Jessica Claire

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PROFESSIONAL SUMMARY

Have 9+ years of experience in SDLC /STLC processes.
Extensively worked on Agile – SCRUM .
Extensive knowledge in preparing test plans by analyzing the business requirement documents, functional specifications.
Active participation in JAD session, Scrum meetings and heat map discussions.
Expertise of Software Quality Assurance and Testing (SQAT) including requirements analysis, design, development, testing, and deployment with developing Test Plans, Test Cases.
Strong experience in planning and executing various test cycles effectively within the deadlines.
Proficient in Manual Testing, Integration, Functional, Regression, User Acceptance Testing, Performance/Stress/Load testing and End-To-End Testing Experience in automation tools QTP, Test Director.
Experience in testing ERPs (SAP and Oracle CC&B).
Strong problem solving and analytical skills, with profound ability to prioritize and multi task goals in order to meet the time requirements.
Gallup Strengths Finder top 3 Strengths: Strategy, Learning, Ideation

SKILLS

- ERP Systems(Oracle/SAP)
- Zephyr/ALM/JIRA
- Knowledge of quality systems(SDLC/STLC)
- Quality control tests
- Staff training and development
- Systems Analysis
- Data analysis
- Employee supervision

WORK HISTORY

SAP QA PROGRAM MANAGER   03/2019 to CURRENT
Hp Inc | La Vergne, TN

- **SAP HANA/Ariba/Zephyr/Tosca/JIRA/Fiori**
- Involved in Complete Software Development Lifecycle Experience (SDLC) from Business Analysis to Development, Testing, Deployment and Documentation.
- Developed test plans, generated test cases, scheduled resources, and maintained bug tracking for TMNA SAP CORE ERP implementation project.
- Responsible for functional and Integration testing of the PTP NGS/DP/OTC-AP modules.
- Created and maintained project schedules, prepared milestone reviews, organized design reviews
- Mitigated QA risks including escalation to senior management, and collaborated with cross-functional teams to ensure testing quality.
- Tracked Defects , reviewed, analyzed, compared and prepared reports comparing JIRA and Zephyr
- Worked cross-functionally with other managers to streamline operations (Agile Integration Team)
- Analyzed User Requirement Document and developed test plan, which includes test objectives, test strategies, test environment, test priorities, test cases etc.
- Created and documented test scripts and test data in Ariba and SAP, for functional and regression testing, Unit testing & UAT.
- Analyzed the test coverage across modules/platforms, review existing test cases & test plans. for various TMNA plants nation wide.
- Collaborated proactively with cross functional QA teams, development and SCRUM teams to design and develop effective testing plans and cover various scenarios for each plant release.
- Actively participated in troubleshoot issues and resolve bugs.
- Played a key role in improving the performance of QA team by training, coaching and mentoring the team.
- Managed all Smoke/Regression/SIT/UAT testing .
- Organized the daily status meetings with POs and the team to review the progress during each cycle.

ERP ANANYST/ PROJECT COORDINATOR   05/2016 to 02/2019
Oncor Electric Delivery | City, STATE

- Oracle CC&B,HP ALM,JIRA
- As an analyst, defined the scope for System Testing by interacting with development team, functional and business analysts to develop test scenarios at various levels of implementation.
- Interacting with development team, functional and business analysts to develop test scenarios at different levels of implementation.
- Worked on application security testing on migration of LCIS to CIS project, primarily worked on creating Test Cases/Test Scripts for CC&B in HP ALM.
- Was involved in analyzing the existing functional specifications and identified the test case scenarios.
- Delivered thorough QA testing reports that determined product quality and release readiness.
- Responsible for reporting daily status and progress of testing to the project team.
- Documented software defects using bug tracking system and reported defects involving program functionality, output, online screen and content to software developers.
- Managed testing tasks concurrently on multiple releases for multiple plants.
- Created Master Test Plans and Back End Test cases for CIS implementation project.

SAP PROJECT COORDINATOR   11/2013 to 10/2015
Infosmart Systems | City, STATE

- SAP/MM/SD/ SECATT
- Created Test plans, test cases and testing scenarios for testing custom reports and processes in SAP SD/OTC.
- Coordinated with the testers and the team in during Regression/SIT/ UAT cycles.
- Documented support processes to deliver best results training to end users.
- Used JIRA to successfully create, maintain and close defects.
- Successfully organized various user training workshops and prepared handouts and material for end users, as a part of Infosmart Team Development programs.
- Coordinated and scheduled meetings between the Test team, senior managers and the scrum team for reporting the daily status during different cycles.

SAP QA ANALYST   03/2010 to 04/2013
Raaga ValueAdd Technologies | City, STATE

- Environment: SAP ECC 6.0, SD, MM.
- Assist Functional Team leads, Technical Team leads in coordination of test activities.
- Conducted Regression testing and Interface testing.
- GUI interface testing performed on the front end.
- Analyzed Product Requirements, Business and System Requirements and also Participated in the inspection (walk through).
- Performed Integration and System Testing and edited the test scripts and play back to reflect application code and specification changes.
- As part of transaction testing, wrote and executed SQL queries created views extensively, verified data and tables residing in the database.
- Review test Cases, End to End test Scenarios and completeness of test results, performance tuning for Z Programs.

EDUCATION

Master of Computer Applications (MCA) | Computer And Information Sciences   12/2003
IGNOU, India