing education through various universities online and on-ground. They have 150 colleges spread all over USA.

**eLeads** – Through various vendors EDMC gets data or leads for prospective student from all over the USA and world. This data is in the form of XML which is received through a web receiver and then processed by various **Web Services** according to pre-defined rules and specifications and then sent to Database using **MSMQ messaging.** From these databases it is again picked up by web services and sent to Microsoft Dynamic CRM for admission advisors/sales people.

**Responsibilities:**

* Prepared Test Plan, test cases and test scripts based upon Software Requirement Specifications and meetings with BA and developers.
* Participated in developing Test Cases, Traceability matrix to cover overall quality assurance testing.
* Created scenario using BRD and user requirements.
* Used HP Quality Center for Project tracking, reporting defects and defect tracking.
* Developed the automation scripts in QTP and Load Runner for functional and performance Testing.
* Prepared the scripts for Load test using WebService, HTML/HTTP Protocol.
* Used LoadRunner for performance testing by planning the load and analyzing Task Distribution Diagram, Transaction Profile and User Profile.
* Designed, developed Load Runner Vuser Scripts, enhanced scripts, Parameterized cookies, stored dynamic content in Load Runner functions, used client side secure certificates.
* Created scenarios for Concurrent and Sequential users.
* Configured Load Runner Monitors.
* Used LoadRunner Analyzer to prepared detailed Load Test Analysis Report with Graphs and the application bottlenecks from the scripts execution.
* Conducted Performance testing using Performance Center (Load Runner) while monitoring the resources using Sitescope and Diagnostics, and tuning the resources on fly, that required the understanding of database architectures – Oracle, DB2, and Access; and the architectures of the development environment (Java/J2EE)
* Identified performance bottlenecks and the Web, WAS, Middleware and databases, by configuring Sitescope monitor and diagnostics on servers, and using detailed analysis
* Parameterized the web services by importing files and conducted performance testing.
* Performed functional testing of web services using QTP.
* Extensively used SQL scripts/queries for data verification at the backend.
* Performed back-end testing by using log files and database.
* Created test cases using XML to make soap Calls.
* Maintained Mercury QA Tools – Performance Center (Load Runner), QTP, Quality center ; Sitescope and HP Diagnostics
* Highly involved with the development team to resolve any technical issues found during the testing

**Environment: HP Quality Center (QC), MS Access, C#, ASP.Net,** **Load Runner, Sitescope, SOAPUI, VSTS08, Agile: Scrum, SharePoint, MS Dynamic CRM,** Windows.

**EDMC – MS Dynamic CRM**

This was second project, which was being developed in EDMC, Phoenix. Here I have tested MS Dynamic CRM, with Dialer and IVR.

For IVR part we were testing questionnaire for automated response.

**Majestic Software Limited, Noida, India Jun 2001 – Dec 2008**

**QA Tester**

**Projects: 1. My CitiBanker (Nov 2006 – Oct 2008)**

MyCitibanker is a web-enabled distribution channel for delivering the online and real time data in terms of Reports and downloadable formats, to the Corporate Customers. Under the new functionality, the customers are enhanced with Transaction Initiation (TI) capabilities, SMS alerts, and OTP login. This new functionality has been added to MyCitibanker application to deliver as a single solution for the functionalities covered in China Easy Payment and CitiBusiness Direct applications. MyCitibanker also caters to the country-specific functionalities like Paylink and Billing Management for Vietnam and e-Tax for Vietnam. This application is integrated with BSI, FTI, DDE, and CS to check the End-to-End Testing in SIT environment. Fund Transfers (FT) will be passed through FTI and GIRO. Cheque will be passed through DDE. Local Language Payments for China Country will be passed through CS.

**Responsibilities:**

* Thorough understanding of the SRDs and FRDs.
* Participated in identifying the Test Cases which are to be automated.
* Participated in designing and developing Test Automation Framework and Reusable Library Functions using QTP.
* Prepared and executed Test Scripts for Regression, Functional, and Data-Driven testing as per System Requirements using QTP with respect to functionalities.
* Reviewing the Test Scripts and enhancing the scripts if required.
* Used SQL Queries in VBScript for retrieving data from database for use in multiple testing scenarios.
* Enhanced and modified automated scripts for several complex scenarios by adding programming logic and by parameterizing to achieve the test objectives.
* Wrote Framework-related and Application-related common functions. Performed Positive and Negative testing of the application.
* Designing, Documenting, Managing, and Executing Test Cases, Sets, and Suites.

**Environment: QTP, VBScript**, SQL, MS **Access.**

1. **Dr. Lal’s Path Laboratory( Dec 2004 – Oct 2006) As Manual Tester**

This product is a full featured, highly configurable serving multiple industries in a variety of testing and research environments. LIMS's comprehensive feature set empowers you to build an integrated solution that fully exploits your laboratory data yielding higher quality and reduced costs. LIMS is designed on the basis of Total Quality Management (TQM) trying to put systematic workflow to enhance the process, quality control, quality assessment, quality improvement and quality goals. This product consists of 10 core system modules: LIMS Master, Lab, Billing Modules, Collection Reports, Misc. Reports, Financial Reports, Audit Reports, Marketing, Analysis Reports, Dispatch Reports, and Utilities.

**Responsibilities:**

* Reviewing of Software Requirements and Functional Specifications.
* Designing, creation and execution of Test Cases.
* Execution of Test Cases for GUI, Functional, Database, and System Testing.
* Developed SQL queries to check proper data population in application tables.
* Conducted Functional, Database, Integration, System, UA, and Regression testing.
* Analyzing Test Results and Bug Reporting using MS Excel.
* Preparation of Test Data and Test Scenarios and review of Test Cases and results.
* Interaction with the Client about the Status of the Testing Process.
* Preparing Test Report at the end of each testing phase.

1. **Times Publications, New Delhi (Mar 2003 – Nov 2004 )** This application is mainly developed to automate the work which is actually done manually by Proofreaders in order to increase the efficiency of work, output, and to record the track of files, etc. First of all, the Editors have to login by giving their username and password and once they logged in, the main menu appears with options like 'Start New Dictation', 'Start New Manually', 'Search for Documents', 'Select an Open Document', 'View Session Statistics', 'Automatic Review', 'Manual Review', 'Pause Session', and 'Exit'. When this application is opened, it also creates a small window called “TransNet” in which files from the “Job Lister” gets downloaded automatically TAT-wise into the “TransNet,” which is often referred as 'Pool' and Editors picks the files by clicking on menu “Start New Dictation' and proofread the file and send the files directly to the client.

Responsibilities:

* Analyzed system specifications and reviewed the Test Plans and Test Strategies.
* Reviewed BRD,FRD and DFD, had discussion with Business Analyst and QA Lead
* Manually performed functional testing that included UI and Security. Performed extensive black-box testing of the application.
* Used SQL to validate data, and created test data for further back-end testing.
* Developed training modules for UAT, and assisted end-users in UAT.
* Tracked Bugs and Reported them using Defect tracking and Maintenance Tool Test Director.

**Environment:** Test Director 6.0, Visual Basic 6.0

1. **Cathay Pacific Cargo (June 2001 – Feb 2003) Employee Record Management (**ERM**)** is aClient/Server Application which provides various benefits to the employees of the organization such as Online Payroll, Tax Calculation, Intranet timesheet, Pay link etc. As a Manual Tester, was involved in all the modules in the application.

Responsibilities:

* Analyzed system specifications and reviewed the Test Plans and Test Strategies.
* Created several Test cases that cover the entire Functionality of AUT (Application under Testing) using Test Director.
* Manually performed functional testing that included Security, Systems Testing.
* Performed extensive black-box testing of the application. Used SQL queries to perform Data integrity testing.
* Performed end-to-end testing of application and also verified compliance for software quality standards of the organization.
* Tracked Bugs and Reported them using Defect tracking and Maintenance Tool Test Director.

**Environment:** Test Director 6.0, Visual Basic 6.0

**Education:**

* **Bachelor’s in commerce 1998; Delhi University, India**
* **Diploma in Software Engineering : 1997; Aptech , India.**
* **Certificate in Oracle 7.1/D2k: 1998; Koeing Solutions.**