***Ummay Hena***

*E-mail:* *ummayhena@gmail.com*

*Phone:* *(813) 458-0145*

***SUMMARY:***

* 6+ years of extensive experience in Software Quality Assurance Testing using both Automated and Manual Testing Techniques.
* Extensively experienced in designing Test plan, Test reports and Test cases.
* Ability to manually test websites, mobile apps and other devices driven software using exploratory testing techniques.
* Experienced in object oriented design with UML, Agile Processes and Software Methodologies.
* Extensively experienced with manual and automation testing tools and methodologies.
* Experienced in Smoke, Black Box, Gray Box, Functional, Integration, Regression, UAT, Database and backend testing.
* High level proficiency with HP ALM/Quality Center.
* Experienced with scripting software automation testing products in HP ALM/Quality Center.
* Extensively experienced in developing SQL queries in database with complex joins.
* Experienced with Test automation, Test script creation and modification, such as QTP/UFT.
* Strong Knowledge of applying Quality Assurance (QA) checkpoints by using QTP/UFT to monitor and improve testing in real time.
* Experienced in integrating the execution of QTP/UFT regression scripts with server.
* Experienced in web services testing using Soap UI Tool.
* Good Knowledge in UNIX and Windows operating systems.
* Experienced in preparing and presenting test results and reports.
* Excellent analytical and problem solving skills in designing, developing, and implementing.
* Self-motivated team player with excellent interpersonal communication skills.

***EDUCATION:***

Diploma from Sanford Brown College, Tampa, FL

***PROFESSIONAL EXPERIENCE:***

**IBM, Gaithersburg, MD**

**Test Analyst**

**Mar, 2016 – Present**

**Responsibilities:**

* Prepared Test Plans and Test Cases that ensure the product adheres to the application Requirements.
* Created Test execution plans, schedule for automation development, reviewing Test Cases & Test Automation scripts.
* Used Windows Test Technology (WTT) tool for developing and automating those Test Cases.
* Participated in daily Scrum meetings with Business Analysts and Developers and performed Agile testing for releases.
* Performed Functional Testing, Integration Testing, System Testing, UAT, GUI, and Smoke testing.
* Conducted Defect tracking utilizing HP ALM.
* Defined and tracked quality assurance metrics such as Defects, Defect counts, Test results and Test status by using HP ALM.
* Created SQL queries for database testing and to analyze how back-end component interacted with front-end and business logic components of the product.
* Developed scripts using VB Script and Descriptive programming in UFT for smoke and regression testing activities of the front-end component of the web based application.
* Wrote scripts in UFT to ensure applications were as close to perfect before being deployed to production.
* Wrote and maintained Test plans, Test scenarios in UFT based on specifications and requirements for technically complex software projects.
* Analyzed and reported automation test results in UFT to integrate with application.
* Evaluated and tested software programs in UFT to verify applications function according to user requirements.
* Interacted with developers regarding priority of bugs and updating the status of bugs once they are fixed.
* Created batch scripts to execute the various test scripts unattended, thus saving time by performing tests overnight and at off-peak hours.
* Participated in the Bug review meetings and Bug Triage meetings.

**Environment:** HP ALM, HP UFT, Java, J2EE, Java Script, VBScript, AJAX, DB2, Oracle, C, C#, MS Visio, MS Excel, MS Office, HTML, SQL, XML, Windows.

**SunTrust, Richmond, VA**

**Test Engineer**

**Sep, 2013 – Feb, 2016**

**Responsibilities:**

* Managed testers work throughout Test plan development and Test execution to ensure that Testing is on time and within budget.
* Prepared and upgraded Test strategy for different release of the software.
* Ensured the timely signoff other upgrade test phase of the release.
* Defined, documented and obtained approval for Test Strategy and Approach, including objectives, overall phasing and testing methodology and standards.
* Allocated Test resources to application tests in a multi-test environment.
* Developed a Traceability matrix mapping requirements to Test cases using Quality Center.
* Participated in the Triage team meetings for Defect management with the project team and peers using the tool Quality Center.
* Tested application’s backend by creating and executing using SQL queries.
* Involved in the development of QTP Scripts generation, execution and review.
* Used QTP to Software to Automate Regression, System & Functional Testing.
* Automated the High-level business components (Keyword) using Quick Test Pro (QTP).
* Performed validation of Web services using QTP by testing XML requests.
* Tested any new software in QTP to ensure integration into company systems meets functional requirements.
* Responsible for preparing the user documentation and helping the users in UAT.
* Interacted with the UAT team to solve issues related to the defects.
* Prepared the status reports and conducted daily conference/status meetings.
* Managed the team and coordinated the team’s daily activities with schedule status meetings.

**Environment:** Java, J2EE, SQL Server, HP Quality Center, HP QTP, Windows, UNIX, Oracle, MS Office, MS Excel, PowerPoint, Outlook.

**Blue Cross and Blue Shield, Jacksonville, FL**

**Software Tester**

**May, 2011 – Aug, 2013**

**Responsibilities:**

* Documented Test cases bug reporting, Test execution and reported Test status.
* Participated in the application development life cycle and drive quality in the development process.
* Ensured delivery against QA department goals and objectives.
* Created clear, accurate and unambiguous technical documentation including detailed test plans, test cases, testing procedures and test results.
* Worked closely with other QA department members to create/maintain the automated regression scripts.
* Reported defects using Quality Center and interacted with developers to resolve any defects/issues.
* Performed defect tracking and test case management by Quality Center.
* Performed testing Web services (SOAP Services), validating XML.
* Used SQL for querying the SQL Server database for data validation and data conditioning.
* Wrote complex SQL queries for validating the data against different kinds of reports generated by Business Objects.
* Developed and Implemented automation using VB Script, descriptive programming and QTP
* Integrated the execution of QTP regression scripts with server.
* Applied Quality Assurance (QA) checkpoints by using QTP to monitor and improve testing in real time.
* Responsible for coordinating the User Acceptance testing (UAT).
* Assigned the work to the team and conducted status meeting with team.
* Created Test Status report and Test Completion report for feature testing.
* Participated in weekly status meetings.

**Environment:** J2EE, Java Script, MS Office, MS Excel, VB Script, Oracle, Quality Center, QTP, Java, Windows, UNIX.

***SKILL SET:***

**Testing Tools:**

HP Quality Center, HP Quick Test Pro, SOAP UI, Jemeter, HP ALM, HP UFT, JIRA

**Programming Language:**

HTML, XML, SQL, PL/SQL, C/C++, C#, Java, VB Script, JavaScript

**MS Tools:**

MS Visio, MS Outlook, MS Project, MS Excel, MS Office

**Data Base:**

Oracle, SQL Server, MySQL, DB2

**Operating System:**

Windows, Unix/Linux

References available upon request