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Summary

- **Over 14+ years** of experience as a Certified Sr, QA Lead with emphasis on Software Testing/Quality Assurance. Experience in testing of Client Server, Web based and mobile applications using Manual testing techniques and Automation tools. Software test life cycle (STLC) and UAT standards with processes and procedures
- Lead and participated in Agile process including Sprint planning, daily standups , backlog grooming, Sprint review and Sprint retrospective.
- Experience with testing Sales force based custom products, distributed products on public cloud (AWS, Oracle, Azure) and private cloud.
- Work closely with the Stakeholders, Developers and Engineering Teams in the review and modification of the product and its specifications using Agile testing methodology.
- Experience in creating, modifying and enhancing both manual Test Scripts and automated scripts created in Quality center.
- Worked as Quality Centre Administrator, performed all administrative tasks, such as constructing the projects, defining specific roles and assigning them to various users in the project, configuring the mail servers, Verifying licensing information and Information about database.
- Good Experience in working with Salesforce Tool and Salesforce Process builders.
- Hands- on experience with designing test cases covering all test conditions and eliminating redundancy and duplications.
- Excellent experience in using Automated Testing Tools such as TestIM , Testrail , Selenium and Fitnesse , Win Runner, Quick Test Pro, Nightwatch , Sauce Labs and developing test scripts using Test Director to manage the entire testing process.
- Experience in developing QA test cases, test scenario and leading towards UAT to ensure application's successfulness.
- Extensive experience in testing applications implemented in Apex, .NET, C#, Visual Basic, ASP, VBScript, JavaScript, XML, HTML, SOAP, SQL Server and Oracle.
- Able to apply broad technical and functional expertise to organize and implement white- box, gray- box and black-box test efforts and to analyze requirements for software design, development, and validation.
- Good Knowledge of various phases of Software Development Life Cycle (SDLC).
- Good knowledge of QALC and Defect Management Lifecycle.
- Good experience in analyzing changes and identifying areas of the application to be regression tested.
- Hands on experience with bug tracking with Pivotal tracker, Ace, Jira, Leankit.
- Good understanding and hands on experience with SOAP UI Webservices testing.
- Performed Sanity, Smoke, Functional, Integration and User Acceptance Testing.
- Good knowledge of SQL and experience at conducting backend testing.
- Ability to thoroughly analyze system's functional requirements and break them down into test requirements/test objectives and test conditions using techniques like state transition diagrams, decision tables, functional analyses etc.
- Write and execute test cases on various environments that include LINUX and UNIX operating systems.
- Experience in creating Requirements Traceability Matrix to ensure comprehensive test coverage of requirements.
- Familiarity with programming and scripting languages.
- Represent QA in all phases of product development including requirement, design, construction, testing, implementation, code reviews and support.
- Ability to handle multiple tasks and work independently as well as in a team.
- Good team player with excellent written and verbal communication and interpersonal skills.

Technical Skills :-

TestProject , TestIM , Testrail , Quality Center, Pivotal, Win Runner,
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Testing Tools	QuickTestPro , Load Runner, Test Manager, QuickTest Pro, Rational Clear Case, Clear Quest, Mercury Test Director, Selenium, Fitnesse , Nightwatch , Sauce Labs, Leankit, Rally, Jira
Operating Systems	Mac, Solaris 6/7/8/9/10 Red Hat 7.1/7.2/8.0 , Windows 95/98/7/NT/2K/XP/VISTA.
Languages	Aplex Salesforce, Wiki Language , Test Script Language, VB Script, JavaScript, Ruby on Rails.
Application Servers	Apache 2.2/2.0/1.3 , Tomcat 6.0/ 5.5/ 4.1, 4.1.3 , JBOSS 6.2 5.00, 5.0.1, 3.2.6 , Websphere, IIS.
Web Languages and Methodologies	JSP, HTML, DHTML, XML, XSL, OOAD, OOP, UML, Agile.
Packages	JDK 1.2/1.3/1.4/1.5 , J2EE, RMI, JDBC, EJB, JMS, JNDI, JTA, Struts, EJB2.0, Servlets, JSP, JDBC, MQSeries.
Databases	WinSQL, Oracle, MS SQL-Server, Access.
Tools	Front Page 2000 , Visual Interdev, Visio, PVCS.
Network Protocols	Knowledge of TCP/IP, HTTP, HTTPS, FTP, SMTP, SNMP.
Professional Certifications	ertified Professional for QC (8.2).

Professional Experience

Client: UCI, Atlanta, GA Aug 2020 – Till Date

Role: QA Manager

UCI is CRM Software & Consulting Company committed to earning the trust of our Higher Education and Nonprofit clients.

- Experience Hands- on manager with proven ability to direct and improve quality programs, reducing defects and improving overall efficiency and productivity.
- Develop detailed plans for QA automation projects, using tool like TestIM and Test Project framework to perform regression testing new Salesforce releases
- Review and approve test artifacts prepared by testing team
- Define testing strategies
- Worked with end users to generate UAT scripts and to successful completion of UAT testing.
- Performed browser compatibility testing.
- Define and track test metrics to improve efficiency and implement identified improvements
- Develop new/improved QA processes.
- Led the defect calls to discuss the issues uncovered during UAT with the business and the development teams to prioritize them.
- Integrated Automation scripts (Selenium WebDriver API) in Continuous Integration tools (Jenkins) for nightly batch run of the Script.
- Resolve any issues among team members
- Evaluate the performance of QA team members on a timely basis and provide mentoring for career growth
- Responsible for overall product quality
- Manage project schedule and risks as it relates to QA
- Coordinate testing activities in each sprint.
- Performed User Acceptance testing (UAT) across various platforms to check the compliance of the project with different carriers.
- Prioritize, delegate, and supervise QA team activities and deliverables
- Coordinate work with other managers and stakeholders
- Determine training and talent development.
- Documented the UAT Plan for the project and worked with the UAT Team to ensure every acceptance criteria for the requirements has been included in the UAT task plan
- Made determinations for tools, staff, and training needs
- Conduct interviews and hire QA resources.
- Facilitated JAD session follow- up for Project Plan updates, gained consensus for User Acceptance Testing requirements.
- Proven ability to work on multiple concurrent tasks/projects
- Able to follow established processes and/or create a new process if necessary

- Consistently deliver strong QA efforts to products team
- Expert understanding of Salesforce configuration/administration, Apex, Salesforce workflow and process builders.
- Used Selenium WebDriver for writing test scripts for regression test coverage.
- Used Xpath and DOM to work with dynamic and static objects in Selenium.
- Executed the Test Cases to verify actual results to expected results.
- Designed and developed test structure for web services to validate API calls using SOAP UI.
- Used SOAP UI tool, to create a Web Service Test from SOAP request and validate the response against the database.

Environment: Salesforce, Wordpress , JIRA, TestRail, TestIM , Test Project, WorkBench , Stripe, Cybersource , Spreedly payment portal gateways, SOQL, UAT Windows 10, Salesforce.com, Apex, java, Visualforce (Pages, Component & Controllers) Pages, Data Loader, HTML, Workflow & Process builders.

Client: Jasper Contractors, Atlanta, GA Feb 2020 – July 2020

Role: QA Manager

RoofClaim.com is trusted roofing technology company with access to a network of insurance, realtor, and contractor experts to get the job done right with cutting- edge technology and services changing the roofing industry.

- Highly adept at developing and implementing test strategies, operational procedures and quality methodologies to support developing and release of business applications for a dynamic environment using TestIM and Testrail tools.
- Able to train, learn and motivate effective cross functional teams.
- Experienced in the integration and testing of third-party softwares.
- Strong Experience with Functional and regression testing for projects/applications and developed testcases in TestIM Framework.
- Managed multiple QA projects simultaneously with a focus and delivering highest quality product without jeopardizing product delivery schedules.
- Managed schedules, infrastructure, test setup in TestIM , execution and presentation of results to Product Delivery teams.
- Prepared UAT test artifacts (Test Plans, Test Scripts, Traceability Matrices, etc.)
- Worked with QA team in identifying test cases/test data and lead the business team for UAT.
- Conducted daily UAT defect tracking meeting to get the resolution timeline of defects.
- Tracked the progress of UAT test cases planning, implementation and execution results.
- Worked with end users to generate UAT scripts and to successful completion of UAT testing.
- Performed browser compatibility testing.
- Participated in daily problem management reviews between development, system engineers and test teams.
- Wrote automation test cases and fixing automation script bugs.
- Selected the Test Cases to be automated and performed functional testing of the front end using Selenium (IDE and Web Driver) & created Data Driven framework using JUnit.
- Created Test Scripts in SOAU UI and Restful for Testing Web Services.
- Executed parallel browser testing on various machines using Selenium Grid and performed cross browser testing.
- Planning for Test Execution activities to accomplish tasks on daily/weekly basis.
- Worked with end users to generate UAT scripts and to successful completion of UAT testing.
- Performed browser compatibility testing.
- Involved in the regression test planning for the project and identified the critical regression tests.
- Executed the automated regression test cases during every release and also executed the daily regression test suites.
- Working experience on daily status reporting & managed end to end testing.
- Generated, analyzed and presented test results to Product Delivery teams.
- Used Selenium, TestIM & TestRail Tools for creating Automation tests and running them across multiple servers for various applications written in Apex, PHP, Python java framework.
- Wrote test plans, designed and managed execution of a wide variety of tests based on product and customer

requirements.

- Maintained and used a Customer Operational Profile for designing randomized test matrices which were used in customer simulation tests.
- Lead and Performed Back End Testing by executing SOQL queries. Conducted and Participated in defect triage meetings.
- Led the defect calls to discuss the issues uncovered during UAT with the business and the development teams to prioritize them
- Strong exposure to Security and sharing rules implementation at object, field, and record level for different users at different levels of organization and also Single Sign - On (Okta) setup.
- Strong testing skills in Salesforce1 apps, Salesforce workflow/ process builders, Salesforce standard object, custom objects, custom fields, page layouts, custom Tabs, Reports and various other components as per application requirements.

Environment: Salesforce, JIRA , TestRail, TestIM , WorkBench , Authorized.net, SOQL, Windows 10, Salesforce.com, Azure, Platform, Apex, PHP, Python java, Visualforce (Pages, Component & Controllers) Pages, Data Loader, HTML, Workflow & Process builders.

Client: VastEdge(Oracle Partner), Atlanta GA April 2019 – Feb 2020

Role: QA Team Lead

VastEdge is a leading Global Service provider of Business Intelligence, big data analytics, cloud ERP, IoT platform, enterprise backup and disaster recovery, Block chain, Cassandra, AI/ML, and Integration solutions.

Responsibilities:

- experience with testing distributed platforms in public e.g Oracle, AWS, Azure and private cloud environments.
- led agile meetings and responsible for testing and validation of micro services and Web based applications.
- good understanding and hands on experience with testing on IAAS, PASS, SASS models.
- interact with users, business analysts and application development teams to understand business technical requirements and design.
- perform non- functional testing such Availability Testing, Multi- Tenancy Testing, Performance Testing, Security Testing, Disaster recovery Testing, Scalability Testing for cloud platforms
- perform functional testing such Acceptance Testing, Interoperability Testing, System Verification Testing on cloud platforms.
- experience with data migration and integration testing with OBIEE and other backend services in cloud.
- created Business Use- Case Model and Business Use- Case specifications after accessing the status and scope of the project and understanding the business processes.
- created Use Case Diagrams, State Chart Diagrams and Activity Diagrams to model requirements.
- created online tracker for the customers to track the status of their loans post submission.
- worked with different stakeholders such as Product, legal, Compliance Vendors, Loan officers, underwriters etc.
- performed Data Mapping from the source to target systems to ensure the equivalent fields are available in target systems.
- responsible for all the requirement deliverables and Reported Issues and Status throughout Project Life Cycle (PLC)
- completed logical Data Modeling and Normalized Data Model for RDBMS
- assisted in developing ER models for database design
- assisted in formulating testing documents like Test Plans, Test Scripts, Traceability matrix and Test summary report.
- facilitated JAD session follow- up for Project Plan updates, gained consensus for User Acceptance Testing requirements.
- familiarity with the following loan products a plus: Term Loans, Lines of Credit, Commercial Real Estate, Construction Loans, Film and Media Lending, and Standby Letter of Credits
- performed User Acceptance testing (UAT) across various platforms to check the compliance of the project with different carriers.
- designed mock-up User Interfaces to communicate visual data flow to the end users.
- active participation in daily scrum meetings and plan work accordingly
- perform Test Analysis and Test Planning for the projects assigned to our agile team.
- involved in writing and executing system test scenarios and test cases.
- performed manual test execution in ALM/QC.

create and manage defects in ALM and track the defects to closure.

Environment: OBIEE, ODI, JIRA, WebLogic, Azure, AWS/Oracle Cloud, Jmeter, Wireshark.

Client: RentPath, Atlanta, GA June 2009 – April 2019

Role: Sr. QA Engineer

RentPath, a leading digital media company nationwide to find apartments, houses for rent and new homes for sale. Through its category-leading brands that include Apartment Guide, Rent.com, Rentals.com, RentalHouses.com, Lovely, and New Home Guide. As a Sr. QA Engineer I was involved in assessing testing processes, creating, implementing testing strategies and SQA strategies using Agile-testing methodology.

Responsibilities:

Lead Production releases for Major applications every sprint and Manage Agile release cycle.

Configure test environment and create strategy for product development and certification. Assure test data, schedule automated/manual tests. Approve results documentation and tracking systems updates.

Documented and developed tests cases and execution on various application written in .net framework.

Improved product usability by creating feature enhancement requests, as well as performing systems analysis on existing products where documentation was lacking.

Intelligently Analyze business and system requirements. Bug reporting and verifying bug fixes using Pivotal Bug Tracking Tool.

Used Selenium, Fitnesse and Nightwatch Tools for creating Automation tests and running them across multiple servers.

Working closely with Product owners, Stakeholders, End users, Developers and Engineering Teams in the review and modification of the product and its specifications using Agile-testing methodology.

Responsible for test data preparation for the system / integration testing, traceability matrix to ensure the test case coverage and defect logging.

Lead and participated in continuous deployment and release cycles for Mdot application testing on IOS, Android devices and various browsers.

Provided Efforts Estimate and coordinated the test schedule in sprint phase.

Responsible for submitting RFCS and Updates to Business each release.

Performed Smoke, Regression, UAT, Black-box, Gray-box, and Functional testing each Sprint.

Participate and lead daily Sprint scrum meeting, weekly defect report meetings, Backlog Grooming, Story carding and Sprint Elaboration and Estimation meetings and present progress updates.

Determined testing requirements developed and reviewed scripts for positive and negative test scenarios, conducted baseline testing, and generated reports for each Sprint Release.

Perform Backend data Validation testing against Oracle, MS-SQL databases.

Responsible for testing Billing, Client-server, Back office, Contract based applications.

Manage release documents and updates on wiki and Google Drive each Sprint.

Good knowledge and hands of experience with tools like sales force, Zoura, SOAP-UI, Cast-iron.

Environment: Agile, Leankit, Nightwatch, Pivotal, Ruby On Rails, SQL, React .NET, C Sharp, XML, HTML, DHTML, Linux, Oracle, Windows 7/XP, Wiki, Mac, Adobe Livecycle, MS Office Tools, Selenium and Fitnesse, MS Visio, JDK 1.4/1.5, SOAP-UI, JBOSS.

Client: MFG.com, Atlanta, GA August 2007 – May 2009

Role: Lead Sr. QA Analyst

MFG.com provides proprietary on-demand online platform that facilitates the complex process of sourcing and selling manufacturing services. As Sr. QA analyst I was involved in testing various internet and intranet web-based and Mdot applications that connects buyers with suppliers over 300 manufacturing services while directing the collaboration, quoting, due diligence and analysis processes.

Responsibilities:

Involved in complete QA Life Cycle for internet-based business applications. Analyzed the user requirements and interacted with system architect, developers and business users.

Created manual and automated test plan strategies, test scenarios, test procedures as well as documentation.

Testing applications that moved from UNIX environment to open VMS environment.

Worked with OpenVMS developers to implement the concepts of Developer Test, System Integration Test, and User Acceptance Test that were first developed on the UNIX side. Created test plans, developed automated

test scripts, and when necessary did actual testing.

Used Quality Centre to create test plans and executing the test cases, track execution against the test plan during testing and manage defects from inception to resolution.

Created test scripts from the test plans and identified test scenarios and test harnesses.

Developed automated scripts for functional testing using QuickTestPro.

As a Quality Centre Administrator managed/customized Quality Centre projects, Upgrade and Migrate Projects, Managed Quality Centre Users, Managed user connections and licenses, Create user guides for QC and Configured Servers and Parameters.

Validated QTP for functionality and regression testing.

Performed Integration and Regression testing to check compatibility of new functionality with the existing functionality and tested the application for web user security.

Interacted with various members of the team to discuss and resolve defects, bugs and their priorities.

Validated data using SQL.

Performed functional, white-box, black-box testing, Smoke testing, Sanity testing, UAT testing, Beta testing, Unit testing, Stress testing, Performance testing and Load testing on the request for quotation (RFQ), payment and billing applications.

Documented and communicated test results.

Designed frameworks to ensure thorough testing of all assigned applications. Additional responsibilities include managing defects, generating reports, communicating issues, documenting test results, reviewing documentation.

Worked in close coordination with software designers and business analysts in performance and failure analysis of detected problems.

Worked with HP support to solve and troubleshoot issues with HP testing tools suite (QTP, QC, Load Runner and Performance Centre).

Environment: Quality Center 9.2 SP9/11, Jira, QTP 9.5/10 ASP, HTML, JavaScript, MS SQL, IIS Web Server, Performance Centre 9.0, Load Runner 9.0, Windows 2000/XP, JBOSS, Apache, Weblogic, Oracle, Cold Fusion, OpenVMS version 8.3.

Client: Blue Cross Blue Shield, Detroit, MI Jan 2006 – May 2007

Role: Sr. QA Analyst

I worked on claims processing etc. via analyzing, developing & testing technical specs, data analysis/mapping throughout the SDLC. To ensure that BCBS MI is ICD- 10 compliant as per the HHS mandate and participating in FFM as per ACA. I did requirement gathering, testing for EDI systems e.g., 837,835,270/271,276/277,999,364,365,367.

Responsibilities

Analyzed systems design specifications and developed Test Plans, Test Cases to cover overall quality assurance testing.

Performed Quality Centre Administration tasks such as Managing User Groups and Permissions, configuring mail, Managing User Connections and Licenses, Training users around QC, Analyzing Site Usage.

Executed test cases manually to verify the expected results.

Performed manual GUI test for Data entry screen in the Application.

Created and executed the test cases for various scenarios, and participated actively in system, integration, performance and regression testing for every new build released.

Analyzed and helped in modifying the Use Cases and created the Test cases based on them.

Used Mercury quality center to track, analyze and document defects.

Wrote test plans and test cases using rational test manager.

Created scripts and implemented regression test projects on Mercury QuickTestPro 9.0.

Involved in developing Entry & Exit criteria and defined the pass and fail standards.

Participated in various meetings and discussed Enhancement and Modification Request issues (Change Requests).

Extensively performed Integration testing, System testing and User Acceptance testing.

Executed SQL Statements to retrieve data from backend.

Performed Positive & Negative Testing.

Performed End-to-End testing manually.

Conducted smoke testing, performance testing, data driven testing, screen navigational testing, and Application Integration Manually.

coordinated testing resources and end- user testing activities including publishing testing schedule, defects logging, identifying and implementing solutions as well as monitoring progress throughout completion. collaborate and coordinate with crossfunctional project team members to ensure project deliverables are produced within the expected timeline provide demo's on the features that was tested, to the business owners and other stakeholders. develop and enhance automated test scripts for Functional and Regression testing using Selenium WebDriver and Cucumber framework in Java. wrote complex SQL queries to fetch data from the database and validate the authenticity of the data. modifying and maintaining the automation scripts according to the changes made in UI. identifying the bugs and reporting them using JIRA and retest them after the fix. perform QA review tasks to make sure the execution results are accurate

Client: T-Mobile, Parsippany, NJ Aug 2004 – Dec 2005

Role: QA Test Engineer

T- Mobile is America's Fastest Unlimited Network. The core business is wire line communications and the largest customer segment is the retail consumer. The company deals with wireless technologies, Internet and telecoms. I worked in AGILE methodology and Used HP Quality Center to trace all the requirements to test cases and conduct the test planning, test scenario creation, test cases development and execution, defect management and report generation in these multiple projects. Ran and managed pilots for ERP mobile device upgrades and address validation software . Work involved the design of an online system for the customers to place product orders and a tool to assist the Tech support team to provide solution over the phone to the customers who call the helpline. The project was also for manage and implementing IVR system

Responsibilities:

viewed the Business and functional requirement documents and identified test scenarios. performed functionality tests, security tests and GUI tests. analyzed the application and created and managed system testing schedule. worked with team members to execute various functional test cases. analyzed the application, performed functional, black box, positive/negative, system and regression testing manually and with automated test tools. developed, executed and documented highly complex test plans and test cases for Business related application running on multi-tiered platforms. planned, coordinated, and monitored project levels of performance and activities to ensure project completion before or On-Schedule. participated in the test environment setup and in ensuring that the facilities, test tools and scripts are in place to successful performing the required testing effort. database integrity testing by executing SQL statements. track bugs and report defect using Quality Center from Mercury Interactive. mentored and trained other team members in use of tools and testing principles. develop User Stories throughout the Agile Lifecycle as well as created various data flow diagrams, use cases as well, Activity and State Chart diagrams with tools like Rational Rose and MS Visio. used SOAP UI tool to test SOA based application to test SOAP services. create BSRD (Business and System Requirements Design) document's that demonstrate the 'as- is' and 'to- be' business design and changes to the current Legacy system inclusive of IVR design and CVP. did Data Mapping, Data Validation & data manipulation by developing complex SQL queries using WinSQL tool gather the functional and business requirements by conducting JAD sessions conduct and manage all the agile ceremonies (Daily Scrum, Grooming Sessions, Retro, Sprint Planning and Release Planning). validated Voice applications in fast paced environments for clients cultivated experience in working with web services using Service Oriented Architecture (SOA) with knowledge of Micro services.

Client: Bank of America, NY Jan 2004 – July 2004

Role: QA Test Engineer

I worked on BOFA Mobile & Online Web Portals, anti money laundering system and EDW project and did

requirements gathering, analysis, design, testing and implementation and also worked on Retail Banking and Capital Market products as required by the client including Trade Life Cycle, Derivatives etc. I performed as an liaison for Pre and post-implementation, Data validation, and regulatory policies.

Responsibilities:

Include testing and analyzing the system testing, functionality testing Integration testing.

attended several walkthrough meetings with the Business Analysts, Project Manager and developers and provided feedback accordingly.

It involved in preparing scenarios for the regression testing using automation tool.

Execution of the test scenarios and scripts and review of product functionality.

Manage script creation for regression and stress testing using QuickTestProb and Load Runner.

Preparation of Functional Test Plan and writing actual Test Cases Running the test scripts using Test Director.

Created Test Plans which describes the features and functions to be tested.

Created manual and automated tests for several different modules.

Prepared test data for positive and negative test scenarios for functional testing as documented in the test plan.

Performed Smoke testing of the application from end- to end for testing different functionality and database mapping issues.

Performed Web Testing to check for broken Links in the Web Page.

Review documentation to prevent fraud, money laundering and identity losses.

Managed global projects to include sanctions regional policy gap analysis/improvements, sanctions product risk assessments.

Citing, analyzing, documenting, communicating business requirements and system definition.

Creating RTM (Requirement Traceability Matrix), Use Cases (UML modeling) - Use Case Diagrams, Activity Diagrams, Swim lane Diagrams using MS Visio and also define its scope and objectives.

Worked along with IT team from development phase to implementation phase, represented business in technology meeting, to ensure the end product is as per client's requirement.

Successfully defined the business requirements and created functional requirement documents for various data sources, from which programs will be written to develop new systems.

Exposure to technical aspects of global banking best practice standards, Basel norms and exposure to quantitative aspects of risk and risk measurement techniques.

Assisted the CCAR and Dodd Frank (DFAST) stress testing teams with the documents for regulatory submission.

Streamlined processes changing from manual to system automation. Identified and defaulted credit conditions and document packages by specific products, business channels or other unique identifiers which resulted in improved productivity and service levels.

Responsible for facilitating project planning, retrospective and demos.

Participated in a coordination role, to ensure that task prioritization falls within the corporate strategic direction.

Education Qualification: Bachelor's in design. GNDU