# Name: Joseph Duncan D 9952072345

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# Profile:

* Over 11 + years of experience in Software testing in Information Technology, which includes of functional, ETL/Database testing, Automation testing, Mobile, Performance and API testing.
* Currently working as **QA Technical Manager**, responsibilities include Managing the entire QA team(16 members) and also Business Requirements analysis, Test planning, Test Estimation, Clarification Tracker preparation, Test scenarios & Test case creation, Test data identification, RTM Preparation, Customer Interaction, Team management, Manual (Functional) testing, Automation testing, Non- Functional Testing(Performance), Mobile Automation, SIT Testing, UAT Testing, Daily status report to clients stake holders, Test closure document preparation, Offshore-Onshore coordination, Team Mentoring and Automation Testing Initiatives.
* Extensive experience in ETL/ Data warehouse backend testing and BI Intelligence reports testing using SSIS
* Excellent Knowledge of Database Systems – SQL server and Data warehouse concepts.
* Extensive experience in developing SQL scripts to validate the databases tables and reports data for backend database testing.
* Experience in Business Intelligence testing in various reports using SSRS
* More than 5 years of Experience in automation testing (selenium with JAVA) and experience in cucumber BDD framework.
* Good exposure to Webservice testing using REST API services.
* Good exposure to Mobile automation using Appium
* Good exposure to Performance testing using Jmeter and Blazemeter.
* Performed POC on Cypress automation.
* Experience in working on-demand CRM tools like SALESFORCE (Cloud Based Testing) application.
* As a QA Analyst – Worked on various industry verticals – Insurance, Healthcare and Financial Services domains, delivering various testing projects using Waterfall, Iterative & Agile methodologies.
* Specialized in implementing Testing methodologies, Industry standard testing process and practices, in delivery with continuous focus on increased value adds to achieve complete customer satisfaction.
* Good exposure to Test management tool- Application Lifecycle Management (ALM).
* Knowledge in Software Testing Life Cycle (STLC). Worked as an internal SQA to get done with the Testing Metrics and SLA Milestone reports in the team.
* Strict adherence to the client's prescribed testing guidelines, control processes and procedures. Able to take preventative action when any risks become unacceptable.
* Understanding of different test approaches and techniques. Making sure that all testing plans comply with company guidelines, standards and regulations.
* Managing the testing team by delegate tasks to the team and tracking the same. Preparing status report and reporting.
* Good problem-solving skills with a strong technical background, ability to meet tight deadlines and work under pressure.
* Over the period developed good analytical skill that helps me to analyze the business logics behind the software and prepare required documents which can be used for development of applications. If required, capable of becoming proficient in new technologies.

## Leadership Abilities:

1. Coordinating the Offshore/ Onshore team with respect to QA activities.
2. Strong influencing and Communication skills.
3. Experience of client facing roles.
4. Ability to lead offshore testing teams.
5. Constantly maintaining high levels of accuracy.
6. Ability to quickly learn applications with minimal documentation.
7. Understanding & appreciation of the full development life cycle & how testing relates to it.
8. Can translate business processes into clear and comprehensive test scenarios.
9. Training new test team members.
10. Participate in defect triage calls with client.
11. Involved in GAP Analysis and Defect Root Cause Analysis.
12. Determining scope, risk and identify the objective of testing.
13. Determining the test approach and entry and exit criteria.

## Certifications:

1. ISTQB Certification – Foundational Level Certificate in Software Testing

Certificate Number ITB-CTFL – 0071389

* Professional Scrum Master 1 from Scrum.Org.

Date of completion – July 23, 2022

## Current Experience Highlights:

Company worked for : **HID INDIA PVT LTD (An ASSA ABLOY Group Brand)**

Duration : 02 June 2021 – Till date

Role : QA Technical Manager

Department : Product Development

Business Area : Manufacturing

Technology currently Working on -> Android Mobile automation testing using Appium, Performance testing using JMeter, BlazeMeter and Load Ninja and Automating salesforce application using Selenium (Cucumber BDD framework).

## PRIOR EXPERIENCE OUTSIDE:

Company worked for : **MPHASIS**

Duration : **26 Sep 2016 – June 01 2021**

Role : Module Lead

Client Name : Advisor Group

Environment : Microsoft Platform, Web Technologies

Skill/Tools : Visual Studio .NET 2008, ASP.NET, SQL Server 2008, Salesforce, SSIS, SSRS, ALM, UFT, Salesforce, Automation (selenium with JAVA), REST & SOAP API testing

# Project Description:

Advisor Group is among the largest networks of independent broker-dealers in the United States. The four broker-dealers that comprise Advisor Group – FSC Securities Corporation, Royal Alliance Associates, Sage Point Financial, and Woodbury Financial Services – foster the spirit of entrepreneurship and independence that is exemplified by our over 5,000 affiliated advisors.

The Advisor Group is a network independent broker/dealer with a combined membership of seven thousand registered reps servicing clients with financial advice throughout US.

**Roles and responsibilities as ETL/BI Tester:**

* Worked as ETL tester responsible for the requirements / ETL Analysis, ETL Testing and designing of the flow and the logic for the Data warehouse project.
* Prepared Test Plans for each release, written Test Cases and executed them as part of Functional Testing.
* Developed Test Cases for ETL Data Validation and Data Report testing in SSRS report testing.
* Performed thorough testing of data flows from source to destination using various ETL Testing technique like source to target data testing, source to target count testing, data integration, data checks, Constraints checks, Duplicate checks, Data quality checks, Incremental testing, Data transformation testing.
* Focused on Data Quality issues / problems that include completeness, conformity, consistency, accuracy, duplicates, and integrity.
* Performed Verification, Validation, and Transformations on the Source data before loading into target database.
* Extensive knowledge in writing SQL queries based on the transformation logic present in Source to Target mapping document to compare the Source data with that of target data to make the data accurate.
* Created ETL test data for all ETL mapping rules to test the functionality of the SSIS Mapping.
* Involved in validating various SSIS and SSRS packages according to functional requirements and Tested Complex ETL SSIS and SSRS Packages and Sessions based on business user requirements and business rules to load data from different source.
* Tested the reports generated by (SSRS) SQL Server reporting services and checked as they are as per the Organization standards
* Prepared Test Reports and Deliverables and submitted for version releases.
* Involved in preparation and maintenance of the Requirement Traceability Matrix (RTM) to measure the progress, test matrix and test script review.
* Tested the different sources such as Flat files, Main Frame Legacy Flat Files, SQL server 2012.
* Created well detail Manual Test scripts in HP ALM to test application Functionality, End to End, GUI, Look & Feel, and Content.
* Analysis SQL Stored procedures and Preparing complex SQL Queries.
* Setup meetings with BA to Analyze the Acceptance criteria.
* Did validation on the Aggregation table and made sure each component met with the requirement.
* Worked in Agile Methodology and updated task every day.
* Reviewed the Mapping documents and verified and validated the DDL checks.

**Roles and responsibilities as QA Automation engineer:**

* 4+ years of professional experience in automation testing with extensive knowledge of Automation Framework Design & Implementation using Selenium Tool.
* Meeting with the development team to discuss verification protocols.
* Identifying software application weaknesses and target areas.
* Sketching out ideas for automated software test procedures.
* Reviewing software bug reports and highlighting problem areas.
* Writing automation scripts and implementing software applications.
* Designing and installing software databases.
* Troubleshooting automation software and finalizing system procedures.
* Identifying quality issues and creating test reports.
* Collaborating with the design team to solve application faults.
* Good Knowledge of Object-Oriented programming Concepts (OOPS) and Java Skills
* Good experience in creating test scripts using WebDriver in Java
* Good experience in Data Driven and Hybrid Testing.
* Experience in Functional, Regression and System testing using Manual and Automated testing tools - selenium WebDriver.
* Experience in automating test cases using TestNG and Cucumber with BDD
* Experience in data- driven test using Jenkins and Excel.
* Good Experience in writing XPath to locate web elements.
* Worked on Cross browser testing, browsers like Mozilla Firefox, Google Chrome using WebDriver.
* Experience in Web Services testing using REST API Automation
* Regression identification and evaluating the feasibility of automation in selenium.
* Implemented serenity cucumber BDD framework
* Generated detailed test execution report along with screenshots and consolidated summary.
* Written reusable components and parameterization of test cases scripts which requires very less time to enhance the framework
* Covered all automation feasible function test cases as per regression suite.
* Asserted each step and key validation points using junit assertions.
* Coordinated with the development team for bug verification
* Basic programming knowledge in python

**Roles and responsibilities as functional/Manual testing Lead:**

* Analysis the requirement for the enhancement change for Insurance underwriting systems.
* Prepare and provide the estimation of time efforts for requirement change.
* Conduct brain storm session with development team for requirement change.
* Preparation of test plan, test approach for the requirement change.
* Preparation of test scenarios and test case documentation for the requirement and share to onsite stakeholders for review.
* Interacting with Onsite Business Analyst for requirements, discussing the feasibility of requirements, finalizing the design with the client.
* Performing static testing like informal reviews, formal reviews, walkthrough, technical review and inspection.
* Performing different types of testing like smoke testing, sanity testing, exploratory Testing, integration testing, functional testing, database testing, ETL testing, BI report testing, regression testing and User Acceptance testing, AGILE testing and non- functional testing like performance testing, Usability Testing and Compatibility Testing.
* Experience in working on-demand CRM tools like SALESFORCE (Cloud Based Testing) application.
* Experience in Validation of Objects, Fields and Record types, layouts, User interface.
* Experience in Validation of Salesforce triggers, workflow rules, Process builders Apex triggers and Scheduled jobs.
* Experience in validation of integration with other external applications
* Experience in Validation rules, Reports and dashboard, Visual force page, sites
* Experience in Mobile app salesforce testing.
* Participate in sprint planning and daily stand-up meetings.
* Execution of automation script on weekly basis.
* RTM preparation.
* Participated in Functional Testing design review and test case execution.
* Handling team to assign the task, managing and clarifying the queries.
* QA status communication to clients on daily basis.
* verify for end-to-end coveragein QA Deliverables across the team.

**Roles and responsibilities as Performance Test engineer:**

* Experience in web application performance testing using https calls
* Understanding the non-functional requirements from business
* Analyzing the critical business scenarios and setting up benchmark
* Recoding the HTTPS calls using blazemeter plug in and developing the test scripts using Jmeter tool (Parameterization, correlation, Reusable functions, Think Time, Iterations, Checkpoints)
* Debug the scripts with single user and make sure all calls are returning valid response.
* Designing workload model using blaze meter tool
* Test Execution with expected number of users
* Test Monitoring
* Analyzing the test result
* Preparing the test report and sending to project shake holders.

Company worked for : **E4E HEALTHCARE BUSINESS SERVICES PVT. LTD**

Duration : **11 Apr 2016 – 09 Sep 2016**

## Project Experience Highlights:

Project Name: **e4e Healthcare Software and Technology Division**

Role : Test Engineer

Client Name : e4e Healthcare

Duration : **11 Apr 2016 – 09 Sep 2016**

Environment : Microsoft Platform, Web Technologies

Skill/Tools : Visual Studio .NET 2008, ASP.NET, SQL Server 2008.

# Project Description:

e4e, Inc. was established in 2000 to provide health care providers and payers with offshore processing of medical billing and other administrative tasks – from beginning to end. e4e is perceived as a trusted partner by its list of esteemed health care clients, both provider and payer. The company currently employs approximately 1,800 individuals in the U.S. and India.

**Module 1**: e4e Production Support Testing for Projects/Enhancements/Root Cause Fixes

DESCRIPTION OF THE PROJECT:

E4e has Software and technology division with well-equipped production support team for Break fixes/Root Cause Fixes/Enhancements. All Root Cause Fixes/Enhancements in e4e applications must be sign-off by QA to precede to UAT environment then to Production.

DESCRIPTION OF ROLE PERFORMED IN THE PROJECT:

* Analysis the requirement for the enhancement change for healthcare/medical coding systems and product designing.
* Prepare and provide the estimation of time efforts for requirement change.
* Conduct walkthrough session with development team for requirement change.
* Preparation of test case documentation for the requirement scenario and share to development team and onsite stakeholders for review.
* Extensive knowledge of engineering and testing procedures. Good problem-solving skills.
* Ability to project manage.
* Ability to troubleshoot and think out of the box.
* High-level technical writing skills.
* perform smoke testing, functional testing, manual testing, database testing.
* QA status communication to clients on daily basis.

**Module 2**: Revenue Capacity planner (RCM) project in e4e

DESCRIPTION OF THE PROJECT:

RCM is web-based application developed in ASP.NET as front end and SQL Server 2008 as bank end. This application is used to track overall e4e company revenue and status of each department. It helps to do Accurate Statistical Forecast, Revenue Planning, New Products Forecasting etc.

DESCRIPTION OF ROLE PERFORMED IN THE PROJECT:

* Handling activities of the project like Requirement gathering, Data analysis and Business Requirement Document preparation.
* Business calls with clients and onshore stake holders for requirements and clarifications.
* Interacting with Onsite Business Analyst for requirements, discussing the feasibility of requirements, finalizing the design with the client.
* Performing static testing like informal reviews, formal reviews, walkthrough, technical review and inspection.
* Involved in writing Functional Test Scenarios/Test Cases.
* Performing different types of testing like integration testing, functional testing, database testing, ETL testing, BI report testing, regression testing and non- functional testing like performance testing, Usability testing, and Compatibility testing.
* QA status communication to clients on daily basis.
* Tested the application across different environments.

Company worked for : **COGNIZANT TECHNOLOGY SOLUTION INDIA PRIVATE LTD**

Duration : **27 Jun 2013 – 08 Apr 2016**

## Project Experience Highlights:

Project Name: **The Hartford – Individual Annuities (Talcott Resolution)**

Role : Programmer (Test Analyst)

Client Name : The Hartford

Duration : **11 Aug 2014 – 08 Apr 2016**

Environment : Oracle Platform, Web Technologies

Skill/Tools : Oracle DB 11g, Quality Center.

# Project Description:

Talcott Resolution line of business in Hartford used to deals with person individual annuities. Like retirement plans, PPF, Saving scheme etc.

**Module 1**: Talcott EDM Transition

DESCRIPTION OF THE PROJECT:

As a go-forward strategy for Talcott operation, a decision has been made to transition the Electronic Document Management (EDM) process for Talcott Resolution from Xerox to Cognizant. Cognizant has decided to outsource the mail receipt process and the scanning and indexing technology to Data Dimensions. The intent is to implement an identical file and transmission and XML process with Cognizant/Data Dimensions.

DESCRIPTION OF ROLE PERFORMED IN THE PROJECT:

* Requirement gathering and analysis and preparing QA understanding documents.
* Business calls with clients and onshore stake holders for requirements and clarifications.
* Interacting with Onsite Business Analyst for requirements.
* Involved in writing Functional Test Scenarios/Test Cases using different test design techniques.
* Performed sme role.
* QA metrics collection and entering into cognizant c20 tool.
* involving in static testing like informal reviews, formal reviews, walkthrough, technical review and inspection.
* Performing different types of testing like integration testing, functional testing, xml testing, database testing, End to end testing, regression testing
* Execution and generating reports for the tests in quality center

**Module 2**: STATE LICENSE TERMINATION

DESCRIPTION OF THE PROJECT:

This project deals with terminating the license of the agents who is not actually the part of that Particular state. The main objective of this project is to be verifying the termination letter is generated for the agents whose license got terminated.

DESCRIPTION OF ROLE PERFORMED IN THE PROJECT:

* Requirement analysis and gathering of clarifications
* Analysis of the Business requirement document
* Preparation of Traceability Matrix for the requirements
* Preparation of test cases and test data
* Test case walkthrough to onsite Leads.
* Performed sme role.
* Clarification tracker updating.
* QA metrics collection and entering into cognizant c20 tool.
* Performing different types of testing like integration testing, functional testing, database testing, End to end testing, regression testing, letter testing.
* Regression test cases identification.
* Reporting Status to client on a daily basis.
* Attending Defect triage meetings
* Execution and generating reports for the tests in quality center.

**Module 3**: Death Claims Calculation Enhancements

DESCRIPTION OF THE PROJECT:

In Death Claim process, Payout amount Calculation has been updated as per the new policy change in Talcott resolution Line of business.

DESCRIPTION OF ROLE PERFORMED IN THE PROJECT:

* Requirement analysis and understanding business insurance calculation and concepts
* study on insurance premium and payout calculations
* Preparation of Traceability Matrix for the requirements
* Preparation of test cases and test data
* Performing insurance business calculation
* Test case walkthrough to onsite Leads.
* Performed sme role.
* Clarification tracker updating.
* Performing different types of testing like functional testing, database testing, End to end testing, regression testing.
* Reporting Status to client on a daily basis.
* Execution and generating reports for the tests in quality center

Project Name: **AIG One Claim**

Role : Programmer Trainee (Test Analyst)

Client Name : AIG

Duration : **10 Sep 2013 – 08 Aug 2014**

Environment : Web Technologies.

Skill/Tools : Quality Center.

# Project Description:

One Claim is the AIG global solution for claims intake, adjudication, and management on a global basis i.e., it is a program to implement a single platform for claims processing worldwide.

**Module 1**: RET-Regional Enhancement Team

DESCRIPTION OF THE PROJECT:

The objective of the RET project is to add the enhancements to existing AIG One Claim application across different regions like NAM, APAC and EMEA

DESCRIPTION OF ROLE PERFORMED IN THE PROJECT:

* involved in knowledge transition document preparation
* Clarification tracker updating.
* Preparation of test cases.
* Preparation of Traceability Matrix for the requirements.
* Involved in user interface testing activities.
* involved in defect retesting.
* Involved in defect management activities like bug tracking, bug reporting.
* involved in testing activities like system testing and regression testing.
* team building activities like Friday fun and other activities.

**Personal Information**

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| --- | --- | --- |
| NAME | : | Joseph Duncan D |
| DATE OF BIRTH | : | 08-Sep-1992 |
| MARITAL STATUS | : | Married |

MOBILE NUMBER : 9952072345

EDUCATION BACKGROUND : B.Sc computer science, MCA(PART TIME)

NATIONALITY : INDIAN

Passport Number : X7389787