**Shravani Sinha:**

**SUMMARY:**

* Around 5 years of diverse experience in Functional testing, GUI testing, System testing, Performance testing, Stress, Load and Regression testing, Client/Server and Web-based applications.
* Domain expertise in Mortgage, Banking and Finance.
* Knowledge of the Software Development Life Cycle (SDLC) using various methodologies like Agile and Waterfall.
* Expert in Requirement Analysis, Writing Test Plans and Test Cases, developing and maintaining Test Scripts, reporting and analyzing Bug Detection.
* Motivate team player with demonstrated talent for deploying IT and organizational skills toward both Manual and Automated Testing using tools like Quality Center and QTP
* Strong skills in Stress Testing, Load Testing, Performance testing, Front-end Testing, Backend.
* Experience in writing SQL Queries.
* Sound knowledge in Data driven testing, Backend testing, Integration testing, System testing, Configuration testing, User Acceptance Testing and Regression testing.
* Analyzed test results to ensure existing functionality and recommend corrective action where necessary. Participated in UAT and wrote Test Cases for UAT.
* Extensive Experience in conducting Black box testing to resolve various issues.
* Extensive experience in performing GUI, Sanity testing, Smoke testing, Positive testing and Negative testing.
* Experienced in testing Client-Server and Web-Based Applications.
* Interacted with all levels of the project development team, from end users to Software Architects, Technical Lead, Database Administrators and System Administrators
* Good communication and customer service skills, Responsible, self-motivated and organized, Excellent written and verbal skills.
* Good knowledge on data warehouse concept, ETL lifecycle, BI reports and writing complex SQL query.
* Proficient with Microsoft suite applications (Access, Excel, Outlook, Word, PowerPoint).
* Excellent problem-solving skills with strong technical background having the ability to meet deadlines, work under pressure and quickly master new technologies and skills.
* Experience in Loan Origination Process.

**SKILLS:**

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| --- | --- |
| **Testing Software** | : Quality Center, Test Director. |
| **Bug Reporting Tools** | : Jira, IBM Clear Quest |
| **Operating Systems** | : UNIX, Windows |
| **Databases** | : Oracle, MS Access, TOAD, MS SQL |
| **Web Technologies**  **Other Software’s** | : HTML, ASP .NET, JAVA and VB. Net, XML  : Microsoft Project, MS Office, TOAD, MS SQL Tool, SAP Business Object. |

**PROFESSIONAL EXPERIENCE:**

**Bank of America, Westlake Village, CA**

**March 2018 - Present**

**QA Analyst**

The objective of the project is to replace a legacy system (EDGE) with a newer system (iFulfill). MLO (Mortgage Loan Officer) will create first mortgage transaction that will automatically transferred to fulfill (the future of mortgage fulfillment).

**Responsibilities:**

* Generated a streamline process to understand the various steps in the loan lifecycle and desired functionality of the new system by interacting with users, management, SME (Subject Matter Expert), stakeholder, lenders, underwriter, Home Service Specialist (HSS) for Originate loan origination solution
* Prepared and reviewed UAT test artifacts including Test Plans, Test Scripts Use Cases and Traceability matrix
* Involved in execution and participated in defect tracking meeting and coordination of defect remediation efforts.
* Responsible for Integrated Functional Testing, Parallel Testing, Regression Testing, User Acceptance Testing
* Systems, interfaces, reports and data are validated to confirm designed solution meets stated business needs.
* Following water fall methodology for the overall software testing cycle.
* Used qTest for Bug tracking and Reporting
* Created and Executed detailed test cases with step by step procedure and expected results and maintained the test logs, test reports, test issues, defect tracking using qTest.
* Defects identified in testing environment were communicated to the developers using qTest.
* Tested front end part of the application as well as back end of all data populating in UI.
* Responsible for creation and updates to regression test script suit.
* Reported project status report to management
* Verify application and data output using MS Access/ SQL Server select and join statement to ensure application effectiveness and efficiency as well as data validation, quality, and integrity.
* Track and analyze common data file discrepancies with excel applying formulas such as v-lookup and collaborate with the Business System consultant and programmers towards a long-term solution to common problems.
* Involved in building scenario set and master baseline
* Worked on End to End flow testing across application
* Performed Forms Testing, Brooks Testing and Loan staging
* Produced testing estimates for UAT projects based on Project Complexity/Testing Resources and Project Timelines

**Fifth Third Bank, Cincinnati, Ohio**

**Aug 2016 – Feb 2018**

**QA Analyst**

Fifth Third is one of the most trusted U.S banks for safeguarding customer privacy data. It is widely recognized as one of the biggest performing banks in the nation. The project was initiated to assist clients with online mortgage resources as well as mortgage officers with various qualification standards. I was involved in the ‘Mortgage Loan Center’ module, which allows Custom Quotes, loan applications and information about loan origination.

**Responsibilities:**

* Converted Business Requirements and Design Documentation into Test Cases.
* Developed Test Cases in QA complete on the bases of Business Requirement.
* Worked Closely with SME to understand the business flow.
* Used QA Complete to store Test Cases and for bug tracking.
* Used SQL developer for data validations/backend testing.
* Identified software problems, wrote easy-to -follow bug reports, logged them into bug tracking tool QA Complete.
* Monitored the progress and verified the fix of the bugs that were logged into QA Complete.
* Wrote Weekly status report and EOD status updates.
* Responsible for writing and executing the test cases for GUI, hardware and communication interfaces using HP ALM.
* Created test requirements and test cases using standard template. Reviewed test cases in excel with tech lead, BA and UAT resources and obtain sign off before execution.
* Tested web services by generating XML SOAPUI Requests and validated the corresponding XML SOAPUI Responses.
* Created and maintained SQL Scripts to perform back-end testing on the oracle database.
* Categorized bugs based on the severity and interacted with developers to resolve them.
* Assisted in UAT Testing or Production Support whenever needed.
* Delivered various test matrix documents like UAT defect analysis report, root cause analysis, Project test effectiveness, Prod defect analysis report, and defect acceptance report as a part of test deliverables.
* Responsible for performing various types of process evaluations during each phase of the software development life cycle, including audit, review, walk through and hands on testing.
* Extensively used Microsoft Office Suite (Word, Excel, PowerPoint) of products for documentation and data interpretation
* Conducted the defect report using Document Generator in QA Complete.
* Interacted with the developers to report and using QA Complete.
* Participated in Team Meetings, Defect Control Board Meeting, weekly status meetings with IT and businesspeople.

**Citi Bank Group, Chicago, IL**

**Feb 2015– July 2016**

**QA Analyst**

The role focused on system testing of an online banking application, which enabled the bank’s customers to access their various accounts through the Internet. Account holders enter their access ID and password to access their various personal accounts including checking, savings and money market account. The application provides the accounts lists, accounts summary, account transactions for various accounts and the ability to transfer funds between the various accounts using fund transfers. The website also allows the user to modify account options such as changing their password, phone number etc. The application also allows the users to submit account related queries to the bank including ordering of checks, requesting copies of checks and statements etc.

Also worked on an application for the enhancement of a Cash management processes for the its clients and intra day transactions.

**Responsibilities:**

* Involved in writing Test Plan for the testing effort of the module.
* Conducted functionality testing manually prior to automate testing.
* Prepared Test Scenarios using SQL Queries for Backend Testing and Test Cases for the application under test.
* Involved in testing the equity & trading Application.
* Manually performed User Acceptance Testing (UAT).
* Maintained testing artifacts and storing testing evidence.
* Maintained Requirement Traceability Matrix (RTM) to make sure that test plans were written for all the requirements.
* Collected and reviewed all existing Business Requirements, Business Process Maps, Functional Requirements, Technical and Design Specifications.
* Extensively used SQL queries like join for Back End Testing,
* Schedule reports through schedule Manager.
* View and configure reports according to their respective databases in Central Management Console.
* Check the time and performance of end user reports.
* Run reports against different databases.
* Prepared Manual Test Scenarios and Test Cases for the Application under test.
* Wrote universal actions and parameterized actions.
* Involved in Configuration Testing.
* Actively participated in enhancement meetings.
* Conducted Security, Performance, gray box and Regression testing during the various phases of the development.
* Investigated software bugs and interacted with developers to resolve technical issues.
* Identifying Test Cases to be run for Regression Testing and conducting Regression testing as and when new builds were made.
* Extensively used Meta Broker to export warehouse data to Business Objects for reporting purpose.
* Developed reports based on user requirements for fixed and Ad-Hoc requests using Business Objects.
* Used JIRA for Bug Tracking and Reporting.