

QUALITY DATA COORDINATOR

Experience

Quality Data Coordinator , 10/2018 to Current

Apex Systems â€“ Charleston , SC

- As a Quality Data Coordinator at USA physicians group I was involved in Extracting data from Cerner Millenium, using MS Access to sort data using SQL queries, training team members, meeting with various clients to help establish the optimum quality.
- Accomplished tasks and responsibilities: Ran reports on Cerner Power Chart portal and exported Cerner Data from Excel to MS Access Wrote SQL Queries on MS Access to sort data according to the quality measure of the client Analyzed large data and created Reports, Spreadsheets, and Dashboards in MS Excel Participated in the TCPI and Mips project through Vizient PTN Attended weekly meetings with the supervisor and the team members Trained team members on how to use MS Access to sort data and to create Dashboard and Spreadsheets on MS Excel Environment: Cerner Millenium, Cerner CCL, i2i, Java, MS Access, SQL, Windows 7/8.1/10, IIS.

QA Analyst , 07/2016 to 10/2018

Carmichael Lynch â€“ Minneapolis , MN

- Regions Bank provides Consumer & Business Banking, Corporate & Commercial Banking, Payment Services and Wealth Management & Investment Services.
- During my employment with the Regions Bank, I was assigned as a QA Analyst for one of the major services area, "Loan and Credit Lines".
- Accomplished tasks and responsibilities: In-depth knowledge of banking and financial application systems, operations functions, policies and procedure.
- Comprehensive knowledge and understanding of industry standard QA practices.
- Worked with various parties (Business Systems Analysts, Business stakeholders/IT resources, etc.) to understand the business and system requirements and correctly and thoroughly document functional and end-to-end test cases.
- Analyzed and identified gaps in requirements based on knowledge of the business systems processes and end to end processes Developed Test Plan and Test Approach artifact with resource requirements and time estimation.
- Designed and developed Test Scenario, Test Cases and steps for various Business Services covering both positive and negative testing requirements.
- Developed, published, and implemented test plans to ensure quality applications.
- Communicated and endorsed strict adherence to methodologies, processes, and standards.
- Tracked and reviewed quality assurance metrics, such as defect densities and open defect counts.
- Collaborated with other IT managers to ensure project objectives are being attained.
- Worked on problem resolutions and reported progress to management.
- Documented and executed test cases that adhere to functional requirements in various test environments.
- Identified exact steps to reproduce defects/issues and worked with IT to bring about defect resolutions.
- Maintained test plans and test cases to be executed during a project's testing lifecycle and maintained regression test cases as new enhancements are released to various systems Performed Manual Testing of web-based applications and used HP ALM for test management tool.
- Utilized ALM Defect Section for reporting and managing defects throughout the test cycle and attended Defect Status Meeting on daily basis during testing cycle.
- Tracked all testing plans, results, and defects within a test management tool.
- Analyzed defects and troubleshoot them accordingly and identified root causes Attended weekly Project Status Meeting with Development team and QA Manager, and worked closely with QA Manager to define Test Scope and constraints.
- Performed backend testing to validate the data using Oracle SQL Developer and added SQL queries to the required Test cases.
- Wrote complex SQL queries using SQL *Plus to validate backend functionality of the application.
- Configured the connection between MS Excel and HP ALM to store requirements and test cases into ALM.
- Defined the automated testing process, developed coding standards, and created and implemented a 3-tier architecture that served as the automation backbone and configured Hardware (Server / Client) for Project.
- Isolated test cases for manual and automated testing and also established a regression test suite, both manual and automation, to assure the stability of AUT.
- Performed Functional and Regression testing using HP UFT.
- Actively involved in writing, executing and enhancing scripts using various checkpoints.
- Developed reusable function/sub-routine and stored in function library to support automated testing solutions.
- Created Data Driven Automation Framework to reduce automated scripts maintenance time.
- Created XML-base file to supply input test data for better scripts optimization and reduce script maintenance time.
- Involved in Scrum meeting, Weekly Sprint Review Meetings with various teams as required for better understanding the business requirement, software specification, and development process flow at various stages.
- Utilized HP Application Life Cycle Management (ALM) to track, report, and manage defect throughout the test cycle and attended Defect Status Meeting on daily basis during testing cycle.
- Communicated with Application Developers, Project Manager and other Team Members on Application testing status.
- Coordinated application defects and enhancements to ensure proper escalation and follow up.
- Environment: Java/J2EE, VBScript, HP ALM, HP UFT, Oracle 11g, MS SQL Server 2014, SQL, Oracle SQL Developer, Windows Server 2012 and IIS.

QA Analyst , 01/2015 to 06/2016

- The Fiscal Systems provides a single retail automation solution to manage convenience retailing formats, including convenience stores, truck stops and unattended card locks.
- The TravStar1 POS system is one of the core products of Fiscal Systems that provides necessary structure and flexibility to meet the changing needs of today and the future.
- Accomplished tasks and responsibilities: Analyzed System Design Documents and involved in the review discussions of Business Requirements.
- Actively participated to develop Test Plan and Test Approach artifact with resource requirements and time estimates.
- Involved in Daily Meetings and Walkthrough with various teams as required for better understanding the business requirement, software specification and development process flow at various stages.
- Developed, executed and implemented test plans, test cases and test scripts for applications built upon a .NET application platform.
- Developed detailed test strategy, test approach, project plans and schedules, including goals, risks, and resource allocation.
- Designed and developed Test Scenario, Manual test cases, and Test Steps for various Business methods covering both positive and negative testing requirements.
- Performed Functional Testing, Negative Testing, Positive testing, Boundary testing, Regression Testing, End to End testing and User Acceptance Testing.
- Worked with the Developers and the Test Lead to verify the Test Cases.
- Created the Requirement Traceability Matrix.
- Supported End-to-end testing and created Test Data according to the scenarios.
- Regularly followed up with the development team to discuss the defects identified during Testing.
- Coordinated with user acceptance testing with final users.
- Prepared end user documentation for the new system.
- Used HP Application Life Cycle Management (HP ALM) to store all testing results, implement Test plan Document, create Test Cases, for Defect Tracking & Reporting.
- Developed and executed test cases and followed-up defects using HP ALM.
- Communicated with developers through all phases of testing to prioritize bug resolution using HP ALM.
- Expertise in generating the daily defect detailed report using HP ALM.
- Maintained bug lists for critical issues using HP ALM defect section.
- Responsible for back-end testing/database testing, which was done using SQL queries.
- Expert in manipulating the database by using SQL Developer tool.
- Responsible for Smoke Test and Regression Test Case Identification and Testing Processes.
- Set-up, coordinated system and UAT testing with Business Analysts and end-field users after the applications were all set.
- Actively attended defect review meetings and provided feedback to support development team to resolve the defects accurately and in timely manner.
- Attended periodic meetings, teleconferences and led discussions on problem resolution.
- Environment: ASP.NET, VB.NET, C/C++, HTML, DHTML, VB, SQL Server, TCP/IP, Windows 7/8.1/10, IIS, MS Exchange Server, HP ALM, Quality Center, HP UFT and IE.

Software Test Engineer , 07/2012 to 12/2014

Applied Medical Distribution Corporation â€“ Las Vegas , NV

- During my employment with Blue Cross and Blue Shield of Alabama as a Software Test Engineer, I was responsible for executing the quality improvement process including monitoring of quality indicators, identification of opportunities for improvement, conducting qualitative barrier analysis, collaborating with business areas to implement strategies for improvement.
- Accomplished tasks and responsibilities: Prepared Test Plan and developed test cases for Manual testing purpose.
- Conducted manual testing on test cases and provided feedback to development team
- Involved in Manual and Automation testing of Web-based Application.
- Performed Functional, Negative, Smoke, System, Integration, Regression and UAT.
- Allocated priorities to all the test cases, taking into consideration the product module priorities.
- Used Quality Center for requirements management, planning, scheduling, running tests defect tracking and managing the defects.
- Wrote SQL statements in script to retrieve data from database in order to verify accurate data stored in database as well as back end testing.
- Used Oracle SQL Developer and Oracle SQL *Plus to write and execute queries against Oracle 10g database, Designed Automation Testing Strategies and implemented automation scripts that are linked to, and validated with end user service level requirements developed.
- Developed test approaches/test designs.
- Wrote test plans, created production simulations, and test data.
- Defined the automated testing process, developed coding standards, and created and implemented a 3-tier architecture that served as the automation backbone and configured Hardware (Server / Client) for Project.
- Performed Functional and Regression testing using HP UFT.
- Extensively involved in writing, executing and analyzing UAT, Database Checkpoints, and Data Driven Test Scripts for all the projects using HP Unified Functional Testing.
- Developed sub-routine libraries to support automated testing solutions.
- Created Data Driven Framework to reduce automated scripts maintenance time.
- Created XML file for test input data for better scripts optimization and reduce script maintenance time.
- Involved in writing SQL queries, Database Checkpoints to verify data quality and calculations, reviews using UFT.

- Involved in Meetings/Walkthrough with various teams as required for better understanding the business requirement, software specification, and development process flow at various stages.
- Utilized HP ALM to track, report, and manage defect throughout the test cycle and attended Defect Status Meeting on daily basis during testing cycle.
- Assisted in estimating testing efforts and providing status updates.
- Attended weekly Status Meeting with Development team and QA Manager, and worked closely with QA Manager to define Test Scope, Risk, Dependency, and Constraints.
- Acted as an end user, business user and project team to resolve issues.
- Environment: HP ALM (QC), HP Unified Functional Testing /Quick Test Professional (QTP), .Net, Windows NT, SQL+, Java, J2EE, XML IIS, MS Access, SQL Server 05/2008, Oracle (10g).

Education

Bachelor of Science (BS) : Electrical Engineering , 12/2012

University of South Alabama - State

Electrical Engineering

Summary

Pursue a challenging and rewarding position as a QA Analyst/ Software Quality Assurance Specialist in the competitive information technology industry where I can utilize my technical skills and abilities to accomplish professional growth while being resourceful, innovative and flexible. Skilled IT professional with over 6 years in Quality Assurance and Software Testing experience of both Web-based and client/server Applications. Thorough understanding of software quality activities throughout the software development life cycle (SDLC). Detailed understanding of QA methodology (Agile, Waterfall) to ensure quality control. Experience reviewing specifications and identifying areas of the specification that are missing, aren't clear, require additional flow diagrams or business logic. Experience reviewing business and/or functional requirements to gain high level of understanding regarding intended deliverables. Experience designing and writing manual test cases based on functional specifications with the ability to creatively generate test scenarios that are not specifically included in the source documentation. Experience executing manual test cases and performing ad-hoc testing when necessary to ensure functionality is performing as specified. Experience writing clear defect reports that communicate exactly how the defect is re-produced, what functional area the defect is associated with, the expected application behavior, and the actual application behavior. Experience with phases of QA and the actions needed to keep a project moving forward. Experience estimating the time it would take to write test cases and execute testing based on specifications. Solid understanding of basic software testing concepts such as Black Box, White Box, Regression, Negative, Security Testing, End-to-end Testing and Boundary Testing. Understanding of multi-tiered architectures, networking and relational databases Performed SQL statements for set up data and retrieve data for tests. Experienced in Relational Database Management System (RDBMS) including Oracle and MS SQL Server Databases. Experience in developing and executing SQL queries in an Oracle environment to confirm database operations performed by software applications using Oracle 10g/11g. Proficient in Oracle SQL Developer and SQL *Plus Command Prompt to check SQL queries for optimal performance and scalability under real-time workloads. Experience in Test Management tools including HP Application Life Cycle Management (ALM), Target Process and Quality Center. Proficient in using HP Unified Functional Testing (HP UFT) for automated testing of functional and regression testing. Highly experienced in using automation testing tools, involving understanding the process of any particular application, preparing a framework, preparing test plans, preparing test cases and automating test cases. Experienced in creating Data Driven Framework for regression automation test suites. Analyzed applications and errors escalated issues to developers and verified fixes. Proficient in triage software defects providing development staff with adequate information for remediation. Capable to adjust priorities to multiple demands and unanticipated events as well as adjust decisions and actions to new information. Able to work well in team environment under deadlines within a dynamic environment. Fast learner, well organized, self-motivated, active, hardworking, trustworthy and reliable, responsible, positive, honest, confident and open-minded team player with strong interpersonal skills and an analytical mindset. Periodically reviewed and assessed existing program functions for quality and recommend changes as needed. US Citizen and authorized to work in the US without sponsorship.

Highlights

- Operating Systems: Windows 7/10, Windows Server 2008/2012.
- Testing Tools: HP Unified Functional Testing (UFT/QTP), Load Runner and Performance Center.
- Test Management Tools: HP ALM, HP Quality Center, JIRA and Rational Clear Quest.
- RDBMS: Oracle 11g and MS SQL Server 2008
- Languages: C, VB, SQL, Java, .NET.
- Scripting: VB Script, Java Script, C, C++
- Database Access Tools: Oracle SQL *Plus, TOAD and Oracle SQL Developer
- Virtualization: VMware Workstation and Oracle Virtual Box

Skills

.NET, VB.NET, ASP.NET, Analyst, Approach, Automation, banking, Business Systems, C, C++, Hardware, Credit, Client, clients, Database, DHTML, Engineer, estimating, XML, financial, Functional, HP, HTML, IIS, IE, J2EE, Java, Java Script, Load Runner, managing, Meetings, Access, MS Access, MS Access, MS Excel, Excel, MS Exchange Server, Windows 7, Windows NT, Operating Systems, optimization, Oracle, Developer, Oracle SQL, policies, POS, problem resolution, Processes, coding, progress, project plans, QTP, Quick Test Professional, Quality, quality assurance, quality improvement, QA, Quest, RDBMS, reporting, Requirement, retail, scheduling, Scrum, Scripts, script, Scripting, specification, Spreadsheets, MS SQL Server, SQL, SQL Server, strategy, supervisor, System Design, TCP/IP, user documentation, TOAD, troubleshoot, VBScript, VB Script, VB, Wealth Management, Windows Server