**Fareesa Syeda**

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**PROFILE**

Confident, effective Quality Assurance (QA) software Tester with strong analytical skills, a solid technical background, and exceptional communication skills. Highly proficient in all phases of the Software Development Life Cycle (SDLC), including Requirements gathering, Risk analysis, Project planning, Scheduling, Testing, Defect tracking, Management and Reporting. Excellent working knowledge of Test Plans, Test Cases and Test Scripts.

A multi-tasker with outstanding skills in analysis, troubleshooting , and presentation. Able to manage large workloads in high-pressure environments with organizational skills and attention to detail. Strong skills in Troubleshooting, Presentation and Leadership.

Possesses a strong understanding of technology and the ability to learn and adopt new systems and software. Proficient in Functional, Regression, System, Integration, Acceptance, Load, Performance, Negative and User Acceptance testing. Possess thorough knowledge of QA/QC, with various defect tracking tools.

**Technical Skills**

**Languages**: MS.NET, SharePoint 2007, C#.NET, VB.NET, ASP.NET, SQL, UML, WebObjects, VB Scripting, HTML, and ASP, PL/SQL

**Web Technologies**: ASP.NET, Silverlight, JavaScript, HTML

**Databases**: Oracle, SQL Server, MS Access, Sybase

**Testing Tools**: Manual Testing on QC, Automation on Mercury Interactive Tools (Win Runner 7.5/7.0/6.5, Test Director 7.5/7.2/6.0, Load Runner 5.0/6.5/7.5), Rational Tools (Rational Suite, Rational Robot, SQA Manager), Quick Test Professional, Test Link Management tools and Bugzilla and QC, ClearQuest, Test Manager, for Defect tracking.

**Platforms and OS**: Windows NT/2000/XP, Solaris/UNIX,MS-DOS

**Front End Tools**: Visual basic, MS Front Page

**Browsers**: Internet Explorer 6.0/7.0/8.0 Netscape Navigator 4x

**PROFESSIONAL EXPERIENCE**

**Blue Cross Blue Shield Jacksonville,FL**

**QA Analyst Sep 2009-March 2012**

Blue Cross Blue Shield is a leading national individual health insurance company providing high quality, low cost individual health insurance to individuals, families and the self-employed. BCBS of Florida now known as Florida Blue constantly makes changes and additions to improve and enhance the system. Recent major improvement was to work on Guidewell application, Guidewell imports Personal Health Record(PHR)data of the consumer from Microsoft Health Vault (MSHV) and stores in Guidewell database. When the PHR from MSHV is synched with the Guidewell, it gives recommendations to consumers based on PHR.

**Roles &Responsibilities:**

* Reviewed Use Cases with the Business Analyst and Users to understand the architecture and functionality of the new Requirement and impacts on application.
* Conducted peer reviews, inspections and walkthrough of finalized Use Cases.
* Created scenarios on Use Cases.
* Prepared Test Cases in QC, based on Use Cases to verify actual results against expected.
* Prepared Test Cases for positive and negative test scenarios for Functional testing.
* Performed Smoke testing and Functional testing.
* Performed Regression testing manually after every build.
* Checked the data flow through the front and back end and used SQL queries to extract the data from the database.
* Used Quality Center 10.0 for Test Planning and Test Designing.
* Report defects found during Functional and Regression testing and tracked those defects in Quality Center.
* Participated in various meetings and discussed Enhancement and Modification Request issues.
* Follow up with Development team for Open and Reopen issues.
* Provide daily update to team lead.
* Worked independently and as a team member.

**Environment**: .Net, Java, E-Commerce, SQL and Quality Center 10.0

**Responsive Group Paramus, NJ**

**QA Analyst December 2007-July 2009**

Responsive Group is a leading software development company, specializing in Customer Service ticket management and scheduling systems. RG clients implement Microsoft .Net/Sharepoint technology solutions for their global customer service application needs for day to day transactions.

**Roles & Responsibilities**

* Use Functional and user requirements developed the test case scenarios. Performed module Integration testing.
* As per System Configuration tested Customer Master Data and Master Groups.
* Tested customer profile and customer service ticket management modules .
* Tested automatic and manual dispatch and scheduling modules
* Tested Accounting module, the terms of payment and interest calculation on open items/balance outstanding procedure as per the requirements.
* Tested new GL and AR transactions as per configuration of the system.
* Tested Cash Management settings, Foreign exchange requirement settings, Bank account settings, check lots and void reason codes.
* Tested GL Master FSV.

**Environment**: Windows 2003-2008, SQL Server 2005-2008, SharePoint 2007, LDAP Browser, IIS6, SOAP Web Services. WCF, Quality Center

**Merck Pharmaceuticals Whitehouse Station, NJ**

**QA Analyst February 2006-October 2007**

Merck produces top prescription drugs such as asthma medications Singulair, Hypertension fighters Cozaar and Hyzaar, and cholesterol combatants Vytorin, Zetia, and Zocor. Merck also makes vaccine for diseases like Measles, Mumps, Hepatitis, and Shingles. It’s over the counter offering s include Claritin allergy pills and Dr. Scholl’s foot care products. As a team member, I did Functional testing of the following modules: Authentication/Authorization, Search Module based on different criteria’s querying by date range, R&D codes, categories and Scientist. New and updates of R&D test entries.

**Roles & Responsibilities:**

* Analyzed user and business requirements for the new build and compared of those with the old build to modify test plans for positive and negative scenarios for functional and performance testing.
* Prepared Test Plan and templates to create test cases, test scripts.
* The whole application manually tested before going for the automated testing.
* Implemented and worked on Quick Test Professional for automated testing.
* Performed the Positive and Negative testing, User Interface testing on the application.
* Performed Manual and Automated regression testing after every build installation.
* Used Test Director/Quality Center for bug tracking and test management.
* Run Regression test to ensure that introduction of new component into application doesn’t affect the existing functionality.
* Developed/Enhanced VB script in QTP to add Checkpoints, Parameterize data etc.
* Made schedules for system and integration testing for each release.
* Kept track of the defects, deciding their priority and assigning them to the different developers.
* Attended status review meetings , interacted with Developers and Architects to resolve the issues.
* Environment: Mercury’s Quick Test Professional, Test Director/ Quality Center, SQL. MS Office,
* Windows 2000, XML, Java Script, JSP, UNIX Sun Solaris.

**Lakeland Bank Oak Ridge, NJ**

**QA Tester November 2004-January 2006**

Lakeland Bank is the largest Community bank in the USA, involved in banking, financing and leasing. This is a Web-based Application accessed by potential customers for applying online credit cards, credit lines and for other credit cards provided by US Bank through their website USBank.com and get an approval right away if they are eligible to certain conditions, but a decision is made either way. The Application also provides loan express module, which when the borrower visits the website for the second time for applying a different loan, his personal details are automatically retrieved just by entering his last name and Social Security Number.

**Roles & Responsibilities:**

* Analyzing system specifications and modify test scripts, including test procedures and test cases.
* Implemented automated test tools in projects assigned.
* Interfaced with Developers to resolve technical issues and investigated software faults.
* Performed various types of testing such as Integration, System, End-to-end, Regression, Performance, Migration and Acceptance, Cross-Applications, and Platform modules.
* Involved in writing Test Plans, Test Scenarios, and strategies using Test Director.
* Analysis of the test data required for the testing purpose.
* Developing Manual Test Scripts and Test Cases based on the functionality of individual screens, overall system flow, and field validation including positive and negative scenarios.
* Defect tracking done using Test Director. Manual testing of complete Application.
* Involving in conference calls with business and development participants from different regions for discussing results, decision making, and planning of the testing/tracking processes.
* Performed data Verification and Validation using automation skills.

**Enviroment**: QTP, JAVA, JavaScript, JSP, ASP, HTML, SQL Server 8.0, Netscape 7.0, Internet Explorer 6, AOL 8.0, Windows 2003, XP.

**Education**: BSc., Osmania University, Hyderabad, A.P INDIA