**Raj Bhat**

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**CERTIFICATION:**

1. Microsoft Certified Visual Basic Programmer

**EDUCATION:**

1. Bachelor’s in Engineering
2. Diploma in Advanced computer Programming.

**PROFESSIONAL TRAINING:**

1. Attended Two Day Seminar on “GUIDE TO THE PROJECT MANAGEMENT BODY OF KNOWLEDGE” (PMBOK), issued by the Project Management Institute.
2. Successfully completed Project Management Professional (PMP) & Certified Professional-Selenium Automation Testing training.
3. Workshop Training on JDE CRM tool by Oracle
4. Agile Workshop Training at American Airlines from Rally
5. Rally Tool Training from Rally

**STATUS:**

1. US Citizen

**SUMMARY:**

* 15+ years of experience in IT Quality Assurance
* Expertise in laying down the process for all aspect of Quality Assurance
* Expertise in **Quality Center Administration**.
* Expertise in Testing Billing application
* Expertise in managing both Offshore and Onshore teams
* Responsible for performing System Testing, **API Testing,** Integration, Functionality Testing, Regression Testing using Black Box testing methodologies and Unit Testing using White Box testing methodologies
* Responsible for coordinating the project with offshore teams, tracking the project and providing status updates to the management.
* Extensively used **SQL/PLSQL** for testing the backend, crafting the test data and validating the test results
* Responsible for mentoring peers in software testing methodologies
* Prepared test strategy, test plan, scenarios, and techniques to be used for testing the various applications built on C# .NET, Java, C, ERP and People Soft
* Skilled in Manual Testing and Automation Testing using **QTP, WinRunner and Selenium**
* Experienced in Automation Framework with end to end testing, web application
* Participated in all phases of the SDLC, extensively worked on **Waterfall** methodology
* Well versed with **Agile/Scrum methodology**

**TECHNICAL SKILLS:**

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| --- | --- |
| **Operating Systems** | Windows 98/2000/2003/ NT, OS/400, Sun Solaris 2.6/2.8, HP-UX, IBM AIX-UNIX Linux. |
| **RDBMS** | Oracle 7.x/8.0/8i/9i AS, DB2 7.1/7.3/8.1, SQL/400, Query/400, Sybase, MS-Access 98 and Ms SQL Server 7.0/2000 |
| **Languages** | Java, J2EE, C, C++, VC++, SQL, PL/SQL, HTML, ASP, TSL, CGI, Shell Scripts, CSS , RPG/400, Cobol/400, Cobol-85 and JavaScript |
| **Distributed Systems** | TCP/IP, **WSG** |
| **Development Tools** | WSAD, VisualAge, VisualCafé, Visual Basic, Forms, Reports and Crystal Reports |
| **Methodologies** | UML, OOAD, Software Development Life Cycle, Design patterns |
| **Application Servers and Web Servers** | WebSphere, Web Logic, JRUN, Tomcat, IPlanet**,** IIS, MQ Series, Apache and Java Web Server |
| **Enterprise Technologies** | EJB, Servlets, Java Server Pages, JDBC, JMS, JNI, XML, LDAP, JNDI |
| **Testing Tools** | Selenium/Python,WinRunner9.0,QTP9.2,TestDirector9.0, Quality Center9.2 ,QC10.0, Astra Quick Test, Rational Robot, ClearQuest, Rational TestManager and CA-7 |
| **Other Packages** | ABAP/4, PeopleSoft, MS -Word, JBA, JD Edwards, MS-Excel, Clear Case, VSS and PVCS |

**PROFESSIONAL EXPERIENCE:**

**Verizon May 2022 - Present**

**Role: QA Lead**

**Project: Verizon Connect**

Get a near real-time, 360-degree view of your fleet’s daily operations, so you can help reduce costs, increase productivity, stay on top of vehicle maintenance, and make the most of every business day.

**Responsibilities:**

* Managing both onshore and offshore QA resources including hiring resources as per Project needs.
* Involved in detail testing of End to End Testing from Salesforce to RAR in ERP
* Execute script in Qtest
* Create different reports for accurate reports of billing data.
* Managing Resource allocations to different projects
* **Experienced in demonstrating automation framework.**
* **Setup Automation Framework Selenium/Python/TOSCA**
* Creating LOE’s
* Reviewing Test Plan and Test Strategies
* Planning **System, Integration, Functional Testing, Data migration, Regression Testing activities,**
* **Salesforce – Salesforce, End to End testing – ERP, QTest, JIRA, Selenium and Tosca**

**A360inc/CoreLogic April 2013- May 2022**

**Role: Sr.QA Lead**

**Project: Default Technology Group**

iClear Invoice Express allows Vendors to create, manage and submit invoices in batch. Invoice Express removes the manual process and enables the vendor to load invoice data and attachments into provided file formats for easy upload.

VendorScape Case Management Technology is an application that provides a platform for servicers and their vendor network to securely process default cases from beginning to end.

**Responsibilities:**

* Managing both onshore and offshore QA resources including hiring resources as per Project needs.
* Involved in detail testing of Billing activities, any changes to billing different clients go through full testing like validate debit account to ensure credibility of payments
* Address and solve client questions and issues
* Create different reports for accurate reports of billing data.
* Managing Resource allocations to different projects
* **Experienced in demonstrating automation framework.**
* **Setup Automation Framework Selenium/Python**
* **Worked integrating test automation in continuous testing pipelines with CI/CD tools Jenkins.**
* Creating LOE’s
* Reviewing Test Plan and Test Strategies
* Planning **System, Integration, Functional Testing, Regression Testing activities,**
* **Performed API Testing, VS4, VS3 testing**
* Experienced in developing and maintaining **Test Procedures, Test scripts** and **Test cases.**
* **DB Testing using SQL queries**
* Coordinating with Clients during UAT testing
* Creating management reports from TFS
* Extensive involvement in DCM activities ( Data center move)
* Help project teams to customize TFS to specific project needs
* Conduct defect Triage meeting
* Review Functional/Regression test results
* Attend CAB/ER meetings
* HP ALM Administrator, Customizing Project needs.
* Manage Automation HP UFT and Selenium activities.
* Major Achievements, successfully implemented DCM project, onboarded many new clients on time

**RENT-A-CENTER March2011- April 2013**

**Role: Sr.QA Lead**

**Project: MAPS/SIMS and QC Administration**

Rent-A-Center owns and operates more than 3,000 stores in 50 states, Washington, D.C., Canada, and Puerto Rico

. Corporate headquarters is in Plano, Texas. SIMS is new POS application, will replace old Legacy HT POS application,

**Responsibilities:**

* Experienced with both **Manual** and **Automation Testing**
* Automated Billing application to keep track of all billing and payments related transaction including all Payments processed, Credit card Transaction and credit refund.
* Involved in testing Accounting function modules like Payment notifications reminders for due and overdue invoices.
* Experienced in using Mercury Interactive automated Testing Tools like **QuickTest Pro, Quality Center**
* Extensively used QC for task planning, **Defect tracking** and bug reporting.
* Proficient in **Functional** and **Regression testing** using **Quick Test Pro.**
* Create detail Test plan for different releases
* **Involved in API Testing**
* **DB Testing using SQL Queries**
* Managed team of 6 QA testers
* Using Agile Methodology in current Project.
* Estimate Project time and QA resources for all releases
* Project is divided into 6 releases, allocate QA resources accordingly
* **Quality Center Administrator** which includes creating Projects, Customization and maintaining Licenses.
* **Setup Automation framework**
* Coordinate Onshore/Offshore testing activities
* Help project teams to customize QC projects to specific project needs.
* Create Test Strategy, update QA release schedule.
* Attend daily status meeting
* Review Test cases written by the team and get approved from Business

**Environment:** Quality Center, QTP ,Java, High Touch, Lawson, Windows XP.

**American Airlines March 09 – March 2011**

**Role: QA Lead**

**Project: MCLA POS and QC Administrator**

American Airlines, a founding member of oneworld®, is one of the largest airlines in the world. With its affiliates

American Eagle® and AmericanConnection®, it serves some 260 destinations - including more than 150 in the

USA, and 40 countries

**Responsibilities:**

* Quality Center Administrator which includes creating Projects, Customization and maintaining Licenses.
* End to end Manual testing, regression testing
* Coordinated Offshore Performance testing activities
* Create/Maintain WLP ( Workload Profile) for Performance testing.
* Review Performance results (Avg, Peak, above Peak)
* Create/maintain Performance Test Plan Document
* Involved in **Agile testing methodology** for implementing MCLA POS Project.
* Create User stories in **Rally**
* **Performed API Testing and DB testing**
* Write/Execute Test Cases in Quality Center
* Coordinating Testing activities with offshore and Onshore QA resources.
* Help project teams to customize QC projects to specific project needs.
  + Customize project entities
  + Manage user groups
  + Setup security settings for user groups
  + Configure email notification conditions
  + Setup workflow conditions
  + Generate test reports.
* Customize Projects as per Project requirement thro workflow VB Scripting
* Immediate fixing of QC error on user machine if any.
* Introduced Data sheet concept by writing code in workflow, advantage of this is huge for e.g.

External test data from excel will be directly downloaded into test lab parameters at run time

* Created different reports thro SQL, as per project requirement.
* Trained users with QC advanced features, conducted classroom training.
* Trained users with Defect linking and creating reports.
* Extensive Customizing Defect module as per project requirement.
* Installed QC10.0 in Test environment with help of Infrastructure dept. Installation complete, migrated projects successfully, testing is in progress.
* Managing Offshore **HP Automation Testing**. Scheduling Automation and Performance testing for different projects, Releases, helping tech team with results, creating workload profile and maintaining Baseline.
* Managing Automation Scripts
* Give Quality Center presentations across corporation & encourage teams to use Quality Center as test management tool.
* Active member of Agile team.
* Used Agile methodology in the latest Project and rally tool to write User Stories. Previous project followed Waterfall methodology.

**Environment:** Quality Center, Rally, Java, HTML, Web sphere, Windows XP.

**Mannatech Inc. July 03-March 09**

**Role: QA Automation Lead**

**Project: Migrating to JDE from Client Server and QC Administrator**

Working for a publicly traded global wellness solutions company headquartered in, Texas. As a pioneer and world leader in the field of glyconutrients, The company occupies a unique niche in the dynamic field of carbohydrate technology Patents on glyconutrient blend have already been issued in Taiwan, Australia, Hong Kong, New Zealand, the European Union, Mexico, Singapore, South Africa, Taiwan, and the Philippines. The products can play an integral role in wellness programs and a complementary role in traditional medicine

The business model utilizes direct sales, which allows for the consumer to receive one-to-one information. Company is a member of the U.S. Direct Selling Association (DSA), the national trade association of the leading firms that manufacture and distribute goods and services sold directly to consumers.

**Responsibilities:**

1. Monitor & manage Quality Center licenses.
2. Manage QC databases & project repository backups.
3. Analyze & upgrade Quality Center with latest patches.
4. Troubleshoot Quality Center production issues.
5. Mentor new teams for Quality Center features & usage.
6. Give Quality Center presentations across corporation & encourage teams to use Quality Center as test management tool.
7. Coordinate offshore testing team as required through all stages of testing process (Manual and Automation)
8. Developed test cases, test scenarios and test data according to specifications
9. Involved in manual and automated testing.
10. Involved in API testing and DB testing
11. Developed, executed, and maintained scripts using WinRunner and Test Director8.0
12. Written Code to create Data Sets in Mercury for Testing Different Scenarios using single scripts in mercury.
13. Conducted Classroom training for BA’s, Testers and others on Mercury Test Director.
14. Test Director Administrator in setting up users customizing the Project.
15. Upgraded TestDirector from 7.2 to 8.0 from 8.0 to QC 9.2, Quicktest Pro from 6.5 to 8.0 and 9.2 and Win runner from 7.6 to9.0.

* Used Test Director to store all testing results, metrics, implemented test plan document, created test cases, defect tracking and reporting.

1. Performed functional, integration, white-box, and black-box, and system, regression, performance, load/stress and user acceptance tests.
2. Performed functional, regression, integration, cross browser and GUI testing manually.
3. Wrote SQL scripts for test data creation.
4. Involved in Testing Integrated scripts with lot of data movements from Web to JDE and Supply Chain
5. Defects are tracked and reported using TestDirector.
6. Reported tracked defects with reference to severity and types.
7. Integration testing flow from CRM, Supply Chain and Finance from WEB to JDE

**Environment:** WinRunner 9.0, Load Runner 9.0, Test Director 8.0/ Quality Center 9.2 , QuickTest Pro 9.2, ClearQuest, WebSphere (v 3.5.3), IBM HTTP Server (v 1.3), Secured Socket Layer (v 1.3), Visual Age for Java (v 3.5.3), People soft 8.11

**Walls Industries, Cleburne, TX**  **Jan 02 – June 03**

**Role: Sr QA Engineer**

Project: Payroll

Provides user with wide range of Payroll preparation functions and human resource features designed to reduce the staff time and enhance planning and reporting capabilities. The system also provides the option of routing the employee’s checks to their bank accounts. This application allows to access employee’s personal details and deduction payee details. It also allows changing the company set standards. The application provides user-friendly interaction keeping the cost efficiency, availability and modular expansion in mind using various custom controls. This system generates pay registers, pay slips, payroll checks, deduction statements, early earnings and deductions for an employee.

**Responsibilities:**

1. Developed test plans, test cases, test scenarios for stress testing and functional testing based on requirements and design specifications.
2. Involved in manual and automated testing of different applications over different platforms.
3. Conducted functional, integration, system, regression, white-box, block-box testing.
4. Worked closely with developers and release engineers to solve the problems when the applications get installed in testing servers for recording and running the application.
5. Wrote SQL queries for retrieving the data from tables for testing.
6. Parameterize the variable parameters with the test data for multiuser test.
7. Debugging the edited and parameterized script to eliminate errors and running the scripts for different users with Controller.
8. Generated and analyzed the executive log files (output), reports from web servers and database servers.

**Environment:** **AS/400, RPGIV, SQL/400, CL/400**, JBA, JD Edwards

**Administrative Systems, Inc. Irving, TX Feb 00 – Dec 01**

**Role: Test Engineer -**Insurance and Billing Administration System:

**Citizen Communications, TX   Mar 99 – Dec 99**

**Role: Quality Assurance Engineer – Telecommunication – Y2K project**