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***Summary***

Having experience in the field of IT consulting, working as QA Analyst in diverse domains such as banking, life insurance, pharmaceutical, medical diagnostic, electric power transmission, student loan and state of Indiana health care industry with specialization in web application testing, database testing and mobile app testing.

* Information technology consultant with expertise in QA, Development, and Production support roles in implementation of business and technical solutions.
* Expertise in analyzing business requirements, designed test strategies, developing test plans, test cases, summary reports and involved in all stages of Software Lifecycle in a project.
* Strong in requirement management, documentation, report analysis, business analysis, work flow design, coding, testing and defect reporting.
* Extensive work experience with Rational Suite tools, Quality Center /ALM and Jira.
* Full life cycle experience in Quality Assurance, including Black box, GUI, functional, system, integration, database, regression, smoke testing, user acceptance, and end to end testing of both client-server and web-based applications.
* Expertise in web application testing by using web services and in-depth knowledge of data analysis, database design, Oracle SQL and SQL testing.
* Working experience in an AGILE and Waterfall environment. Extensive working knowledge on Offshore - Onsite model.
* Having strong analytical, troubleshooting and problem solving skills. Ability to identify and resolve problems when necessary.
* Ability to interact with system end-users to troubleshoot and resolve reported issues.
* Ability to clearly communicate both orally and in writing with technical and non-technical personnel.
* Exceptional time management skills, ability to work independently as well as in a team and quick in learning new skills.

***T E C H N I C A L S K I L L S***

**Testing tools:** ALM, Mercury Quality Center 10, RTC (Rational Team Concert) ,RQM (Rational Quality Manager), Rational SiteLoad, TestManager, RequisitePro, Clear quest, QTP 10, Selenium WebDriver, Silk Central Test Manager, Load Runner, WinRunner, Test Director, SoapUI, TFS, Selenium

**Scripting:** Java Script and VB script

**Languages:** Java, SQL, PL/SQL, MySQL**,** .NET, HTML, XML, XSL

**GUI Tools:** SQR 3/4/6, Oracle Developer/2000 Forms 6i &Reports, Graphics and SQL\*PLUS, Visual Basic 6.0, JUnit Test Harness

**Databases:** Oracle 9i/10g, IBM DB2, SQL Server Management Studio 2008, MS Access

**ETL Tools:** Informatica Power Center Workflow Monitor 8.6, AbInitio, DTS (Data Transformation Services), SSIS (SQL Server Integration Services)

**ERP:** Oracle EBS (Accounts Payable, Purchasing, i-Procurement)

**CRM:** Salesforce CRM, Veeva CRM (iRep and VBioPharma)

**Reporting Tools:** Cognos, Crystal Reports, Business Objects, Oracle Reports, OBIEE Reports,SSRS

**Operating Systems**: Windows 7/XP/2000/NT, UNIX, Linux, Mainframes, iOS

**Bug Tracking Tools:** Jira, Rational Clear Quest, Quality Center 10 (ALM) , WebsupportOATi tool

**Products:** Performance + (CEC), Fiserv (EzApp), Life PRO v14, UpsideContract (EMC)

**Other Tools:** Toad 10.5, Toad for Data Analyst 2.5**,** Netezza, MS-Office, Windiff, Beyond Compare, XML-Spy, SnagIT, SSH Tectia Client 3.2 (SSH Secure File Transfer),PuTTY, ProClarity Professional 6.3

***P R O J E C T E X P E R I E N C E***

**Client: State Of Indiana - Family and Social Services Administration (FSSA)**

**Indianapolis, IN** **Feb'17 – Present**

***Sr. QA Analyst / Tester***

* Working on Eligibility Determination Services automated system solution development, configuration, implementation, and maintenance services to support the Indiana programs providing TANF (Cash), SNAP (Food Stamps), Health Care coverage and other related eligibility services. This project will be referred to as the Indiana Eligibility Determination Services System (IEDSS).
* Working with business unit stakeholders to assist in the discovery and writing of use cases and test scenarios.
* Working in Agile environment. Working with project team, trainers, and users to resolve testing issues.
* Coordinated testing efforts, identifying business cases to be tested and develop test scripts.
* Analyzing user requirement documents and developing test plan which includes test objectives, test strategies, test environment, test priorities, test cases etc.
* Generating Requirements Traceability Matrix and Summarizing Test Reports.
* My daily task includes defining tasks, allocating resources, establishing milestones, prioritizing work and product defects and communicating status during the product release cycle.
* Developing and executing FACTS test scripts in Rational Quality Manager (RQM) based on the business requirements and logging issue tickets in Rational Team Concert (RTC)/Jazz.
* Coordinating functional, system, integration, and regression testing. Attending the business requirements meetings and performing the impact analysis.
* Managing end-to-end testing of impacted processes to ensure business functional readiness.
* Created and executed functional automation scripts using Java, Selenium WebDriver.
* Validated FACTS, SNAP and Health Care cases in the IEDSS system.
* Developing SQL queries to extract, manipulate, and/or calculate information to fulfill data and reporting requirements including identifying the tables and columns from which data is extracted.
* Validating the XMLs and worked on web services testing by using SOAP UI tool.
* Identifying defects and interacting with developers to resolve technical issues.
* Working on multiple projects simultaneously and point of contact for reporting activities.
* Interacting with application users and performing User Acceptance Testing (UAT).
* Monitor test script execution, report defects and documented. Researching unexpected results to identify root cause and respond accordingly.
* Providing reports and test results and accurate testing progress on a daily basis to test manager.

Environment: Rational Team Concert (RTC), Rational Quality Manager (RQM), RTC, Selenium WebDriver, Cognos, Oracle, Mainframe, XML, SOAP UI, SharePoint

**Client: Navient Oct’16 – Feb'17**

**Fishers, IN**

**Sr. QA Analyst and Mobile app tester**

* Working on NCW student loan repayment options project on web and mobile app.
* Creating test plans utilizing the customer request documents for identifying specific business requirements to be translated into technical solutions.
* Developing and executing Test Scripts in ALM based on the Business Requirements.
* Performing functional, integration, regression and report testing.
* Managing end-to-end testing of impacted processes to ensure business functional readiness.
* Identify, report, and documents risks associated with testing, as well as facilitate meetings pertaining to product requirement to ensure effective communication.
* Participating in daily and weekly testing status review meetings.
* Researching unexpected results to identify root cause and respond accordingly.
* Communicating all situations to manager regarding test results and coordinating training efforts.

Environment: Informatica, HP ALM, Keynote(Mobile Testing Enterprise Studio 8.5), XML, Windows, Java, SQL Server, Mainframe, MS-office.

**Client: Roche Sep’14–Sep’16**

**Indianapolis, IN**

**Senior Verification Engineer**

* Analyzing user requirement document and developing test plan, which includes test objectives, test strategies, test environment, test priorities, test cases and communicating status during the product release cycle.
* Creating test plans utilizing the customer request documents for identifying specific business requirements to be translated into technical solutions.
* Developed and executed Test Scripts in ALM, based on the business requirements.
* Coordinating functional, integration, regression, report and UAT testing.
* Having in-depth knowledge of data analysis, database design, Oracle SQL and SQL testing.
* Developing advanced SQL queries to extract, manipulate, and/or calculate information to fulfill data and reporting requirements Researching unexpected results to identify root cause and respond accordingly.
* Worked on Baltic and Caspian projects. Testing mobile app (BlueNile) and medical devices.
* Working on Davis Web 2.1 project testing Calypso (Aviva Insight / Performa Insight /Insight pump), Aviva Nano medical devices.
* Demonstrated responsibility for deployment / completion of the project to ensure success.
* Communicating all situations to manager regarding testing activities and coordinate training efforts.

Environment: IOS, Jira, Android,VB.net, Multiple Web Browsers (Firefox, Chrome, Safari, IE), IBM Rational Suite, Excel

**Client: State Of Indiana - Family and Social Services Administration (FSSA) Apr’13 – Sep’14**

**Indianapolis, IN**

***Sr. QA Analyst / Curam Tester***

* Working on Indiana Eligibility Modernization Project (IEMP) and using FACTS (Family Assistance and Care through Technology Services), ICES systems (Indiana Client Eligibility System) and testing Curam web application and Matrics Cognos report testing.
* Working with business unit stakeholders to assist in the discovery and writing of use cases and test scenarios.
* Working in Agile environment and coordinated testing efforts, identifying business cases to be tested and develop test scripts.
* Analyzing user requirement documents and developing test plan which includes test objectives, test strategies, test environment, test priorities, test cases etc.
* Generating Requirements Traceability Matrix and Summarizing Test Reports.
* My daily task includes defining tasks, allocating resources, establishing milestones, prioritizing work and product defects and communicating status during the product release cycle.
* Developing and executing FACTS project test scripts in Rational Quality Manager (RQM) based on the business requirements and logging an issue tickets in Rational Team Concert (RTC).
* Coordinating functional, system, integration, and regression testing for Curam application software.
* Attending the business requirements meetings and performing the impact analysis.
* Managing end-to-end testing of impacted processes to ensure business functional readiness
* Validated FACTS cases which are created in the Curam application with the ICES Mainframe system.
* Performing backend testing by writing SQL queries to validate the data in database for Metrics Cognos reporting project.
* Developing advanced SQL queries to extract, manipulate, and/or calculate information to fulfill data and reporting requirements including identifying the tables and columns from which data is extracted.
* Validating the XMLs and worked on web services testing by using SOAP UI tool.
* Identifying defects and interacting with developers to resolve technical issues in the Curam application.
* Working on multiple projects simultaneously and point of contact for all testing activities.
* Interacting with Curam application users and performing User Acceptance Testing (UAT).
* Providing reports and test results and accurate testing progress on a daily basis to test manager.

Environment: IBM Curam V6, Rational Team Concert (RTC), Rational Quality Manager (RQM), Informatica, Cognos, SQL Server 2008, DB2, Java, XML, SOAP UI, Mainframe, Windows7, SharePoint

**Client: Midwest ISO (MISO), Carmel, IN** **June’12 – Mar’13**

***Sr. QA Analyst***

* Created test plans utilizing the customer request documents for identifying specific business requirements to be translated into technical solutions.
* Turned these requirements into scripts using the established set of testing tools.
* Hands full of experience in creating Requirements Traceability Matrix and Test Summary Reports
* Rich experience in defining tasks, allocating resources, establishing milestones, prioritizing work and product defects and communicating status during the product release cycle.
* Coordinating functional, integration, regression, report testing and UAT.
* Developed and executed Test Scripts in Mercury Quality Center based on the Business Requirements.
* Writing and executing SQL queries to verify that data has been moved from WebTrans to DART System.
* Verifying inbound (PSS System) Oracle DB and outbound (WebTrans) SQL Server DB systems.
* Involved in all facets of QA process and testing the web applications in standalone systems.
* Identifying, reporting, and documenting risks associated with testing as well as facilitated meetings pertaining to product requirements.
* Logging, tracking and resolution of issues and defects in WebsupportOATi defect tracking tool.
* Providing daily and weekly status updates showing the progress of the testing effort and open issues to be resolved in the review meetings.

Environment: Quality Center 10, WebsupportOATi defect tracking tool, Informatica, SQL Server 2008, Toad for Oracle, SOAP UI, Java, ASP.net, Windows7, SharePoint, MS-Office

**Client: Astellas Pharma Inc, Northbrook, IL Jan’12 – May’12**

***Sr. ETL tester / Sr. QA Analyst***

* Created test plans utilizing the customer request documents for identifying specific business requirements to be translated into technical solutions.
* Developed and executed Test Scripts in Mercury Quality Center based on the Business Requirements.
* Coordinating functional, integration, regression and report testing.
* Prepared the Test Planning Matrix, Test cases and executing them with the help of the used case documents.
* Writing and executing SQL queries to verify that data has been moved from transactional system(s) to reporting system(s) in accordance with requirements.
* Verifying inbound and outbound CRM data in iRep and VBioPharma applications.
* Testing Salesforce application for internal users in Windows and iOS 4.3 (iPad 2) environments.
* Involved in all facets of QA process and testing the web applications in standalone system and in iPad2.
* Performing Data warehouse validation testing by writing SQL queries in SQL Server Management Studio and Aginity Workbench, working on validation of Data conversion from old system to SQL Server.
* Identifying, reporting, and documenting risks associated with testing as well as facilitated meetings pertaining to product requirements.
* Logging, tracking and resolution of issues and defects in Quality Center.
* Coordinating functional, integration, regression, report and UAT testing.
* Providing daily and weekly status updates showing the progress of the testing effort and open issues to be resolved in the review meetings.

Environment: Quality Center 10, **Salesforce CRM**, Veeva **CRM (iRep and VBioPharma)**, Informatica Power Center, Aginity Workbench 3.0 for IBM Netezza, ASP.NET, Java, SQL Server 2008, iPad2 (iOS 4.3), Windows7, SharePoint, MS-Office

**Company: JCG Technologies Inc.**

**Client: CNO Financial Group dba Conseco Insurance Group, Carmel, IN** **May’11 – Dec’11**

***Sr. QA Analyst / Lead QA***

Conseco is the leading global insurance company, offering a wide range of insurance products and related services, which are complemented by insurance-based corporate finance solutions and supplementary services. Worked on the LifePro conversion and upgrade project.

* Understand assignments, management of testing risks, track and communicate progress regularly to QA manager. Created Test script in the Quality Center.
* Provided strategic guidance and direction on the testing deliverables and ensure project adheres to testing processes, standards, and guidelines.
* Coordinate the creation of the test environment/data, plan, coordinate, and manage the testing strategy and activities for a team. Leading and working along with offshore testing team. Planed work tasks and activities, coordinating functional, integration, regression and UAT testing.
* Attending the business requirements meetings and performing the Impact Analysis.
* Managing end-to-end testing of impacted processes to ensure business functional readiness.
* Experience in reading and interpreting software requirements and design documentation and creating use cases and test scripts.
* Identify, report, and documents risks associated with testing, as well as facilitate meetings pertaining to product requirement to ensure effective communication.
* Developed and executed Test Plans in Mercury Quality Center based on the Business Requirements.
* Performing regression testing on the new versions of the software.
* Researching unexpected results to identify root cause and respond accordingly.
* Involved in daily and weekly testing status review meetings with the QA team.
* Communicating all situations to manager regarding test results and coordinate training efforts.

Environment: LifePRO v14, Quality Center 10, Mainframe, Windows 7

**Company: JCG Technologies Inc.**

**Client: Eli Lilly, Indianapolis, IN**  **Feb’09 – Apr’11**

***Sr. QA Analyst / Lead coordinator***

Eli Lilly is the leading global Pharmaceutical Company, offering a wide range of products. As a leading innovation-driven corporation, Lilly is developing a growing portfolio of pharmaceutical products to meet some of the world's most urgent medical needs. Lilly has huge IT department where each business units has their own IT and I am part of Demand IT where I work for both Solution Delivery teams and COE teams and involved in many projects as a Test Coordinator/Test Lead mentoring team of Test Analysts in Optimus, MCDS(Marketing Competency Development System), E-contracting (ECM), PayerRx data warehouse projects.

* Coordinated with the business and development teams to develop test strategies, test plans, test cases and test the business functionality.
* Hands full of experience in creating Requirements Traceability Matrix and Test Summary Reports.
* Rich experience in defining tasks, allocating resources, establishing milestones, prioritizing work and product defects and communicating status during the product release cycle.
* Successfully mentoring/leading a team for more than three projects at same time.
* Analyzed and revised existing system logic difficulties and documentation.
* Analyzed user requirement document and developed test plan which includes test objectives, test strategies, test environment, test priorities, test cases etc.
* Demonstrated responsibility for deployment / completion of the project to ensure success.
* Coordinated for the functional, system, integration, regression, end to end, load testing and UAT.
* Attending the Business Requirements Meetings and performing the Impact Analysis.
* Developed and executed Test Plans for Salesforce application in Mercury Quality Center based on the Business Requirements.
* Executed batch processing and verify the jobs status and data in database tables.
* Extensively used Informatica Power Center for Extraction, Transformation and Loading process.
* Performed database testing using SQL queries to validate data in database.
* Written complex SQL queries for validating the data against different kinds of reports.
* Developing advanced SQL queries to extract, manipulate, and/or calculate information to fulfill data and reporting requirements including identifying the tables and columns from which data is extracted.
* Identified defects and interacted with developers to resolve technical issues.
* Performing daily and weekly testing status review meetings.
* Researching unexpected results to identify root cause and respond accordingly.
* Communicating all situations to manager regarding testing activities and coordinate training efforts.

Environment: Mercury Quality Center 9.2, QTP, **Salesforce CRM**, ASP.NET, Java, T-SQL, SQL Server 2005, Teradata, UpsideContract Application(EMC), Toad 10.5, Toad for Data Analyst 2.5, Oracle 10g, Informatica Power Center Workflow Monitor 8.6, Netezza, SSH Tectia Client 3.2 (SSH Secure File Transfer), Oracle EBS (Accounts Payable, Purchasing, i-Procurement), Linux, Windows XP, SnagIT 9, SharePoint, MS-Office, SharePoint.

**Company: JCG Technologies Inc.**

**Client: Conseco Insurance Group, Carmel, IN**  **Oct’07 – Jan’09**

***Sr. QA Analyst***

Involved in the System Integration Testing (SIT), Regression testing of Upgrade & Conversion project and UAT testing for EzApp@work (FiServ) Application, worked on LifePro product as a SIT Analyst and tester.

* Creating test plans utilizing the customer request documents for identifying specific business requirements to be translated into technical solutions turning these requirements into scripts using the established set of testing tools.
* Rich experience in defining tasks, allocating resources, establishing milestones, prioritizing work and product defects and communicating status during the product release cycle.
* Coordinating functional, integration, Regression and UAT testing.
* Attending the Business Requirements Meetings and performing the Impact Analysis.
* Implementing Software Quality Assurance (SQA) development policies, procedures, SDLC and testing methodologies.
* Managing end-to-end testing of impacted processes to ensure business functional readiness.
* Review all required documents of the current assigned projects.
* Identify, report, and documents risks associated with testing, as well as facilitate meetings pertaining to product requirement to ensure effective communication.
* Developed and executed Test Plans in Mercury Quality Center based on the Business Requirements.
* Performing regression testing on the new versions of the software.
* Participating in daily and weekly testing status review meetings.
* Researching unexpected results to identify root cause and respond accordingly.
* Communicating all situations to manager regarding test results and coordinate training efforts.

Environment: Performance Plus (P+), Fiserv, LifePRO, Mercury Quality Center 9.2, Windows XP, Mainframe, SnagIT

**Company: JCG Technologies Inc.**

**Client: Liberty Mutual, Indianapolis, IN** **Jan’07 – Oct’07**

***QA Analyst***

Worked on Personal Lines- Enhance Rating & Risk Selection project, the project involves the web enabled PLIQ for the Home, Auto and Umbrella policies (Property and causality). This includes the subscriber (Existing and new), Endorsement and Renewal in the policies.

* Involved in preparing the Test Planning Matrix, Test cases and executing them with the help of the used case Documents.
* Developed Manual Test Cases in Rational Test Manager.
* Created test plan & test cases based on the requirements & functional specification document.
* Coordinating functional, integration, regression, report and UAT testing.
* Involved in tracing Test cases to Requisite Pro.
* Used Rational Clear Quest to track and report system defects fixes. Written modification requests for the defects in the application.
* Executed scripts using Rational Robot for testing the functionality of the application in Regression testing.
* Validating the XML with the help of using the Junit Test Harness tools.
* Modified and validated the XML schema with the help of XML spy, Beyond Compare, and Windiff.
* Validated the web services functionality by testing request and response XML files.
* Wrote SQL queries to test the application for data integrity and verified the contents of the data table.
* Followed Waterfall methodology throughout SDLC.
* Attended weekly test status review meeting. Attended meetings conducted by BA’s and Test Manager.
* Reported daily and weekly status to the test lead and working with different teams of the project.

Environment: Rational Suite 2003(Rational Test Manager, Clear Quest, Requisite Pro), JAVA2.0, ASP.NET, Oracle 9i, SQL, Mainframes, Windows XP, XML, XML-Spy, Windiff, Beyond Compare, JUnit Test Harness Tool.

**Company: JCG Technologies Inc.**

**Client: National City Corporation, Strongsville, OH**   **Jan 2006 – Dec 2006**

***QA Analyst***

Worked on Relationship Optimization and Customer Knowledge Enhancement (ROCKET) project, it is a collection of capabilities designed to maximize the effectiveness of those customer interactions where value exchange (value creation, value erosion) is most critical, leading to increases in customer satisfaction and advocacy, household value, loyalty, employee satisfaction, and ultimately, shareholder value. During the first phase of ROCKET, work will be undertaken to implement strategies and guidelines for Relationship Pricing and Customer Retention Intervention using CONNECTIONS as the portal.

* Worked with data investigation, discovery and mapping tools to scan every single data record from many sources.
* Extensively used ETL methodology for supporting data extraction, transformations and loading processing, in a corporate wide ETL Solution using Informatica.
* Written complex SQL queries for validating the data against different kinds of reports generated using crystal reports.
* Worked in importing and cleansing of data from various sources like DB2, Oracle, flat files onto SQL Server 2005 with high volume data.
* Written SQL scripts to test the mappings and developed traceability matrix of business requirements mapped to test scripts to ensure any change control in requirements leads to test case update.
* Analyzed the functional requirements and wrote test cases for functionality in Rational Test Manager.
* Created test plan & test cases based on the requirements & functional specification document.
* Involved with all faces of QA processes and testing. Testing both windows and web applications.
* Involved in tracing test cases to Requisitepro. Tested the backend database by writing SQL queries.
* Involved in writing test cases for functional testing, integration testing, system testing and end to end testing.
* Tested and validated Crystal reports and Oracle reports.
* Responsible for daily and weekly status updates showing the progress of the testing effort and open issues to be resolved.

Environment: Rational Suite 2003 (Rational Test Manager, Clear Quest, Requisite Pro, Toad for Data Analyst, Oracle, Informatica, SQL, ORACLE 9i, DB2, SQL Server 2005, SSIS, .NET, Crystal Reports, Oracle reports, Excel.