QA Engineer QA Engineer QA Engineer - Addventures Providence, RI Work Experience QA Engineer Addventures - East Providence, RI February 2019 to May 2019   Actively participate in Scrum meetings to discuss test case coverage based on requirements   Defect tracked and reported the bugs using Axosoft   Test web-based applications   Perform cross browser ADA testing - WCAG 2.0 compliance   Perform manual mobile testing on devices like Android, IOS and tablets using browerstack QA Engineer Provant Health - Providence, RI June 2018 to December 2018   Ensured that the products meet quality and reliability requirements before they are released to consumers   Wrote test plans and test cases   Performed SQL statements for set up data and retrieved data for tests   Executed test cases for functional, validation, end-to-end and regression testing for web application   Verified bugs and submit detailed, step by step, reproducible bug reports from Salesforce Software Engineer OctoScope - Littleton, MA April 2017 to August 2017 Responsibilities   Coded web designed interfaces using JavaScript, HTML, CSS, Angular, Node.JS   Reported bugs and track defects using Jira   Provided user requirements analysis, design and programming support for enhancement of Web application accessed by 500+ users worldwide   Completed two major projects, working closely with agile development team to develop, test and maintain Web- and desktop-based software applications Junior Software QA Engineer Hayward Pool Products - North Kingstown, RI December 2014 to December 2015 Responsibilities   Worked in an Agile environment, attended plan meetings and daily standup meetings   Reported bugs and track defects using Jira   Involved in peer reviews and preparation of requirement traceability matrix   Assisted in Web Browser testing, wireless testing and automation (Selenium)   Created manual test cases for each functional module   Performed positive and negative testing manually to ensure the application outputs the expected results   Wrote automated tests script with Selenium WebDriver IT Operations Analyst (ICC) CVS Caremark - Woonsocket, RI January 2014 to March 2014 Responsibilities   Tested CVS.com web site for user functionality and browser compatibility   Manual test execution from existing test cases   Monitored production servers and validated 42 applications that run off of the retail domain   Utilized HP products to monitor the connection and utilization of the processor for over 300 servers   Escalated issues regarding applications

performance to the proper teams Client Services Specialist RBS Citizens Bank - Cranston, RI June 2013 to October 2013 Responsibilities   Independently service both internal and external customers for password resets and token activations   Fulfilled requests for phone reps to customers. Retrieve copies of checks from the Check Image Archive   Used Active Directory to reset/ unlock user   Monitored email for PinPoint Alerts and disable affected users within the company. Initiated calls and emails to clients to inform of malware, follow procedure to resolve issue Information Security Analyst Bank of America - Providence, RI March 2012 to October 2012 Responsibilities   Provisioned access for over 20,000 Bank of America employees on shore and off shore   Created, modified and revoked user's access   Modified/ created access in Mainframe and Active Directory   Used Bank of America ARM (Access Request Management) to keep track of access requests for over 300 systems Information System Analyst United Health Group - Warwick, RI July 2011 to December 2011 Responsibilities   Accurately, quickly and efficiently record all interactions with customers in an incident management tracking tool   Followed policies and procedures regarding the safeguarding of sensitive information, such as PHI/ PII and access to corporate systems   Efforts ensured compliance with HIPAA   Used an issue knowledge base to effectively resolve and assign issues to the appropriate workgroup   Used remote control tools to assist customers when needed and Reset password for network IDs and mainframes Information Services Associate Technician CVS Caremark - Woonsocket, RI September 2010 to February 2011 Responsibilities   Accurately completed and submitted tickets as well as recorded notes to customer account to provide account history   Performed test validation of reports generated for internal business units   Provided assistance with website navigation through telephone or via email   Logged all help desk interactions in HPSM and used Active Directory to reset/ unlock user   Engaged and tracked Priority 1 issues, with responsibility for the timely documentation, escalation (if appropriate), resolution and closure of trouble tickets   Used remote control tools to assist customers when needed   Modified user's access in Mainframe and Active Directory Information Security Analyst/Technology Risk Intern Fidelity Investments - Smithfield, RI February 2010 to August 2010 Responsibilities   Database auditing, logging and monitoring   Maintained user access entitlement permissions with

100 applications overlooking 15000 users   Configured Guardium reports to capture possible unauthorized database activities   Escalated reports to senior team members when appropriate Wrote SQL code to extract data from source database and used Business Objects to format the resulting data

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