**Vishal Patel**

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**­­­­­­­SUMMARY**

* Extensive years of experience in the field of IT with focus on QA and testing of web base and client server applications, effective use of QA and testing practice. Strong knowledge of all phases of SDLC and strong working knowledge of software testing (Functional, integration, Quality Metrics). Experienced in defining testing methodologies, designing test plans and test cases, verifying and validating web based e-commerce application, Data Warehouse, IBM Curam Application, IBM Mainframe Application and documentation based on standards for software development and effective QA implementation in all phases of software development life cycle (SDLC).
* Extensive experience of working on Management tool Quality Center, TFS, Jira, Bugzilla, Clear Quest
* Proficient in all phases of test life cycle from test planning to defect tracking and managing defect lifecycle.
* Extensive experience of preparing test plan, test cases, test scenarios.
* Hands on MS Word, MS Excel, MS Project, and MS Visio
* Good command over the SQL server and Oracle database and executing the SQL queries (Unions, Joins, Views)
* Extensive experience in coordinating testing effort, responsible for test deliverables, status reporting to management, issue escalations.
* Has good domain knowledge of Ecommerce technology, Transportation, Curam health care, Insurance Premium commission application, online promotions industry and Product CatLog (PCAT).
* Developing and maintaining test cases, analyzing bugs and interacting with development team members in fixing the defects.

**TECHNICAL SKILLS**

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| Test Management Tool | HP Quality Center 10.0, 9.5, JIRA, Bugzilla, Test Director, TFS, Requisite Pro, and Clear Quest, Online RTM, Share Point, TestNG, Xslt Report |
| Web service Testing tool | Soap UI 3.6.1, |
| Debugging Tools | HTTP Fox, Fire Bug |
| Operating System | Windows XP/NT/2000/ME,7, Unix, Linux |
| Browsers | IE, FF, Chrome, Safari 2.0, Opera |
| Gadget Tested | Iphone, Ipad, BlackBerry |
| Programming Languages | SQL |
| RDBMS/Database | Oracle 9i/10g, Oracle EBS, MS SQL, SQL Server Management Studio 2012 |
| Management Tools | MS Word, MS Excel, MS Power Point, MS Visio, IBM Sterling |
| Methodology | Agile, Waterfall |
| Editor | Ultra Edit, Oracle Editor, EDI Editor, Note Pad, Note Pad ++ |

**PROFESSIONAL EXPERIENCE**

**South Carolina Department of Health and Human Service (SCDHHS)**

**1081 Main Street, Columbia, South Carolina 29201 Apr 2014 to June 2017**

**Senior QA Analyst**

Tested web based Curam Medicaid eligibility determination application determines household member eligibility for enrolling for Medicaid. Tested web based Provider enrollment application which let the provider enroll with the state health and human services in order to be eligible to submit claims to the state health and human services, Tested EDI 834 which is member enrollment, and 837I, 837P transaction file are actual claim processing validation.

Responsibility:

* Collected business requirements/Stories and wireframe document for each sprint from the business Analyst.
* Setup business requirement and wireframe document review session with the business Analyst.
* Gathered questions from the requirement and wireframe and clarified those questions with the business Analyst.
* Prepared test plan, test cases, test scenario for the provider enrollment application.
* Review test scenario and get sign off from the business on number of test scenario to be tested for each sprint.
* Used Oracle Editor, EDI Editor for validating EDI 834, 837 I, 837 P transaction using the 837 I, 837 P user guide and x12 document.
* Executed test cases from the Jira zephyr and reported bugs under particular story in the Jira.
* Processed EDI 834 file in the Infocross, CMS and finally submitted request to Dev team in order to generate 834 reports.
* Tested MMIS application in the IBM Mainframe and reported issue.
* Automated IBM Curam and Citizen Portal for member enrollment and managing application using SahiPro.
* Performed UAT with the end client, provided instruction for implementing UAT
* Tested application in the Cross browser and reported issue in the Jira.
* Discussed defects and its severity with the developers before reporting defects in the Jira.
* Tested SOA web services API using Soap UI and reported defects.
* Debugged defect in the Firebug, Http Fox and provided detailed screen shot, test data, browsers affected, functionality affected and steps to reproduce the defects in the Jira.
* Manager 2 testing resource, assigned task, provided detail instructed to QA team.
* Followed Agile Scrum methodology for software development.
* Participated in the sprint planning and retrospective meeting provided necessary input.

Environment: Jira, zephyr, XML, IBM Curam, Mainframe, Soap UI, Oracle Editor, EDI Editor, Note Pad ++, Firebug, Http Fox, Oracle database, MongoDB, SQL Developer, JAVA, Java Script, J2EE HTML, Unix, Agile Scrum, Window 7, Chrome, Firefox, Internet Explorer, Safari, Share point.

**Wellpoint (Anthem Blue Cross) Health Care Aug 2013 to Feb 2014**

**2000 Corporate Drive, Newbury Park, California 91320**

**Senior QA Analyst**

Wellpoint Anthem Blue Cross sell its health insurance through insurance agent and it pay commission to the agent on insurance premium collection. There are various rates of commission on different types of insurance policy. During commission calculation there is high probability of miscalculating commission on insurance premium. When audit is performed on regular basis then auditor uncover such miscalculation and they report such issue to the client and client finally report this issue to the business and dev team and new correction and enhancement proposed in the software.

Responsibility:

* Reviewed business requirement and prepared test cases and test scenario in the Rational Quality Manager
* Setup meeting with business analyst and clarify business requirement
* Reviewed test scenario and get an approval and sign off with the business analyst on valid test scenario.
* Created Test Plan task in the Rational Team Concert and followed up with task in the Rational Team Concert.
* Coordinated with the developer and business analyst and performed the testing
* Performed UAT testing with the client stakeholder team.
* Coordinated with offshore team UST Global in order to prepare test data, assign testing task, and collect test result report.
* Assigned testing task to offshore team and provided necessary instruction for performing the testing.
* Requested test data setup with the IT team and also requested batch job to IT team for implementing UAT test.
* Implemented Agile Scrum software development methodology and performed the testing.
* Collected daily testing result from the offshore team verified the defect
* Discussed final testing result with the business analyst along with necessary screen shots of passed test scenario and signed off with the business.
* Reported defect in the Clear Quest with steps to reproduce defect along with screen shots and test data.
* Validated backend database in the SQL server 2012 and DB2

Environments: IBM Mainframe, UAT, RTC, JSON, Clear Quest, Rational Quality Manager, SQL server 2012, DB2, Agile Scrum, Fire Bug, UML, MS Visio, Note Pad, Ultra Edit, FTS

**North Carolina Department of Transportation (NCDOT) - June 2012 to Mar 2013**

**4101 Capital Blvd, Raleigh, North Carolina 27604**

**QA Engineer**

Department of Transportation North Carolina state government generates Annual Registration renewal invoice notice for the vehicle. And all 100 individual counties generate annual vehicle tax invoice notice individually and locally into their county. NC State government House Bill 1779 proposed to generate a combined invoice notice that show vehicle annual registration fees and annual vehicle tax together in one notice. In order to generate a combine notice that shows vehicle annual registration fees and annual vehicle tax together, a requirement arise that all 100 counties vehicle data need to migrate to the central Vehicle Tax system VTS Database. Finally, all 100 counties data loaded successfully into VTS database. It was great working on this project with many requirement changes.

Responsibilities:

* Reviewed requirement document and prepared verification script.
* Interacted with VTS vendor for clarifying the requirement and prepared the document.
* Create store procedure using the Transact SQL in the SQL Management Studio 2012 and executed the script.
* Created test cases in the Quality Center and executed the verification script.
* Logged the defect and in the quality center and assigned to Project manager for review.
* Executed the SQL script in the SQL Management Studio 2012 and verified the county vehicle data.
* Reported and managed defects in the Quality Center.
* Updated SQL script according to update in the Requirement document from VTS vendor
* Attained standup meeting with counties, VTS vendor and project team and provided daily testing status.
* Co-ordinated with counties in order replay data file related question.
* Acted as liaison between counties and VTS vendor to answer counties questions.
* Instructed county developers to correct the defects and clarified the data file format requirements.
* Created ETL guide for the counties from the requirement document provided by the VTS vendors.
* Populated vehicle id in the counties data files from Stars file using the Joint and update SQL command.
* Executed Union, Joints, update, alter, delete and Insert SQL script and created data files for the VTS vendors.

Environment: SQL Management Studio 2012, Transact SQL, Quality Center 11, Ultra Edit, Unix, Linux, FTP, UML, MS Visio, MS Excel, MS Word, Note Pad, Agile

**Nike Inc. June 2011 to April 2012**

**15425 SW Koll Parkway, Beaverton, Oregon 97006**

**Quality Assurance Engineer**

Nike Inc. is well known for shoes, besides this Nike Inc. produce sport wears for Men, Women, Boys and Girls. <http://store.nike.com> is an E-commerce site. Nike Inc. covers US, Europe, Middle East and Asia on <http://store.nike.com> for online sale. In the January 2011 Nike Inc. identified that Nike’s whole site has page load issue, memory issue and that is kind of big business issue as Nike Inc. is getting very large amount of revenue by online sale. After discussing with the subject matter experts (SME), Nike Inc. found that converting whole site from FLESH version into HTML version will help Nike’s site to load page in less time and resolve the memory issue. IT department of Nike Inc. is Planned Experience Delivery Framework (EDF) project to address above issues. For better idea about Nike Inc. online activity, visit <http://store.nike.com>

Responsibility:

* Prepared Test scenario and reviewed with business analyst and acquired sign off on number of test scenario to be tested.
* Created Test Plan, Test Cases using the user stories and provided test plan to the development team
* Used IBM Sterling OMS and manipulated order status for further testing.
* Collected daily testing status from onsite and offshore QA resources and further communicated the testing status to the Scrum Master.
* Executed JSON API and validated IP services and Date Time Services.
* Created Requirement Traceability Matrix (RTM).
* Created Test Cases, developed test steps in the Quality Center and managed test cases in the Quality Center.
* Tested complex application with Endeca, Tesla, ATG and external service provider.
* Debugged issue by coordinating with ATG developer and JAVA developer and reported issue to the right developer.
* Tested Business to Customer (B2C) Merchandise application and reported issue.
* Performed cross browser testing and reported browser compatibility issue.
* Followed Agile Scrum methodology for application development
* Discussed in detail with ATG developer in order to clarify whether it is a ATG issue or issue related something else.
* Tracked Stories, Tasks and defects in the central defect tracking tool JIRA.
* Executed UNIX command in the UNIX operating system using the WinSCP and performed batch job
* query in SQL and tested whether legacy user can directly login to the site
* Developed Test cases and implemented UAT with the end client, provided instruction for implementing UAT
* Managed 2 resource onsite and 4 resource offshore team Wipro Limited, Chennai, India, provided necessary guidance in order to implement testing, collected the status report, helped to set up necessary testing environment
* Tested the mobile site (Android 1, 2, Black Berry, i-phone 3,4, i-pad 1,2, Android) of store.nike.com and Gadget (Buying Tool) beside Nike’s store.nike.com using the SSO direct and SSO through Citrix logins.
* Tested web service testing using Soap UI API and validated back end data base in the Oracle SQL Developer.

Environment: Quality Center 10, Scrum Agile, RTM, SOA, Soap UI 3.6.1, XML, HTTP API, User Agent, IBM Sterling, ATG, Tesla, Endeca, Scean7, Bazar Voice, PCAT, B2C, Emulator, Simulator, Use Agent, Share Point, UAT, JAVA Script, VB Script, J2EE, Unix, SQL, Oracle, Oracle EBS, SQL Developer, UNIX, SAP, Win SCP, HTTP FOX, Fire Bug, UML.

**ePrize,**

**1 ePrize Dr, Pleasant Ridge, MI 48069**

<http://www.eprize.com/> **Feb 2011 – May 2011**

**QA Analyst/Engineer**

Kellogg's Cars2 and Xbox LIVE Rewards are Promotions. Kellogg's Cars2 is a web bases application. For Kellogg's Cars2 where users can create their account, update their profile, delete profile, enter the code, and redeem the points by placing order of their desired product. Kellogg's Cars2 is also accessible on mobile site where user can perform limited function – update their profile, enter the code, redeem the points and place the order, confirm the shipping address. User can access this web on <http://cars2.kelloggs.com/>

Xbox LIVE Rewards is a Microsoft Corporation Product. Xbox LIVE Rewards is a customer care site for Xbox 360 Video Game. On Xbox LIVE Rewards web user can create their account, update their account, play IQ test, and user can take a short survey about their satisfaction with the service provided by Xbox LIVE Rewards. User can subscribe in different membership – free membership, 1 month Gold membership, 3 month Gold membership, 12 month Gold membership, 12 month family pack membership. User can also submit question if they have about customer care. <http://rewards.xbox.com/>

Responsibilities:

* Reviewed user requirement, interacted with project producer for more clarification of user requirement
* Created Test Plan, Test Cases using the user requirement and provided test plan to the build team
* Performed manual testing on web application and reported issue in the Bugzilla
* Created online requirement traceability matrix and made sure that all the system functionality and user requirement covered in the test cases
* Exported RTM to excel sheet from the online RTM in order to provide documentation to the related team member
* Created Test Cases, developed test steps in the Quality Center and managed test cases in the Quality Center.
* Implemented the SQL query and updated the database data
* Submitted Test report with all open bugs to the QA lead and also collected test report from the offshore testing team
* Interacted with the offshore team Cybage Software Pvt. Ltd.from Pune, India, provided necessary guidance in order to implement test cases, helped to set up necessary testing environment
* Tested the mobile site (Android 1, 2, Black Berry, i-phone 3,4, i-pad) of Kellogg's Cars2 and Widget beside Microsite of Kellogg's Cars2
* Tested web service testing using Soap UI API Calls and validated back end data base in the OLTP and OLAP of SQL Server

Environment: Bugzilla, Online RTM, Soap UI 3.6.1, REST, Waterfall, Share Point, Functional Test, Regression Test, Smoke Test, Ad hoc Test, JAVA, FLESH, Microsoft Visio, SQL, PL/SQL, Putty, Oracle, HTTP FOX, Fire Bug, UML, MS Visio.

**Vanguard, 400 Devon Park Drive, Wayne, PA 19087 Nov’08 – Dec’ 10**

**Project: Fixed Income Sales Order Management System (FISOM)**

**Senior QA Analyst**

FISOM is a web-based platform specifically designed to support sales order management activities across a wide range of fixed income securities. It also gives information on setting up a trade blotter, using the trade worksheets such as configuring templates, configuring details, configuring fees, using the trade menus and using shortcuts. This system allows traders to enter trades and manage orders of various fixed income securities such as bonds, buy sellback, issuance, repo, security lending, simple repo & treasury lock. It also provides users with various features to create view, modify, search, and allocate trades. The orders are routed to a matching/execution engine for further processing.

Functionalities:

* User can trade various kinds of fixed income securities
* User can add, view, modify, search, allocate trades
* User will be able to monitor trades in trade blotter
* This system provides fixed income securities portfolio managers and traders with highly customizable order blotter, pre-trade and post-execution compliance monitoring tools

Responsibilities:

* Maintained the Requirement Traceability Matrix (RTM) across the project that includes trade execution of the portfolio manager and the trade to allotments of the bonds to the customer
* Prepared test plan, test cases, test scenario, and test script and prepared test documentation
* Worked on different module of the Quality center, created manual and automated test script in the test plan module and created new defect in the defect module
* Created and updated task schedule in the Microsoft Project
* Executed test case in Quality Center and reported the result and defect
* Extensively involved in Backend testing using SQL Queries in Oracle and SQL Server.
* Logged defect in the TFS and assigned defect to the developer.
* Implemented Soap UI call and validated OLAP and OLTP table of SQL database
* Created test cases for UAT and provided detail instruction to the end client for UAT implementation
* Performed Conversion and Stock Quote SOA web services testing using the Soap UI and verified actual result with the expected result
* Managed requirements and defects, created test plan, test cases in Quality Center and executed the test
* Ran database queries to retrieve data on the trade details and ensured by testing that all static data existed for the trade to be correctly processed
* Created GUI check points for verifying object properties
* Communicated changes in the project schedule to the team to ensure that the team was fully aware as to what work products had to be delivered and by what time

Environment**:** Quality center 9.5, Bugzilla, SOA, Soap UI, XML Script, JAVA Script, Functional Test, Regression Test, Smoke Test, VM Ware, UAT, Microsoft Visio, SQL, PL/SQL, Oracle, UML, HTTP FOX, Fire Bug, MS Visio, MS Project, MS Word, MS-Excel

Education:

Hemchandracharya, North Gujarat University, Patan, India

Bachelor of Business Administration (BBA) 2004