**Amos Johnson,**

**Sr. Automation/Manual QA Analyst (Corp to Corp Only)**

**Summary:**

* **9 years** of experience in Software Quality Assurance in **Manual/ Automation** Testing.
* Strong knowledge of **Software Development Life Cycle (SDLC**) & Software Testing Life Cycle (STLC).
* Performed **GUI**, **Functional**, **Integration**, **Regression**, **Data Driven Testing**, **User Acceptance**, **Smoke**, **Sanity** and **System** testing.
* Experience in writing **Test Cases**, developing and maintaining test script based on business and functional requirements.
* Experience in Test Data creation based on requirements, Test Case execution, generation and documentation of Test results.
* Involved in testing of application both manually as well as using automated tools like **Quick Test Pro**, **Quality Center**.
* Strong experience in developing and maintaining test automation of GUI/Functionality/System testing using testing tools **QTP**, **Selenium webdriver**, **Selenium grid,** **QC**, **LOAD RUNNER**, **PEGA PRPC**, **BPM**, **SILK**, **JTEST**, **RATIONAL TEST**, **Rally**, **PVCS Tracker** and **SILK RADOR**, **Ruby**.
* Strong hands-on experience with scripting languages like **Java Script**, **Angular.js,** **VB Script**, **HTML**, **DHTML**, and **XML**
* Proficient in analyzing the **BRS**(Business Requirement spec), **SRS**(System Requirement spec) and **FRS**(Functional requirement spec) for preparing and documenting the Test plans, Test cases and executing the Test cases for both manual and automation testing.
* Experience in Defect tracking, Defect management and Bug Reporting Tools like **Quality Center,Test Director**, **Rational Clear Quest** and version control tools like **Rational Clear Case**.
* Expertise in testing **mobile** applications in **iOS** and **Android** platforms.
* Extensive experience in testing **mobile** applications using different devices.
* Experience in testing **Electronic Data Interchange (EDI)** according to **HIPAA** Compliance.
* Heavily used **Quality Center** for managing test cases, executing and storing results and raising defects.
* Vast knowledge and experience in Health Care industry, experienced in testing different healthcare **ERP** solutions such as **FACETS**, **MedPlus**, **EPIC** and other claim processing solutions.
* Experience in using test management tools like **QC (Quality Center)** and **Test Director**. Have hands-on on experience in other bug tracking tools **JIRA**.
* Extensive working experience in **Agile (Scrum)** and **Waterfall** methodologies.
* Experience in writing **SQL** queries and other database operation for various RDBMS like **ORACLE**, **SQL Server** and **DB2**.
* Extensive working experience in **Web-based** environment.
* Experience in creating **Requirement Traceability Matrix (RTM)** to ensure comprehensive test coverage.
* Experience in creating TEST Environment for **VC++, VB6, .NET, JAVA on Windows** based system.
* Proficient in Internet concepts, protocols, browsers (**Mozilla Firefox, Opera, Netscape, IE**), protocols like **HTTP, HTTPS, FTP, SMTP**.
* Performed front end testing to verify functionality, GUI and usability.
* Experienced in creating and enhancing automation script using several QTP scripting methods such as Descriptive programming, object repository method.
* Experience in testing Web, **Web Services** **(SOAP and REST)** and Client/Server software.
* Experience of **UNIX** Server with respect to Operating System and variety of commands.
* Ability to manage multiple projects simultaneously in a team environment.
* Expertise in **JAVA,** **HTML, XML, Angular.js, QTP** and **SOAPUI** automation tools.
* Defined automation test flow profiles/objectives/plans/estimations; script recording/debugging and maintenance.
* Identified the dynamic data content/parameterization; prepared the input data; data driven tests and result analysis.
* Ran the automation scripts in multiple environments (dev and qa); controlled the flow on role basis and scheduling.
* Strong interpersonal skills and excellent communicator who works well independently and as a team, presentation skills, self-starter, quick learner and motivator.
* Highly skilled in project management and multi-tasking, works efficiently in fast-paced environment while prioritizing responsibilities to meet management deadlines.

**Technical Skills:**

|  |  |
| --- | --- |
| **Bug Tracking Tools:** | JIRA, Test Director, Quality Center, HPQC 11.5 (ALM) |
| **Testing tools:** | QuickTest Professional (QTP), HP TestDirector, HP WinRunner, Selenium, SOAP UI, Load Runner |
| **Web Browsers** | Internet Explorer, Google Chrome, Mozilla, Firefox, Safari |
| **Databases:** | Oracle 9i, SQL Server, MS Access, and mySQL |
| **Microsoft Technologies:** | JAVA, J2EE, SQL, PL/SQL, .NET, Java Script, VB Script, C, C++, C# |
| **Web Technologies** | CSS, HTML, XML |
| **Others:** | Macromedia Dreamweaver, I-frames and Microsoft Office (Outlook, Project, MS Visio, Excel, Word, & PowerPoint). |

**WORK EXPERIENCE**

**Merck(Atlanta, GA) Jan 2013 to Present**

**Lead QA Analyst**

Merck had 331,907 Texas **Medicaid claims** that pended due to authorizations between 3/2/06 and 2/28/07. Pended claims require additional work in several departments to be processed correctly. The estimated COPQ related to the additional work for all **FACETS** markets during this time period is approximately $400,000.  
  
The project goal is to improve the Sigma Level to greater than 3.2. Reduce the number of pended claims due to authorizations to less than 4%. Reduce the COPQ by 50%

**Responsibilities:**

* Performed Functional, System and Regression testing (using **REST and** **SOAPUI**) of a web based application working in an agile environment.
* Involved in developing detailed Test Strategy, test plan, test cases using **Quality Center** for Functional and Regression Testing
* Involved in writing **Test plans** and **Test Design**
* Interacted with end users to obtain specific system requirements
* Prepared **test cases** for Boundary Value Analysis using **Black Box testing** techniques.
* Executed test cases manually and automated to check **GUI** and Functional features of the application, compared and analyzed actual with expected results and reported all deviations to the appropriate individual(s) for resolution using **QC**.
* Converted manual test scripts to automated test scripts in **QTP**.
* Used **Pega** PRPC, BPM to account for rapid changes in either the requirements or the documentations and to test the application using the Testing Management Framework.
* Used various quality control analysis like **Manual**, **GUI**, Functionality Testing, **Smoke testing**, **White Box testing**, System testing, Database Testing, Integration, **User Acceptance Test (UAT)**, Performance, and Regression Testing, Web Testing **(Java & HTML pages)** using **Quick Test Professional(QTP)** and **Quality Center (QC).**
* Form the requirements and using technologies such as **Java Script**, **Angular.js,** **XML**, **LDAP**, **AML** language (similar to **XML**), and TIBCO configure and provide custom enhancements to the client.
* Used **HP QTP** to develop and maintain reusable Test scripts and worked with Expert view Environment using **Parameterization, Checkpoint, Regular Expression, Object Model, Virtual Objects, and Recovery Scenarios** etc.
* Involved in preparing Test Data for various scenarios.
* Performed quick checks on the application UI using **Selenium web driver** and **Selenium grid**.
* Expertise in **Selenium** testing tool for functional, integration and system testing.
* Analyzed current Claim Authorization Process across all the **FACETS** Markets. Identified possible constrains that pends claims related to Claim Authorization Mismatch.
* Configured best suitable **Facets CLUM** Settings in order to auto-adjudicate maximum number of pended claims.
* Exported and Imported test data between **Quality Center** and **MS Excel/Word**.
* Checked the data flow through the front and backend and used **SQL** queries to extract the data from the database.
* Performed an end-to-end test in a production environment to validate new or updated business processes, customization and configuration, reports, and data migration.
* Testing the operational tasks involved in loan products covering account creation, approvals, and disbursals, making payments and closing of accounts using end- end testing.
* Performed end-end testing to carry out operational tasks in saving products, client management and fee payback.
* Prepared weekly productivity reports and submitted test metrics to the management.
* Logging and managing the defects in **Quality Center**.

**Environment:**

QTP8.2, Quality Center 11.5 (ALM), JIRA, .Net (VB.Net, ASP.Net, C++, C#, .Net), REST, SOAP, PEGA PRPC, PEGA BPM, MS Office 2007, VB Scripting, Java Scripting, Angular.js, Windows, Selenium Web driver, Selenium grid, UNIX, C, PL/SQL, Oracle, SQL Server, FACETS, both Manual and Automation testing.

**PA-Dept of Health (Harrisburg, PA) July 2011 to Jan 2013**

**Sr. QA Analyst**

The National Electronic Disease Surveillance System (NEDSS) is a national initiative driven by the Centers for Disease Control (CDC). The “NEDSS vision” includes use of the Internet for data collection and transmission, collection of data as close to the source as possible, incorporation of electronic laboratory reporting, and use of uniform coding schemes and data transmission protocols.

This innovative Web-based application establishes a near real-time, secure communication link between laboratories, hospitals, individual medical practices, and the DOH.

**Responsibilities:**

* Interacted with SME (Subject matter Expertise) for better understanding of the application functionality.
* Analyzed business requirements documents and system requirement specification to put together a Test plan.
* Performed **Smoke testing** on the Build.
* Performed **manual testing** for the GUI and Functionality of the application.
* Additionally, worked closely with the developers and business analysts to formulate the test cases.
* Tested web application interface, functionality, usability and **performance**, using **SQL** and **Selenium web driver**.
* Designed and Documented Test procedures and Test cases for **User Acceptance**, **Functional** and **Integration** testing using **Quality center**.
* Developing new functionality for requirement including both **back-end** and **front-end** parts(**Java** & **JSP Java**/**J2EE**,**Web services**, **REST,** **SOAP**, **XML**, **Angular.js,** **Oracle** )
* Designed the **Test Plans** and **Test Scenarios** accordingly, which involved reviewing **Business flow diagrams**, and **Dataflow diagrams** that were created using Use Cases.
* Involved in end to end testing to test the complete application environment such as interacting the sanctions in payment and accounting systems.
* Perform HIPAA Validation of Clearing House application.
* Used **Pega** for business process management.
* Validate different Electronic Data Interchange **(EDI)** formats such as X-12, EMCDS, PCDS and 1500 formats.
* Validate different EDI formats and transactions under **HIPAA** compliance.
* Maintained bug lists for critical issues using **Quality Center 10.0**, **JIRA** for bug tracking
* Assigned severity levels to different test cases and prioritizing them. Thereafter, performed testing in that manner.
* Mapped Requirements to test cases, providing **Requirement Traceability Matrix** to ensure project implementation within given timeline using Quality Center.
* Wrote **SQL (Toad)** queries to check whether correct information was retrieved from the database.
* Involved in automating the regression Test cases by scripting.
* Conducted data-driven tests, Synchronization point and verify checkpoints using **QTP**. Prepared different set of data for data driven testing using QTP.
* Managed Defect Tracking process, which included prioritizing bugs, assigning bugs and verifying bug fixes using quality center.
* Actively involved in daily scrum meeting for tracking testing progress.
* Collected and analyzed test metrics and subsequently submitting reports to track the status and progress of the testing effort.
* Actively involved in meetings and reviews to discuss any changes and impacts of new functionalities that were added during the quality control life cycle.
* Communicated with developers to help resolve the defects investigated in the application during testing.
* Did **User Acceptance Testing** on before installation of the application to user environment.

**Environment:**

QTP8.2, Quality Center 10.0, Test Director, SQL, Java, Java Script, REST, Angular.js, Toad, C++, C#, .Net, ASP, PEGA, Selenium, Selenium web driver, MS Office, Oracle 10i, UNIX, Web logic

**KPMG (Atlanta, GA) Jan 2010 to July 2011**

**QA Analyst**

KPMG provides audit, tax and advisory services and industry insight to help organizations negotiate risks and perform in the dynamic and challenging environments in which they do business. eAudIT, an enterprise solution designed and developed to build support and enable the audit and advisory methodology. It is robust and easy-to-use application that supports consistent implementation of the audit, advisory process and helps to drive quality with industry standards and compliances. eAudITbalances prescriptive screen-driven data entry with the more familiar forms/document-driven data entry using InfoPath form to achieve its requirements and to support electronic workflows, Electronic reviews, real time connectivity/ Synchronization and team management.

**Responsibilities:**

* Analyzed business requirements to understand the needs and developed **Automation test plans** to achieve the objective of the testing process.
* Achieved objective of testing process Using Business requirements to create **automation test plan**
* Used **TestComplete7** to test **Functionality**, **Performance** and **Validation** Scripts and smoke
* Designed the **Automation Script execution plan** for Version releases and interim builds.
* Performed **Workgroup**and **Workgroup plus performance testing** for 1Eng with 1, 5, 15, 10, 25, 30Clients.
* **Developed test scripts** for critical workflow using **TestComplete7** to perform **regression testing**
* Create test cases using **Pega PRPC**
* Coordinated with the team in developing the Functional Test Scripts and Created **Design documents** for offshore team.
* Used **checkpoints** for checking functionality specifics to enhance automated test scripts
* Created scripts handling app error in order to recover from a crash and continue execution.
* Execute test processes for new and existing web-based client server software applications using **Selenium web driver** and **Selenium grid**.
* Validated field levels in different locals for Date, Text, Alphanumeric, Currency, Numeric, Percentage and Combo box fields with the use of test data**.**
* Used external excel sheet to enhance script with **parameterization**
* Worked with **Regular expression** with testing window titles, Status Bar messages and dialogue box messages
* Manually verified database changes which acquired due to the new inputs in tables and new fields
* **Performance testing** on different functionalities with, US images , between different builds and global image
* Extensively used **TFS** as a repository for scripts and **Defect Tracking**.
* Interacted with end-users in different countries and resolved the issue by helping them
* Resolved end user issues in different countries by helping them understand how to use the functionalities
* Actively participated in **QA walkthroughs** and **Defect review** meeting.

**Environment:**

TestComplete7, VB Script, VB .Net, C++, C#, SQL Server 2005, Selenium grid, Selenium web driver, WPF, PEGA PRPC, UNIX, XAML.VSTS2005, VSTS2005, and VSS (Visual Source Safe)

**Suntrust Bank, GA Mar 2008 to Jan 2010**

**Title: QA Analyst**

**Project: Data warehousing & MIS**

Core objective of the project is to make one database which will serve all MIS requirement and to produce enhanced MIS reports for decision making. All the data required is taken from various systems such as Investment, Trading, Loan, etc. (which includes fixed income) and stored in one database to enhance the performance of MIS System.

**Responsibilities:**

* Analysis of Business requirements & Design Specification Document to determine the functionality of the ETL Processes.
* Tested the **ETL Informatica mappings** and other ETL Processes (**Data Warehouse Testing**) for end to end testing.
* Involved in testing the business reports by writing complex **SQL** queries and validating the downstream applications like DT4 and LabLink.
* Created flow charts to exhibit the flow of data from source datasets to the final reports using **MS VISIO**.
* Responsible for Test deliverables including Test specifications, Requirements Traceability Matrix
* Design, developed and maintained **SQL scripts**.
* Created Test input requirements and prepared the test data for Data Driven testing using LabWare application and verify that the data migrates from LabWare data base to the warehouse.
* Generated reports using **Informatica Power Analyzer**.
* Prepared extensive set of validation test cases to verify the data following the CUSLC methodology.
* Tuned stored procedures/scripts, SQL queries to improve the system performance
* Developed Test Plan and Test Cases using **HP Quality Center** to test the application for the new code.
* Prepared Test Cases for the mappings developed through the **ETL Informatica tool** and executed those Test Cases.

**Environment:** ETL, Informatica, Cognos, BI Report Studio, Cognos 7.3 Series, Teradata, Oracle 10g, SQL Server 2005/2000, HP Quality Center 9.2, SQL/PLSQL,Sybase, QTP, TOAD, XML, XSLT, XML Spy 2008, Quality Stage 7.1, Korn Shell Scripts, UNIX, Windows XP

**Charles Schwab, Austin, TX                                                                                  June 2005 to Jan 2008**

**QA Analyst**

“Schwab Mobile” is a mobile application for the clients of the Charles Schwab. It is available in iPhone, iPad, Android and Tablets. The application provides the features for managing the brokerage, Schwab bank and 401 (k) accounts. The application also provides the real time quotes, charts, watch lists, news and more. Using the application one can view detailed position data, trade stocks, exchange traded funds, options, mutual funds and check the status of your orders. This application provides online transfers and remote deposit capture services also.

**Responsibilities:**

* Designed the efficient manual **test cases** (both positive and negative) based on the analysis of **Business Requirement documents**, **SRS**, **Functional Specs**, **Technical Design documents** and **Use cases**.
* Interacted with **Specification requirements** team and developers regularly.
* Responsible for performing the **Regression tests** for every new builds, interim builds, candidate **builds and modifications** in production, development and QA environments.
* Analyzed the business logic of **trading and banking** operations and designed test cases.
* Worked on different **trading module stocks, Options and Mutual funds**.
* Tested Charles Schwab banking modules for brokerage and bank accounts.
* Analyzed end to end functionality by testing the application manually.
* Involved in **user authentication testing** for both **Android** and **Apple devices**.
* Tested the application for navigation to different pages, buttons and other features on the page.
* Tested Charles Schwab application in **iPad**, **iPhone**, version 3 and 4.
* Tested different modules of application in **Android**.
* Used **Quality Center** to design the scripts, perform baseline testing, execute the scripts and organize all the scripts systematically and generate reports.
* Updating **scripts** in Quality Center and excel sheets.
* Interacted with business analyst to discuss better **UI features** that can be provided through the application to the clients.

**Environment:**

iOS, Android, Windows, SQL Server, Quality center.

**Education:**

North Carolina A&T State University Greensboro, NC

B.S., Electronic Technology

**SCHOOL PROJECT**

**North Carolina Agricultural & Technical State University**

A Linux and Shell based project where mass amount of data in any given format would be able to be compressed and categorized and to meaningful and useful information. This compressed data would make the data easily readable and better understandable.

**Responsibilities**

* Review the requirements and expectations of the project
* Reviewed the background and standards of shell scripting
* Ran test cases on sample amounts of data
* Locate a large amount of usable data
* Find a way to convert the format of the data found into a format acceptable by our shell script
* Confirmed and tested that the data was being compressed and organized in the right categories
* Confirmed the completion of the project

**Environment:**

Linux based, Shell scripting, agile environment

**Education:**

North Carolina A&T State University Greensboro, NC

B.S., Electronic Technology