# Summary Of Qualifications

# Over 10 years of solid experience in manual and automated software testing methodologies and techniques

# Over 8 years of Lead QA/hands-on ETL and SQL experience

* **Profound skills and extensive experience in backend testing using Oracle and MS SQL Server data analysis tools**

# Highly skilled quality assurance team lead/manager, with superior ability to communicate with the infrastructure teams, end users and clients to recommend alternative solutions and take ownership for the team's activities and results

# Extremely versatile, results-driven individual, with excellent record in understanding requirements and translating them into test cases

# Exceptionally talented software tester with a solid background in both object-oriented and mainframe environments

# Experienced with manual and automated testing with Mercury Interactive Quick Test Pro/ WinRunner, Load Runner and Quality Center/Test Director/HP Application Lifecycle Management

# Technical Expertise

# Hardware: IBM PC compatibles, IBM System 370/390

# Software: MS Word, MS Excel, MS PowerPoint, MS Access, MS Visio, MS Project, MSIE, MS FrontPage, MS Outlook Express & MS Outlook (server group collaboration), IBM WebSphere MQ Explorer 7.0, Rfthutil, IBM WebSphere Message Brokers 6.0, SoapUI, IWAY, Perfmon

# QA/Development Tools: Mercury Interactive Quick Test Pro, WinRunner, Load Runner, Quality Center/Test Director, HP Application Lifecycle Management, Mantis Defect Tracking Tool, Ruby/Watir, SourceSafe, Bugzilla, JIRA, Java 2, JDBC, HTML, XML, XSD, JavaScript, DHTML, MS SQL Server 2005, MS SQL Server 2008, Oracle 9i-11G, Oracle Siebel 8.0, SQL Developer 2.1, Informatica 9.1.0, Quest Toad DB Tool, Cobol II, CICS, DB2, JCL, PL/SQL

# OS: Windows XP, Windows 2000, Linux, Unix FreeBSD, MVS/ESA

# Education and Certification

Riga Aviation University – *Riga, Latvia*

Combined Master and Bachelor of Science Degree in Computer Science

* ***Sun Certified Programmer for Java 2***
* ***Sun Certified Developer for Java 2***
* ***ISTQB Certified Tester***

# Professional Experience

Department of IT & Telecom (DoITT) – *New York, NY* ***June, 2013-Present***

***Senior Quality Assurance Analyst/QA Lead***

Reported to the Director of the Quality Assurance Department . Was responsible for building and executing the strategy for the quality assurance team. Worked closely with leadership, project teams, stakeholders and various department resources to define, support and champion the testing and release needs across a variety of initiatives. Supervised all processes, tools, and guidelines for the function to be successful.

On all the projects worked closely with the DOITT Development team to conduct effort estimations against all road map items. Coordinated with Project Management and Client Services teams to sign off on releases and updates.

**Project:** “Build It Back Portal (NYC Recovery)”. The portal provides a visual and tabular view that will display information about BIB applications. The prime features of the portal includes data visualization capabilities, interactive maps that enable

high-level overview and seamless property-level drill down

* Lead a group of QA analysts and served as an advisor/technical QA analyst to develop Test Suite to test the application
* Deeply participated in creation of Test Suite based on Excel VBA and SQL for ETL data load verifications
* Worked with the participating City Agencies to analyze test strategies and testing timelines
* Reported testing progress to the Project Stakeholders
* Managed defect tracking process
* Created test cases from requirements, verified web portal functionality
* Verified daily/weekly submitted Case Management reports to Project Stakeholders

**Project:** “The Critical Indicator Dashboard Web Application”. The goal of the application is to represent Key Performing Indicators (KPI) by the New York City Agencies and visualize data associated with the indicators to New York City Mayor Office. The Dashboard Application allows to filter by the Agency, category (Equity Indicators, Operation Indicators), compare the Indicators across different timeframes (Year to Date, This Year to Date vs. Last Year to Date), sort by the Agency or KPI Metrics, visualize the Indicator data on the City map and present the totals by the map areas (Police Precincts, Boroughs and Community Districts)

* Managed the QA team and reported testing progress to the higher management
* Verified success of ETL load of data provided by the Agencies to the City Data Analytics System
* Validated Key Performing Indicators counts by each Agency
* Automated verification of Key Performing Indicators submitted to the City Hall
* Automation scripts were written in Excel VBA and SQL
* Managed defect tracking process which included prioritizing defects, assigning defects, maintaining problem reports
* Created and maintained Test Suit for the Application

**Project:** “CDBG (Community Development Block Grant Program) Data Integration and Reporting”.The City of New York Department of Information Technology (DoITT) is implementing applications and reporting systems in support of the New York City housing recovery programs. These programs are designed to help people directly affected by Super Storm Sandy achieve permanent, sustainable housing solutions. The goal of this project is to share data between City Agencies, load data to Data Analytics System and create reports for the project's Stakeholders and to the public.

* Served as a liaison with the Seniors and Managers of the Data Analytics System concerning the business requirements, planning, testing and communication of projects
* Acted as technical advisor to the QA team members in automation script creation using VBA
* Managed defect tracking process which included prioritizing defects, assigning defects, maintaining problem reports
* Verified success of ETL data load process ran by Informatica to Data Analytics System
* Created automated scripts in VBA to verify data loaded to the Data Analytics System against sources
* Worked on creating and maintaining Test Suits for various Data Exchanges
* Performed integration testing to verify data received from the Source Agency, data loaded to the Data Analytics System and sent via Data Share 2 to the target City Agency
* Wrote and maintained advanced SQL queries for test scripts and manual verifications
* Created XML test data to verify data load to the Data Analytics System
* Worked closely with Business Analyst to review Data Dictionaries and Exchange Mapping Documents. Ensured correct mappings of the elements defined in documents
* Worked with Business Analyst to identify and prioritize requirements related to testing
* Executed all tests, recorded and reported test results, communicated issues via an issue log and conducted post-implementation monitoring

Active Health Management (Aetna) – *New York, NY* ***August, 2012-June, 2013***

***Senior Quality Assurance Analyst***

**Project**: Admin Suite. This is a central ASP.net / Oracle DB based Intranet application for Internal Users (Sales, Clinical & Tech) that serves as a main repository for configuration and control reference data feeding into the Care Engine

* Worked closely with PM, BA, and DEV teams to create well-defined TS&P (Test Strategy & Plan), requirements traceability matrix and other project deliverables based on the Enterprise Agile/SCRUM Test Methodology
* Contributed to defining, developing, and maintaining the test case inventory, requirements traceability matrix, and test plan over the life of the release
* Tested the Clinical Code Ingest Process importing clinical codes into the Admin Suite system. Code Ingest included drug, procedures, diagnosis and lab data from external suppliers
* Verified the data load from Staging to Admin Suite environments using SQL queries and test scripts developed in Excel Macro / VBA.
* Communicated known issues, developed options to mitigate negative impact to the release schedule
* Analyzed the consistency of the data and produced reports on load quality.
* Identified and requested appropriate data, based on testing requirements and types of tests to execute
* Presented the reports to the project stakeholders team
* Performed both phone and in-person interviews of new job applicants for various QA positions in the company
* Analyzed performance and recommended candidates to the management for final interviews.

**Project**: Care Engine. This is the rule engine which generates personalized alerts to members and physicians about opportunities to improve member care.

**Unit**: Care Delivery Measures. This system is creating a mechanism that presents the results of the Care Delivery / Resource Measures in a specified frequency and displays them on the Active Care Team and Care Team Analytics applications.

* Coordinated system test activities with the business and development teams
* Worked closely with Developers and Business Analysts to ensure features/products achieve desired level of quality. Influenced the inclusion of testability during design and development phases
* Reviewed business requirements and design specifications to identify gaps and ensure documented business requirements are clear, consistent and testable
* Developed and executed test plans and test cases as well as reported test results following defined standards and processes.
* Created test Excel Macro’s scripts to verify the Care Delivery Resource Measures
* Accountable for timeliness and quality delivery of all technical deliverables including test cases, test reports, requirements traceability documents, functional readiness matrices, and test summary reports
* Managed the handling of Production Support issues. Analyzed issues, scheduled resolutions, worked with relevant teams for fixing, testing and resolution of the issues
* Communicated efficiently with developers in order to fix issues
* Worked with cross functional teams, multiple projects

Department of IT & Telecom (DoITT) – *New York, NY* ***July, 2008-August, 2012***

***Senior Quality Assurance Analyst/Lead***

**Project:** “311 Integration Project”.The goal of this project is to automate the communication of 311 Service Requests and transfer them via DoITT’s DataShare 2.0 platform to three agencies HPD, DEP and DOB which currently receive complaint transactions through redundant and time-consuming data re-entry. Automated process will enable seamless communication between agencies, reduce customer wait time and ultimately improve agency response times.

* Worked with the Project stakeholders to analyze test strategies and testing timelines
* Designed test plans, test cases and test scripts for all agencies involved in data exchanges
* Performed integration testing using Rfhutil and IBM WebSphere MQ Explorer. Retrieved messages, reviewed and compared the incoming data with the source, created reports based on the defects findings
* Wrote advanced SQL queries for test scripts and manual verifications
* Performed component level testing using SQL queries to obtain request and response data
* Created XML test data to assist in agencies component testing
* Executed data scenarios to ensure quality of data using Excel Macros (VBA)
* Used SoapUI to test 311 Service Requests creation in 311 Siebel CRM
* Participated in the load testing of the system from portal side, monitored DataShare load and receiver’s side load; analyzed system performance results
* Worked closely with Business Analyst to review Data Dictionaries and Exchange Mapping Documents. Ensured correct mappings of the elements defined in documents.
* Managed defect tracking process which included prioritizing defects, assigning defects, maintaining problem reports

**Project:** “The Data Element Exchange Program (DEEP)”. The Data Element Exchange Program (DEEP) is a multi-agency effort to strengthen the City’s oversight and coordinated regulation of various City Operations, including, but not limited to Public Health, Public Safety, Construction, Debt Collection, Violation History, License issuance and Permit issuance. In the summer of 2008, a City taskforce comprised of members of the Mayor’s Office, Law Department, Fire Department, Department of Buildings and Department of Environmental Protection presented several recommendations in areas including, technology and data sharing, legislation, and inspection protocols. This solicitation is for assistance with data sharing, an area where significant progress has been made during the past several years but where additional opportunities for improvement exist. Agencies interact with one another through various methods (i.e. telephone, email, fax, etc.) on a daily basis and realize the importance of sharing data in a standardized format.

* Acted as a hands on QA lead managing a group of QA analysts
* Worked closely under the direction of the Project Manager with stakeholders from DoITT, DCP and HPD agencies
* Acted as a Business Analyst and Data Analyst for the DCP exchanges
* Developed Business Requirements, Data Dictionaries, Exchange Mapping Documents according to the specifications collected from the DCP agency project stakeholders
* Created test strategies based on the analysis of design documents and requirements
* Developed and maintained test cases and test scripts to control the quality of the data exchange systems
* Designed test plans for DCP, HPD agencies and worked with agencies teams to obtain approval
* Worked with project teams to create automated test scripts. Developed scripts in Ruby, Excel Macros (VBA), SQL queries for data validation
* Executed functional, performance, and load tests according to test plans
* Analyzed test results and reported results to the stakeholders

**Project:** “Construction, Demolition and Abatement Data Integration”. The project goal is to establish and maintain data exchange between 4 major NYC agencies (FDNY, DEP, ECB/OATH and DOB). The data exchange is supported by IBM WebSphere MQ Series Enterprise Service Bus. The data is generated at the agency side and transferred to the main Datashare Hub to be distributed among other involved entities.

* Performed component level testing using SQL queries to obtain source data and compare with the XML-formatted messages generated by the sending agency, processed by the Datashare Hub and received by the receiving agency
* Performed integration testing using Rfhutil and IBM WebSphere MQ Explorer. Retrieved messages, reviewed and compared the incoming data with the source, created reports based on the defects findings.
* Developed test plans and test cases
* Trained fellow quality assurance team members
* Planned and coordinated the load testing of the system on the Sender’s side
* As a Senior QA Analyst worked closely with Project Manager. Participated in business meetings, data reviews and planning. Assessed the compliance of the Data Mapping documentation against Data Exchange Model

**Project:** “Doing Business with NYC Transparency (NYC Accountability)”. The project goal is to create a consolidated database for tracking information related to entities managed by multiple city agencies and provide this data to the New York City Campaign Finance Board (CFB) and further display the data in a format that will be viewable to the public by implementing the comprehensive Doing Business Search on the NYC.GOV as regulated by the Local Law “34 / Int-586-A”

* Performed end-to-end test process for complex multi-home data sources aggregated to provide city agencies related information to the public
* Performed testing procedures including functional, regression, integration, system, stress and performance testing and other types of testing as required for multiple projects such as the Doing Business Search, Transparency and the NYC Lobbyist & Lobbyist Client Search
* As a Lead QA Analyst worked closely with Project Manager and team. Participated in business meetings, data reviews and planning. Kept track of the new requirements of the project
* Supervised team members, motivated them and checked for timely delivery of different milestones
* Communicated with team members and business analysts to identify business and technical requirements
* Worked with backend using Quest Toad DB Tool, created SQL queries for testing
* Performed internal data analysis and data comparison using Quest Toad Oracle tool for Data Analyst.
* Defined a test approach for testing the application extensively using ORACLE SQL
* Developed test plans and test cases for functional, regression and data testing
* Participated in data mapping and business rules review meetings
* Analyzed business rules to ensure the usability, integrity and accuracy of the system from the user's perspective; have strong analytical problem solving skills
* Managed defect tracking process which includes prioritizing defects, assigning defects, maintaining problem reports
* Ensured accuracy and completeness of the data loaded into the Doing Business data base
* Ensured the accuracy and completeness of the data transferred to the Transparency data base
* Performed front-end and back-end data analysis and validation of various categories of data located in the Oracle database and available via user interface of the website
* Executed data scenarios to ensure quality of data loaded by the ETL process
* Developed the test data requirements and participated in the test data setup process as well as in the process of the data verification
* Designed and maintained QTP automated scripts based on manual test cases, executed automated scripts and evaluated results
* Planned and coordinated the load testing of the system
* Analyzed performance, load, stress and functional tests results to forecast application needs and limitations
* Verified completeness and adequacy of the ownership of data components and secure channel upload availability
* Performed inspections at various levels, during QA testing and after production to ensure that the final product meets DOITT approved Acceptable Quality Level
* Conducted recurring progress review meetings with Development team, Project Managers and Business Analysts
* Worked closely with Business Analysts to meet project stakeholders’ requirements
* Executed test scenarios and reported the statistics to a manager

ASGARD IMPEX Corporation – *New York, NY* ***January, 2003-June, 2008***

***Senior Quality Assurance Analyst***

**Project:** “AdSales Interactive”: Web based application for TV ad sales agency, which provided independent ad agencies the buying mechanism to purchase, license and track ad spots and ad clips, including full legal cycle of agreement negotiations. The system incorporated various interfaces for the e-commerce and online data exchange between customers, legal teams, advertisers and marketing groups.

* Communicated with team members and business analysts to identify business and technical requirements
* Participated in determining the test strategy, outlining test plans for different segments of the system
* Coordinated testing done by an offshore and onshore QA teams
* Defined and developed test plan and test cases for functional and performance testing
* Developed the test data requirements and participated in test data setup process as well as in the process of the data verification and quality control
* Planned and executed functional and regression testing of the new modules based on business requirements
* Prepared and executed scripts for functional testing automated with QTP
* Conducted an execution of load performance and stress testing, reported Web Performance monitoring and statistics from testing, reported and tracked the defects to their complete solution using Load Runner
* Organized and facilitated weekly defect tracking meetings
* Compiled test execution status and reported the statistics to a manager

**Project:** “Sports Media Rights Interactive”: Online system of purchasing and license tracking of the sport events video clips. The system provided an interactive platform for the rights holders to store and maintain their inventory and the buyers to browse the inventory, review the contracts, negotiate and fulfill the deals online. The system provided for a multilevel marketing and elaborate negotiation with document structure and history maintenance. Sport Media Rights system had an additional modules that allowed the rights holders and buyers keep records and create calendar-based events of the expirations of their contracts.

* Prepared Project’s test plan and reviewed with Project Manager and team members
* Participated in business requirements analysis and use-case analysis meetings
* Developed and maintained all required documentation for testing such as test strategy, test cases, test scripts
* Responsible for maintaining test cases in Test Director according to the latest business requirements
* Assisted in internal data analysis and data comparison for Business Analyst using SQL queries
* Performed functional, integration, end-to-end, system testing
* Prioritized QA tasks among QA team members
* Led defect tracking process which included prioritizing defects, assigning defects, preparing reports to the stakeholders
* Developed test scenarios for a system’s performance test and executed the test; reported results to Project’s stakeholders
* Interacted with developers to resolve high priority and high severity level defects
* Conducted project demonstrations to the clients and assisted in User Acceptance Testing Phase
* Performed post-production verifications of the system

Amigo Information Technology Corporation – *New York, NY* ***July, 2000-January, 2003***

***Quality Assurance Analyst/Java Developer/Consultant***

* Set up and performed functional, integration, regression, and performance testing for Borough Block and Lot (BBL) Water Metering financial system.
* Tested IP services and java applications on Windows platform and gateway to the NYC Water & Sewer mainframe systems using MQ Series interface. Validating the results on both ends of the data exchange system between the Application Server (SQL Server and Windows frontend applications) and the city mainframe system.
* Was deeply involved in the design phase. Participated in analyzing the usability of new application
* Interacted with Project Management team to design proper workflows and ensure the required testing resource allocation for the project
* Created technical/functional test plans and scripts; performed QA testing of end-user application development; prepared and presented test strategies
* Managed the relationship with business group, developers, and project management group
* Logged, verified and analyzed bugs using Bugzilla.
* Developed and maintained test scripts to validate the performance and user requirements have been met

ASA Institute of Business and Computer Technology – *New York, NY* ***December, 1996-June, 2000***

***Information Technology Trainer/Developer***

Joined this technology college to train students in the following areas: Basics of Information Technology, General Object-Oriented techniques and development, Java-specific skills and to develop an integrated Knowledgebase Intranet Educational System.

* Successfully taught 5 classes per semester with up to 25 students each that enabled most of the graduates to obtain jobs in information technology and helped build an excellent reputation for the institute among employers
* Participated in corporate web site design and development