**Bhakti Patel**

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**PROFESSIONAL SUMMARY:**

* Quality tester over 6+ Years of experience in **SDLC , Agile and QA life cycle**
* Knowledge in design, development, implementation and execution of reusable automated test scripts using tools such as **Selenium Webdriver** and functional testing with tools like **SOAP UI**
* Comprehensive knowledge of **Agile software development cycle**, black box testing, and web based application testing
* Well versed in **Manual and Automated** Test Execution and possess solution oriented thinking.
* Possess ability to identify, isolate and document application deficiencies in a clear and concise manner.
* Experience with relating UML process models, flow charts, **sequence, activity, state and class diagrams to requirements**
* Extensive experience in understanding of **Testing methodologies**
* Tested Web Services, **XML , WSDL** using SOAP UI tool
* Test Web services by providing required input data and **validating response XML**
* Involved in both developing and executing Test plan and Test cases for **Functional and Regression testing**
* Configured **Selenium WebDriver** and created **Selenium automation Scripts in java by using TesNGFrameWork**
* Performed **GUI, Functional, and Regression testing** by using Selenium automation tool.
* Expert in **identifying and cataloging test requirements** from business requirements
* Performed Web services testing, Stress testing, Mock testing, User Acceptance testing (UAT) Integration testing, End to end testing, **Load Testing** and Functionality testing
* Ability to convert Business and System requirements into **positive and negative test cases.**
* Responsible for **Functional and Non-Functional** (Availability, Usability, Reliability and Compatibility) Testing Types
* Experienced using HP Application Life Cycle Management (ALM) and JIRA for global test management, bug tracking and reporting.
* Proficient in test strategy preparation, test plan development, test case creation, test execution and **bug tracking**
* **Experience in working with Build management tool Maven**
* Tested Web services using testing standards like validating XML,WSDL and **SOAP UI**
* In-depth understanding of application testing with emphasis on web based and client server applications.
* Responsible for writing **detailed bug reports or tickets**
* Worked closely with Development Team , Business Analyst and Marketing /Business to review the design of systems
* Fair knowledge on **Object oriented languages** – **Java.**
* **Automated test Scripts using Junit and TestNg Frame works in selenium webdriver.**
* Good knowledge of MS-Office (Outlook , Word ,Excel, Visio and Power point) for documentation and reporting
* Quick learner, Self-motivated, Excellent analytical and always a team member

**TECHNICAL SKILLS:**

Testing Tools: Quick Test Pro 9.5/9.2,11.5, Quality Center 11.0 /10.0, Bugzilla, Jira, Selenium, RallyRational Tools, Test Complete 3.0, IBM Mainframes

Web Service: SOAP (UI)/SOAP REST

Mobile Devices:IPhone, IPad, Android, Windows

Methodologies: Waterfall, Agile/Scrum/, RUP

Languages: C, C++, SQL, PL/SQL, HTML, VB script, XML

Data base: Oracle 9i/10g/11g, SQL Server and My SQL, MS Access.

Operating Systems: Windows 98/XP/Vista/Win 7/Win 8, Mac OS X 10.6/10.7/10.8,UNIX/Linux

Others: Microsoft Test Manager, MS-Office (Word, Office, Power point)

**PROFESSIONAL EXPERIENCE:**

**AT&T, Dallas, TX Oct 14 – Till Date**

**SR.QA Engineer**

AT&T is one of the world's largest communications companies.

**Responsibilities:**

* Managing Quality Assurance Testing for cross-functional projects.
* Engage with Development Managers to establish QA Pipeline, required, resource counts, and timelines.
* Responsible for preparing automation Test plan, Test execution and Defect tracking
* Derived automation test scenarios from manual test cases, UML diagrams and other technical design documents etc
* Executed manual test cases and performed unit, module, functional, integration and system testing of the application
* Developing Selenium Web driver scripts hybrid framework (keyword, data – driven) for regression testing.
* Prepared Test cases in Excel Spreadsheets and exported in to QC/ALM.
* Extensively created Data Driven Test scripts to read data from the table for testing. Checked for data boundaries/limits, incorrect input of data
* Participating in cross-browser (IE, Firefox, Chrome, Safari, Opera) and cross-platform (Windows, Mac OS X) testing
* Responsible for preparing requirements traceability matrix to ensure that all requirements were covered with respective test cases
* Used Quality Center for tracking, reporting and managing bug life cycle during testing process.
* Responsible for assigning automation tasks to the QA team
* Worked with development to ensure timely delivery of product
* Created different Automated scripts to test functionalities
* Responsible for using Data driven automation framework Architecture
* Extensively created Data Driven Test scripts to read data from the table for testing. Checked for data boundaries/limits, incorrect input of data
* Parameterized the scripts to avoid hard coding of frequently changing values
* Used Ruby scripting to develop test scripts in Selenium 2 for automation of Regression Testing
* Extensively created Data Driven Test scripts to read data from the table for testing. Checked for data boundaries/limits, incorrect input of data
* Created driver script to execute batch testing
* Defects were reported and managed in QC
* Responsible for managing and organizing designing/testing documents using HP QC
* Identified and verified software requirements meeting with Business Architects and ongoing
* WSDL and XML payloads and SOAP requests running multi-iterative tests
* Developed web service scripts for a web service call sing SOAP UI.
* Created test suites and performed data driven test using SOAP UI.

**Environment:** Quality center 11.5/ALM, Rally DEV, Unix, Soap UI, Selenium,Splunk, Toad for Oracle.

**American Airlines, FortWorth,TX                                                           Jan 13 – Oct 14**

**Mobile QA Tester**

The Project involves testing the American Airlines mobile application on different Mobile Devices like iPhone, iPad and different Android devices. Major functionalities involved for testing are the Flight Details, Check-in, Seats Updating and Boarding Pass features. Many feature enhancements have been made on the Mobile App and they are tested.

**Roles and Responsibilities:**

* Review the user requirements and Functional specifications documents for creating master test planned test processes.
* Determined testing requirements developed and reviewed scripts for positive and negative test scenarios, conducted baseline testing, and generated reports.
* Responsible for writing the manual test cases as well as reviewing and authorizing them for functional testing purposes.
* Experience in testing Both Native Apps and Web apps in both IOS devices and Android devices
* Meeting Business Analysts and developers for requirement analysis and test script review sessions.
* Participates in the testing process, ensuring testing verifies the user requirements
* Performed various phases of testing such as Smoke, Functionality and Regression Testing.
* Created data using Sabre to test functionalities involving testing for a reservation made in test environment.
* Used Eclipse for writing Java coding on automating the recurring Actions to be performed on Sikuli.
* Used the Application Lifecycle Management tool to open/run test scripts and reporting defects/issues.
* Involved in automating the regression effort using different actions such as clicking, scrolling and screen capturing the results.
* Experience in writing SQL using joins for data validation from various data sources using DB2
* Used Rally as extensively on day – day basis for updating daily tasks performed.
* Followed Agile Methodology.
* Attend daily stand up meetings, bi-weekly Backlog grooming sessions
* Iteration Planning meeting for every release and attend Demos and Retro at the end of release.

**Environment:** Quality center 11.0/ALM, Eclipse, Sikuli, Java Script, iOS 7.1, Android 2.3, Android 4.2/4.3, MAC OS X, IE 7/8/9/10, Firefox 3.5/14/15/16/20, Chrome 20/21/23, safari 4/5/6, windows XP/Vista/Win 7/Win 8

**Bank of America Merrill Lynch, Plano, TX Jun 11 – Dec 12**

**Sr.QA Analyst**

Total Merrill/My Merrill Mobile: The project My Merrill and Merrill Edge Mobile is an application developed for the clients to be able to access to their accounts on iPad, iPhone, and Blackberry and Android phones. . Total Merrill is a collection of Marketing Sites, which provides with all the basic features of benefits that would be experienced by a prospective client

The latest features added to the application are the Check Deposits, which provide the ability to deposit checks by capturing the check images and the Bill Pay feature that makes it easier for the clients to pay bills through the mobile devices.

**Roles and Responsibilities:**

* Testing expertise in Merrill Lynch and Merrill Edge mobile apps and also web testing on the different iOS versions on iPhone, iPad, Android and Blackberry
* Experience in lead the team for the redesign project of the Merrill Lynch and Merrill Edge iPhone application in planning RTM, Test plan document.
* UAT testing performed along with call center managers to make sure that application meets their requirements.
* Actively involved in Positive and Negative testing to ensure the process being fully tested, including additional scenarios that may not be covered in test plans
* Prepared template for the Master test plan, and verified Master test plans and test scripts as per requirements. Experience with preparing test cases for mobile products.
* Review meeting with Off-shore team on daily progress and Task completion.
* Actively participated in daily Scrum meetings, and bi weekly review meetings and developed test scenarios and also Interacted with Business Analysts and Developers in the requirement analysis, design reviews, testing and documentation for application developed in Agile environment .
* Attend defect triage calls to deliver status reports on execution rate, defect tracking, retesting defects, and closing defects.
* Performed various phases of testing such as Smoke, Functionality and Regression Testing.
* Extensively used HP ALM/QC for documenting Test Cases and logging the Test Results.
* Performed Cross Browser Functionality testing across different browsers such as Internet Explorer, Chrome, Firefox and Safari in different Operating Systems.
* Expertise in testing various ML GWIM modules including Trade (Stocks, Options, Mutual Funds), Transfers, Bill Payment, Check Deposits, Alerts etc.
* Involved in Automating the Regression efforts for the sites using QTP. Optimized scripts for Regression testing of the application with various data sources and data types..
* Involved in testing the conversion of the application into web application using XML web services.
* Worked on Single Sign-on (SSO) connectivity from Bank of America to My Merrill on various browsers such as Firefox, Chrome and Safari.
* Applied automation tools such as QTP, Rationale Jazz Suite, Selenium, UFT
* Experience in writing SQL using joins for data validation from various data sources using DB2.
* Responsible for collecting and analyzingthe test metrics and then submitting the reports keeping track of the status and progress of the testing effort.

**Environment:** HP ALM/QC, QTP 11.5, Rally, SOAP UI, ASP.Net, VB Script, Oracle 10g, SQL 2010, PL/SQL, HTML, XML,Selenium, VB .Net, ASP.Net 2.0, VB Script, IBM Mainframe.

**United Health Group, TX Mar 10 – Jun 11**

**QA Analyst**

Optum Health Care Solutions is enhancing infrastructure for client private portals to meet customer and operational demands for an integrated consumer experience as well as reduce ongoing operating costs.

I worked on different modules and performed System Testing/Integration Testing/ Regression Testing and E2E Testing.

**Roles and Responsibilities:**

* Identified and verified software requirements meeting with Business Analysts and ongoing participation in customer kickoff meetings and Development to QA “hand over” meetings
* Involved in creating and updating the Regression and End-to-End Test Plans.
* Gave an overview of Test Plans in Test Plan Review meetings to get them signed off.
* Interacted with Subject Matter Experts (SMEs) and Development teams to identify and refine test requirement.
* Developed Traceability matrix and analyzed the Test Scenarios based on the Business Requirements and Use-Cases.
* Developed Test Cases, created Test Sets, linked them with requirements and executed Test Cases in Quality Center.
* Extensively worked under the Unix Environment using Shell Scripts.
* Recorded and plays back test in Fire fox using Selenium IDE.
* Used Selenium tool (selenium IDE is a plug-in to Firefox) to record and playback tests and then export the recorded test in other language e.g. html, Java. The Exported test can be run in any browser and any platform using "Selenium Remote control.
* Performed Smoke/Functional/Integration/UAT/Ad-hoc and Manual Performance testing.
* Extensively involved in Regression and End-to-End testing of eSync Health Portal application.
* Involved in creating and executing test cases for Multi-Browser testing on various versions of IE, Firefox, Safari and Google Chrome using Add-Ons like Firebug, Measure It and Developer Menu.
* Involved in testing the application in various environments such as Test, UAT and Stage environments.
* Worked on different database like Oracle to check the data consistency.
* Involved in the Production Validation for each Release Project and also took part in post-production support
* Involved in writing and executing SQL Queries in TOAD for Back-End testing.
* Involved in Server down time testing.
* Reporting, Tracking and reviewing defects using Quality Center and Test Director.
* Coordinating with Development and Business users to resolve any issues related to defects.

**Environment:** Quality Center 9.3/11.0, Java, J2EE, Selenium,XML, Microsoft Office, TOAD, JIRA 5.0, Oracle 10g, SOAP UI, Pl/SQL, SQL Server 2010, VB .Net, ASP.Net 2.0, VB Script, HTML, XML.

**T-Mobile Atlanta, GA Sep 09 – Feb 10**

**QA Assurance Tester**

T Mobile is one the leading wireless service providers in the US market. It offers various services through. Web based application for customers to view their bills, pay bills, check their payments, e-bill enrollment, sort their bills and print the bills in PDF format. Testing included new features, upgrades, enhancements, production fixes and validating Pdf files which contains customer’s monthly bill statements. .

**Roles and Responsibilities:**

* Participated in Developing Test Plan and Test Cases for e-bill, call rating based on the user stories (functional and technical requirements), based on the solution requirement specification(SRS) documents from Business analyst and technical design documents from Developers.
* Attended sprint plan meetings to review the requirements.
* Maintained issue trackers to track requirement and business clarifications.
* Involved in manual testing of the application and tested the billing functionality and call rating.
* Tested bill rating based on the universal service order codes (USOCs), feature codes and plans.
* Tested billing calculations based on multiple plans / features like text messages, downloading files etc.
* Experience in testing the process of extracting Meta data from sources and targets, transform and load the data into Target systems.
* Attended Requirement Review meeting with Business Users and Developers and provided feedback comments.
* Data Driven Testing using parameterization in Quick Test Professional (QTP) to test the application with different sets of data. Executed SQL queries, joins and stored procedures.
* Conducted Unit Testing (Module Testing),Integration Testing, Regression and Smoke Testing.
* Performed Smoke Testing, Security Testing, GUI Testing and User Acceptance testing.
* Coordinated with developers to fix the bugs and conducted Functional (Positive and Negative), and Integration Testing.

**Environment:** XML, J2EE, Oracle 10g, , Mainframes, Windows 98/XP/Vista, HP Quality Center 10.0 and QTP