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SUMMARY

- 9+ years of IT project implementation, quality assurance, system/application testing, process workflow review, and analysis experience.
- Experience in quality assurance for web-base, and mobile applications within financial, retail and e-commerce domains.
- Experience in gathering, managing and documenting business and functional requirements and communicating effectively to upper management, developers, and QA leads.
- Proven Excellence in dissecting requirements and workflow in order to develop effective test plan, test scenarios and test cases.
- Strong sense of detecting, reporting and resolving system/application defects.
- Understanding of Software Testing Life Cycle (STLC) and Software Development Life Cycle (SDLC).
- Experienced in waterfall and Agile Software development methodologies.

Skills and Expertise:

- ***Testing /Defect Tracking Tools***: HP Quality Center/ALM Microsoft Test Manager, Team foundation server, Jira, SQL Server Management Studio and Microsoft Office products suite including Visio
- ***Testing Types:*** System Integration Testing, Functional Testing, Regression Testing, UAT testing, END to END Testing, and Smoke Testing.
- **Platform/IOS:** Microsoft Window XP, Vista.
- **Browser:** Internet Explore, Firefox and Chrome.
- Good verbal and written communication skills, organizational skills, project coordination skills and critical thinking skills.
- An adaptive person, meticulous, resolute collaborator with strong work ethic, positive attitude and open to learning in new environments.

WORK EXPERIENCE

Quality Analyst
Date: July 2018 – Present
Project Description: Revel is a next generation healthcare technology company that is challenging convention by reimagining what's possible. The way healthcare traditionally communicates with people is broken; therefore, Revel is reinventing it by leveraging smart technology and AI, along with fine-tuned data to accomplish its business objectives. Revel design and builds health engagement campaigns that have influence in the health market
Responsibilitie**s:**

- Collaborated with business teams to discuss client's requirement documents and survey campaign specification documents.
- Worked with product owner to define backlog items and features prioritization per client's request.
- Designed work agreements across various teams for stories completions, deadlines, commitments, roadblock escalation and etc.
- Lead sprint planning to define stories that will be in each sprint.
- Designed data schemas with various field names for load testing using Mockaroo.com for actionable business intelligence and IVR testing
- Participated in Agile teams to deliver technology products.
- Participated in refinement of requirements and the design of technology solutions.
- Designed test plans to test modern SaaS applications.
- Experience writing SQL queries for campaign outreach sequence validation.
- Strong communication and collaboration skills.

Environment: Agile/Kanban, MySQL, Mockaroo, Auth0, Campaign Management Tool (CMT) Healthtel systems, IVR, SMS, and Email,

Sr. UAT Analyst
Edina Realty (Edinarealty.com/Digital Strategies) Edina, MN.   May.2017- June 2018

Responsibilities:

- Analyzed and interpreted business requirements and designs into QA testing programs.
- Designed clear and concise test plan, test strategies and test cases across website browsers and device
   Including desktop, tablet and mobile.
- Deliver effective and comprehensive testing to ensure the highest quality product.
- Coordinated with multiple team members as part of testing before releasing enhancements.
- Generated daily and weekly report to communicate project status.
- Manage defect tracking and defect maintenance and performed defect root cause analysis.
- Contributed to the implementation and continual improvements of QA standards, processes and procedures.
- Thorough understanding of website and application development process.

Environment: EdinaRealty.com (Stage, development and Production), Prokit, TFS, CRM, Browser stack, Confluence, IOS, Android, Tablets Window, Workfront, Atlassian.

Senior Quality Analyst
Remote
ROL Technologies LLC   Jan 2017 – July 2019

Projects:
HartterManly.com – E-commerce
Dispatch.com – Business to Business delivery service
Storku.com Peer to Peer shipping service
Tradex Liberia- Commodity E-commerce system.

Responsibilities:
- Lead Cross-Functional Project teams to meet deadlines, define scope and manage converging opinions to develop final services.
- Estimate test effort and coordinate test schedules with overall project schedule
- Cross-Functional application teams to define test scope, meet project deadlines
- Working in highly dynamic AGILE environment, participated in scrum and sprint meetings
- Identifying Integration User-Stories and Tasks during the Sprint Grooming, Sprint Planning Sessions.
- Involved in project planning, coordination and implemented QA methodology
- Developed Keyword Driven and Data Driven frameworks to retrieve test actions, test data from Excel files and Database
- Creating Test Cases and ensured 100% coverage of requirements and getting sign off from the client
- Involved in execution of commodity Domain Facet testing, validation of Subscriber/Member, Groups, Enrollment, Claims, Billing, Provider and Utilization Management.
- Coordinate with business team for implementing of new or revised the standards, document the issues and resolutions throughout the project lifecycle
- Review User feedback to accommodate requirements and support UAT test efforts.
- Worked on Offshore-Onshore delivery model and effectively run through the triage calls.
- Developed automated regression test suites from existing and new manual test cases and requirement specifications as defined by client
- Executing functional automated regression suites, logging failure/defect report and communicating change controls with development team
- Work closely with Business Analyst team to optimize automated script performance
- Assisted in development of automation framework

Environment: Trello, Agile Methodology, MySQL, BrowserStack, Jira, IPhone (iOS), Android Mobile (Android) Google products

Sr. Software Analyst
Ecolab (G360 Application) St. Paul, MN.   Dec. 2015- Feb. 2017

Responsibilities:

- Analyze complex user stories and System Requirements Specification Documents (SRSD) and effectively communicate
   with business partners in clarifying business rules, process workflows and understanding scope of testing

- Executed dry runs and formal testing for several complex integrated applications and logged defects according to set guidelines.
- Collaborated with automation team in defining appropriate test scenarios for automating and redesigned test cases utilizing shared steps.
- Collaborated with business team, scrum masters and developers to identify PBI's for future enhancements.
- Provided specific guidance on defects to developers to recreate bugs identified.
- Ran SQL queries to perform data extraction to verify the integrity of front-end data display and output.
- Performed functional testing, regression testing, system integration testing.

Environment: Team Foundation Server (2013), Microsoft Test Manager (2013), Tibco, SalesForce.com, G360 Mobile App. G360 Web Maintenance, SQL Server Management Studio (2012), Vision Studio (2013).

Senior Software Analyst
Westar Energy (PeopleSoft) Topeka, Kansas   March 2015- October 2015

Responsibilities:
- Identified the system components that will be tested.
- Presented QA perspective during foundational sprint meetings with business partners and development team to accurately convey the end user's experience in the upcoming project releases for the new enhancement.
- Described the process that will be used to manage and report the status of test execution.
- Reviewed functional and technical specification documents for the new features that were being implemented.
- Collaborated with Business user, SMEs and UAT testers to analyze complex user stories and business requirements
- Detected, logged and managed system, workflow defects using strategic test scripts and worked with the responsible developer or business analyst to accurately communicate all necessary details for recreation, resolution and retesting
- Actively participated in daily defect resolution meetings (Defect Call) to ensure software defects are being resolved in an efficient and timely manner.
- Served as subject matter expert on several complex product flows within the enrollment application.

Environment: Quality Center (ALM), SharePoint, MySQL, Window XP, PeopleSoft FSCM FDEV92, PeopleSoft FSCM FNQA92, PeopleSoft FSCM FTST92, WAM, WMIS, Service Now Cascade, Microsoft Office.

Senior Software Analyst
US Bank   Richfield, MN   May 2014- March 2015
Early Resolution Web App.
Responsibilities:
- Reviewed and analyze business required documentation and discuss user stories with Business Analyst and product owner.
- Developed Plan with project leads and team members and provided feedback regarding the scope of the QA testing.
- Worked with the team to analyze test coverage and used user stories to develop effective test scenarios.
- Developed various test cases such as Functional and Integration that covered the functionality of the Early Resolution System.
- Worked with Automation Team to prepare test cases for automation.

Environment: Early Resolution, Quality Center (ALM) Team Foundation Server, Microsoft Test Manager (MTM) Doc Velocity, MSP Main Frame, Lotus Note, SharePoint, Excel, MS Word and MS Visio.

Sr. Software Analyst
Wells Fargo Home Mortgage (Opera Systems) Minneapolis, MN.   Sept. 2012- July 2013

Responsibilities:
- Analyzed complex user stories and Business Requirements Clarification Documents (BRCD) and effectively communicated with business partners in clarifying business rules, process workflows and understanding scope of testing.
- Actively involved in various meetings to discuss Enhancements and Modification of the existing test cases.
- Investigated software bugs and worked with developers to resolve technical issues.
- Conducted regular smoke testing, system integration testing, user acceptance testing and regression testing
- Prioritize outstanding defects and system problems, ensuring accuracy and deadlines are met
- Used SQL to perform database data verification
- Attended weekly meetings with development team to discuss the on-going work and updates the changes to test cases in the daily stand up meetings.

Environment: Cloud, Opera Systems, SharePoint, HP Quality Center and Window XP.

Software Analyst
OOTN Magazine. Com Minneapolis, MN   June 2011- July 2012

Responsibilities:
Responsible for performing UAT Testing, Functional Testing, Compatibility Testing and Regression
Testing of e-commerce software using HP Quality Center. Reviewed of test plans and test cases.
Developed test strategies and wrote/implemented test plans, test cases and test procedures. Created
and executed test scripts that traced to system requirements. Collaborated with cross functional teams
to resolve issues. Maintained QA sign-off documentation and status reports. Software Test Tools used:
HP Quality Center.

Software Analyst
US Bank. Minneapolis, MN.   April 2010- May 2011

Responsibilities:
Migration from CRM to MS Dynamic. The project involves migrating and integration of SharePoint
Data from A+ CRM to MS dynamic. My work included testing individual modules of integration and final integration data
testing. Worked closely with project managers and business analysts to analyze business requirements for new
enhancements. Implemented quality assurance framework for the project and worked with team members in designing test
plans, test scenarios, and test cases on the basis of detailed requirements/process workflow of the various modules. I tracked
and manage system defect in Quality Center.

Software Analyst
Specialty Care Group. Minneapolis, MN   Feb. 2009- March 2010

Responsibilities:
 Service Management and Information Systems. I was responsible for Creating test requirements data and drafted updates to
Business Requirements. Provided Test Execution, Issue Resolution and Defect Management. Assisted project manager with
weekly testing status updates. Successfully collaborated with business analysts and developers in issue resolutions. Testing
scope included functional, regression and user acceptance testing.

Software Analyst Intern.
St. Cloud State University. St. Cloud, MN.   June 2008 - January 2009
Responsabilities:
Student Record web App. A web based electronic data capturing system for collecting student performance status and
qualifications. My responsibility included extensively testing student data generated from an in house registration platform
designed to stored student data. I prepared various reports such as test results (final), test/defect metrics, test closure
report, etc. for Admin.

EDUCATION

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St. Cloud State University- Information Systems B.S