

PROFESSIONAL SUMMARY

Experienced Software Quality Analyst and Military Veteran with over 5 years of expertise in manual and automation testing of web-based applications. Certified Scrum Master with in-depth knowledge of SDLC methodologies, including Waterfall and Agile (Scrum), and extensive experience using project management tools such as HP ALM, Zephyr, and JIRA. Skilled in creating and executing test plans, test scripts, and test cases, and proficient in defect tracking and report generation. Strong background in both functional and non-functional testing, including smoke, regression, integration, and user acceptance testing, with hands-on experience in Mabl and Selenium Automation. A team player with excellent communication skills, a detail-oriented approach, and a quick learner always eager to acquire new skills and adapt to new technologies. Career supported by a Bachelor of Science in Software Development, extensive operational leadership experience, and multiple professional trainings.

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| • Software Testing | • Test Automation | • Project Management |
| • Agile Methodologies | • Defect Tracking | • SQL Queries |
| • Database Testing | • Critical Thinking | • Risk Mitigation |

PROFESSIONAL EXPERIENCE

Merly.Ai | Palo Alto, CA Software Quality Engineer

Dec. 2022 – Mar. 2024

- Created and manipulated complex JSON data structures to integrate with Mentor, improving data flow and system compatibility
- Implemented and onboarded test management tools, creating detailed test plans, test cases, and test scripts to streamline and optimize testing processes
- Conducted exploratory, functionality, regression, and post-release integration testing to identify, document, and resolve defects, improving overall software reliability
- Led all testing efforts across multiple projects, ensuring comprehensive coverage and high-quality standards for web-based applications
- Facilitated Scrum meetings effectively, ensuring clear communication, alignment, and coordination among cross-functional team members

Union Bank | San Diego, CA Quality Engineer

May. 2019 – Dec. 2022

- Verified data flow from Empower ODS to BKI and from BKI to Splunk, including the accuracy of alert emails generated from Splunk, to ensure proper data integration and notification processes
- Automated 25 end-to-end manual regression scenarios using Mabl, reducing regression execution time from nearly 20 hours to 5 hours per scenario
- Ensured the integrity and accuracy of key functions in the Loan Origination System (LOS) and new functionalities incorporated into the LOS system.
- Developed end-to-end business scenarios for loans with various products and parameters, integrating release notes from BKFS and other new functionalities and actively discussed defects found during testing with development teams
- Reviewed business and functional documents proactively to create comprehensive test scenarios and test scripts, ensuring thorough requirements mapping and traceability coverage

East West Bank | Pasadena, CA Quality Assurance Engineer

May. 2017 – April 2019

- Responsible for analyzing business documents and creating manual and automation scripts to run for functional testing in Agile basis.
- Validation of different aspects of loan application and data mapping from mortgage application to loan system and document transfer system.
- Validate the responsiveness of web application with different screen size and resolutions.
- Creation of Different scenarios with different loan parameters and condition to insure the proper data flow in different conditions.
- Participate in Defect triage meeting to analyze and resolve the defect with Developers and Business Analysts

- Creating Test cases, Executing Test cases, test data, Smoke test, Regression Testing, Defect tracking, after reviewing BRDs.
- Code in HTML and CSS for web page development according to the business functional documents.
- Utilize ALM to create test cases as well as defect tracking and manage requirements coverage.

EDUCATION | CERTIFICATIONS

Bachelor of Science (B.S.) | Software Development | Western Governors University | *In Pursuit*
Cybersecurity Certified | Google | 2024

Bachelor of Science (B.S.) | Agriculture | Himalayan College of Agriculture | 2016

TECHNICAL COMPETENCIES

Software: Microsoft Office Suite 365 | Google Workspace | SharePoint | Adobe | Oracle VirtualBox

Operating Systems: Mac | Microsoft Windows | Linux | Ubuntu & Fedora

Programming: Java | SQL | HTML 5 | XML | CSS 3 | JavaScript | Python

Testing Tools: HP QC/ALM | Selenium WebDriver | Mabl | Zephyr | Jira