# Experience Summary

A creative and professional team player with almost 8 years of experience in Informational Technology and Quality Assurance, worked with various clients providing expertise, training, and support on the effective use of QA tools and practices.

* 9 years of experience as a Tool Suite Admin with **Installing, Configuring, and Customizing** tools with a strong software testing and development experience
* 4+ years of experience in the field of DevOps in application configuring and Continuous Integration (CI)/ Continuous Deployment (CD)
* Experienced in Jenkins by installing, configuring, and maintaining for purpose of CI and for end-to-end automation for all build and deployments & creating Jenkins Pipelines
* Hands on experience with VPC, EC2, S3, RDS, ELB, EBS, Auto Scaling & other services of AWS as well as Windows & Linux OS
* Experienced in branching, merging, and maintaining the versions using SCM tools like GitHub on Windows and Linux Platform
* Strong experience in administration of HP/Micro Focus ALM, Micro Focus ALM Octane, JIRA
* Expertise in Integration between Quality Center / ALM, ALM Octane, Rally& JIRA, and Dashboard Report
* Experience in **Migrating, Upgrading, Maintaining and Administering** various version of Quality Center / ALM, JIRA, HP ALM synchronizer, TaskTop, UFT and Other Testing tools
* Experience in deploy SSL for end-to-end encryption and SSO & LDAP configuration
* Experience in using REST API in ALM, ALM Octane & JIRA.
* Use **VBScripts** to develop macros and customized workflow for ALM

# Key Skills

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| TESTING TOOLS | Quality Center/ALM Version (9.0 – 16), Mercury Interactive, QuickTestPro (UFT) Version (9.0 – 2022), ALM Octane (Version (CP4 – 16.x), WinRunner, Load Runner, JIRA, QA Complete, Test Manger, TaskTop, HP Synchronizer, IBM Rational DOORS Integration, Orasi JIRA Bridge, Zephyr, MS Visual Studio, SharePoint, Confluence |
| LANGUAGES | SQL, Visual Basic 4.0/5.0/6.0, VBS, Groovy |
| PACKAGES | MS Office (MS-Word, MS-Excel, MS-Power Point, MS-Access) ​​ and Adobe Photoshop |
| OPERATING SYSTEMS | Windows Server 2000, 2003/R2, 2008/R2 & Professional, Windows NT, Windows 95/98/ME, UNIX/Linux |
| MIDDLEWARE TECH | JBoss |
| DATABASE | SQL Server, Oracle, MySQL, PL/QSL MS Access |
| PROTOCOLS & SERVICES | TCP/IP, TELNET, FTP, SSH, SCP, DHCP, SMTP, NFS, DNS, NIS, Network Essentials-OSI, LAN/WAN, Switches, Hubs, Fiber Channel, SAN, NAS, iSCSI. |
| VIRTILIZATION TECHNOLOGY | VMWare ESXi, vSphere and VCenter |
| CLOUD TECHNOLOGY | Amazon Web Services (AWS), Microsoft Azure |
| CI SERVER | Jenkins, TFS |
| MONITORING TOOLS | NewRelic, Nagios, SiteScope, and AWS CloudWatch |
| SCRIPT LANGUAGES | Shell scripts, VBScript, Groovy, JavaScript |
| VERSION CONTROL | Subversion, GIT, GitLab and GitHub |

# Functional Skills

Project & Organization Management, Team Lead, Communication, Design & Planning, Mentor

# Experience

**Vertex Pharmaceuticals, Boston, MA                                                               July 2022 – Present Role: ALM Architect**

**Responsibilities:**

* Designed User specification, Functional and Design requirements to build a new Digital GxP & Non-GxP Testing Platform with a future goal of integrating ALM with JIRA and ALM Octane
* Coordinated with Micro Focus eSignature team to implement 21 CFR Part 11 eSignature workflow in ALM 16.x
* Thoroughly validated over 200 platform and signature requirements
* Build ALM Admin tools to facilitate daily Admin support tasks
* Integrated ALM with MS Teams and SSO
* Guided, mentored, and supported team members when needed
* Prepared SOPs and Work Instructions related to ALM
* Reviewed and implemented Part 521 Security Assessment with IT Security Team
* Installed ALM Octane 16.0.200 in Linux Cluster with Oracle DB for a future integration with ALM
* Daily administration of ALM 16.x
* Created Spaces, workspaces, Users, Business Rules, Dashboard, Workflow customization, fields in ALM Octane
* Management of domains, projects, Templates, users, fields in ALM
* Created several custom Excel, Graph and Project Type report in ALM

**Operating system:** Windows 10, Windows Server 2012R2, Linux (RHEL) 6.x

**Software / Language**: VBScript, Groovy

**Special Tool:** TaskTop, Rally

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**Truist Bank, Charlotte, NC                                                               November 17 – April 2018 Role: Technical Lead Responsibilities:**

* Upgraded and migrated projects from ALM 12.20 to ALM 15.5
* Converted 12k ALM user’s profile from SunTrust and B&BT Bank to Truist Bank
* Install HP ALM Patches and handle Outages
* Provided ALM support and resolve user issues
* Monitored logs, troubleshoot issues and escalated Issues to MF support when necessary and resolved them
* Able to coordinate between Truist Bank and MF as a Point of Contact person
* Configured LDAP secure connection in ALM 15.5
* Supported the pre-built integration between ALM to ALM, ALM to Rally and ALM to VersionOne and enhanced as well as daily support of the integration

**Operating system:** Windows 10, Windows Server 2012R2, Linux (RHEL) 6.x

**Software / Language**: VBScript, Groovy

**Special Tool:** TaskTop, Rally

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**General Electric (GE) - Corporate, Van Buren Township, MI                                                       April 2018 – March 2022**

**Role: ALM & Octane Team Lead**

**Responsibilities:**

* Installed & configured Jenkins’s master & slave nodes & build CI/CD pipelines
* Installed and configured ALM 15.0/01 & .5 & ALM Octane all versions from CP5 and up to the latest version 15.1.60 on clustering and single node environment
* Configured SSL and Single-Sign-On (SSO) in ALM, ALM Octane & JIRA
* Create JIRA workflows including project workflows, configurations, screen, permission & notifications schemes
* Created customized dashboard for JIRA Project’s teams
* Reviewed infrastructure cost, app availability, and stability of ALM and ALM Octane in-between On-premises and AWS. Proposed to use AWS cloud to host ALM and ALM Octane. Setup ALM and ALM Octane infrastructure in AWS
* Upgraded / migrated ALM 11 to ALM 15.0 & ALM Octane from CP9/10 to CP60 and to the latest version 15.1.60
* Daily administration of GE Nuclear Plant ALM instance Solely
* Migrated GE Nuclear Plant ALM instance from 11 to 15.5
* Migrated/Upgraded ALM instance from other GE Business Unit into one instance.
* Created various Excel macros/OTA tools & Batch/bash scripts to administer ALM and ALM Octane activities on daily basis
* Built custom report using query/REST/OTA with the Modules of Project/s and Excel Sheet or its output in .txt file
* Integrated ALM with rally using Micro Focus (MF) Connect
* Integrated ALM Octane with Rally as well as with Jira using MF Connect
* Train Business Leads with the new JIRA functionalities
* Integrated ALM Octane with Jenkins, UFT, GitHub for CI/CD flow
* Worked in GIT to manage source code
* Installed Autopass Licensing Server and configure it
* Created UFT script to for various ALM activities
* Enhanced/implemented project workflow and customization based on the requirements
* Built Bash script to automate start and stop pf ALM and Octane service on monthly basis for App servers patching
* Worked with various stakeholders and projects team to deliver the quality service
* Report to Manager on daily basis and Director on monthly basis
* Support Applications’ Monthly servers’ patch
* Worked closely with MF’s Standard & Premium support as well as with MF Customer Success Manager
* Organized Offshore team members and mentor them and lead the project

**Operating system:** Windows 10, Windows Server 12R/2019 Standard, Linux (Centos/RHEL) 5.x,6.x, 7.x

**Software / Language**: VBScript, Groovy, Bash, Batch

**Special Tool**: Single-Sign-On, UFT One, ALM Octane, NewRelic, Viper, Jenkins, GitHub, Sisense, Confluence

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**T Rowe Price, Owing Mills, MD                                                               November 17 – April 2018 Role: QC/ALM and Tool Integration Admin Responsibilities:**

* Installed and configured ALM 12.55 on clustering and load balancing on servers and installing Client components on client machines
* Daily administration of ALM 12.01, 12.55 and TaskTop, Rally, JIRA
* Created KeyStore files and worked closely with the Security team to create Root, Intermediate and Signed Certificate to make the ALM secured (Https enabled)
* Upgraded TaskTop from 17.4.1 to 17.4.9.
* Configured LDAP secure connection in ALM 12.55
* Worked in JIRA Administration and Configuration

**Operating system:** Windows 10, Windows Server 2012R2, Linux (RHEL) 6.x

**Software / Language**: VBScript, Groovy

**Special Tool:** TaskTop, Rally

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**Verizon Wireless, Irving, TX                                                               April 15 – October 17 Role: QC/ALM and JIRA Core Admin Responsibilities:**

* Installed and configured ALM 12.x & migrated HP ALM 11.5 to HP ALM 12.20 in Windows Server platform
* Followed caution steps like validating version control (checked-in & checked-out artifacts), Extra tables by changing Checked-out to checked-in and creating Exception files or dropping the table
* Created project using existing projects as well as from the Template and linked the project with the template
* Monitored the ALM server license and update when required
* Hands on experience on preparing documentation for Offshore Security to use the ALM and projects in ALM
* Create and applied various filters in ALM project to block the exposure of sensitive data to offshore resources
* Planned and conducted QC-related training programs for all users
* Prepared advanced reports, test reports and training documents, using QC API and MS SQL queries
* Developed highly customized template using VB script and defined an organized best practice
* Configured & managed LDAP Server/authentication as login process for ALM
* Built JIRA projects in Test Environment from scratch and heavily involved in customization of the Issue Type, Workflow, Screens, fields, and different rules in JIRA project
* Maintained, monitor, and audit of users in ALM & JIRA project and heavily involved in troubleshooting ALM & JIRA issue and find the root cause and documented all RCA
* Trained ALM & JIRA user and high-level management to use ALM & JIRA project and various aspects of ALM & JIRA
* Created automated script to generate JIRA report as well as created and maintained reports using EazyBI
* Worked in JIRA project customization, user access, troubleshooting issues, reports, and documentation
* Hands on experience in Defects and test cases management in JIRA and heavily used and trained users to execute test cases via Zephyr
* Integration of QC / ALM with JIRA and Jenkins, ALM with Orasi JIRA Bridge and HP synchronizer

**Operating system:** Windows 10, Windows Server 2008

**Software / Language**: VBScript, REST API

**Special Tool**: UFT, LDAP, MSSQL, Oracle, EazyBI, JIRA, Orasi JIRA Bridge, Zephyr.

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**Intuitive Surgical, Sunnyvale, CA                                           July 14 – March 2015 Role: Tools & System Administrator**

**Responsibilities:**

* Installed, upgraded, configured and troubleshooted services for Clients such as Application servers, which includes Apache, DNS, Jetty, SSH, etc
* Manage, Configured and automated applications Like ALM in Linux environment using Bash script
* Experience with RPM, YUM, building, maintaining, and installing packages
* Installed, configured, and updated Linux machines, with Red Hat, and CentOS
* Created cron jobs that monitored and reported system and security issues
* Managed, monitored, and tested individual and group user access privileges and security
* Managed daily activities to include user support and system administration tasks
* Assisted users in configuring internal applications so users can carry out specific tasks
* Documented most issues raised during work hours thereby reducing the amount of time it takes to resolve similar tickets
* Responsible for Installing, and Configuring ALM 11.x, 12.x on clustering and load balancing on servers and installing Client components on client machines
* Migrated 1000 projects from ALM 11 to 12.21
* Installed and troubleshot UFT in client machine
* Integrated ALM 12.21 with LDAP for authentication
* Maintained all data of ALM artifacts using MySQL as a database server
* Experience in installation of all types of Automation tool, Add-Ins, and 3rd party connectivity tools
* Integration of QC / ALM with JIRA and Jenkins, ALM with Orasi JIRA Bridge
* Worked on designing and developing workflows and configurations in QC /ALM for different projects
* Analyzed the User Requirement Document (URD), Software Specification Document (SRS) and prepared System Test Plan by dividing the application into manageable units
* Developed detailed test cases to exercise product functionality
* Prepared detailed Test Plan and Test Cases based on requirements document
* Involved in Integration, Functional, Regression, System Testing
* Uploaded the automation scripts to QC and executed them from Test Lab module of QC/ALM
* Performed System testing on different operating systems to make sure the system working as expected

**Operating system:** Windows, Linux (CentOS/RHEL 5.x & above)

**Software / Language**: VBScript, REST API, OTA, Groovy, Batch & Batch

**Special Tool**: MySQL, Excel Add-In, PL/SQL, MS Office, UFT, LoadRunner, JIRA, Rally, Octane, TaskTop, MF Connect, HP Syntonizer

# Training, Certifications & Affiliations

# Training

* AWS Solution Architect Associate

# Certification

* ALM Certified Professional – <https://www.credly.com/badges/7a15a3cd-4b88-4edd-b00a-47be5ab873bf/public_url>
* Microsoft Technology Associate – Security

# Affiliation

* Micro Focus Community Knowledge Partner

<https://community.microfocus.com/t5/user/viewprofilepage/user-id/94784>

# Higher Education

* Bachelor of Science, Tribhuvan University, Nepal, 2007