**Bindu K**

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**Professional Summary**

* Over 6+ years of IT experience as a Quality Assurance Analyst with an excellent working knowledge in Quality Assurance methodologies, Manual Testing, Automation, Web services and Mobile app testing.
* Experience in working with various SDLC models such as waterfall, Agile, and RUP.
* Good experience in interacting with Business teams, discussing/planning/presenting testing activities.
* Experienced on understanding and analyzing the documentation such as BRD, FRD and RTM and Ambiguity sheet.
* Solid experience in creating test plans.
* Well versed with EDI transactions.
* Hands on experience on designing test scenarios, test cases and contributing test strategy.
* Well versed in writing Test Scripts and Test Cases for conducting Functional, Automated, Integration, Regression, Browser Compatibility, Data Driven, and UAT testing of applications.
* Proven experience in all phases of QA documentation like preparing Test Documentation, Test Plans, Analysis Reports, Test Strategy, Test Scenarios, and Test Cases.
* Skilled managing Databases like SQL server 2008, MySQL and good in writing SQL Queries to prepare test data.
* Writing Automated Test Cases, Test Scripts with VB Script, and Test Scenarios, using HP Quick Test Professional.
* Experience in Performance testing, load testing, Data Driven testing on Web Services using Soap UI Pro tool set and worked with SOAP, REST, as well as writing Groovy scripts.
* Worked on UNIX environment to check Error log files.
* Experience working with different defect tracking tools like Bugzilla, QC-ALM.
* Have experience in Conducting & coordinating meetings.
* Familiar working in Mobile App functional testing on IOS and Android Platform.
* Team player and a self-starter with written and verbal communication, technical and interpersonal skills.

**Education Summary**

Bachelor’s degree in Commerce & Computer Science.

**Technical Skills**

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| **Testing Tools** | QTP 9.5/11.0/11.5/12, SOAP UI 2.5, SOAPUI Pro 3.5/4.0/4.5/4.6/5.0, Toad, Putty, SQL Server 10.0, Oracle SQL Developer 10g/11g, Spira. |
| **Programming Languages** | VB script, SQL, Groovy, foundation of Java, and XML |
| **Databases** | MS SQL Server 10.0/12.0, MySQL 5.5-5.7 |
| **Operating Systems** | Windows 95/98/7/XP/2000, Unix |
| **Defect Tracking Tools** | Quality Center 9.2/10.0/11.0/11.5/12.0, Jira, Bugzilla 3.4-4.4 |

**Project Experience Summary:**

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| **Project** | DirecTV Los Angeles - CA |
| **Customer** | DirecTV |
| **Period** | Aug 2015 to July 2016 |
| **Role** | QA Analyst |
| **Description** | **DirecTV** is an American [direct broadcast satellite](http://en.wikipedia.org/wiki/Direct_broadcast_satellite) service provider and broadcaster. Directv is the leading digital TV provider dedicated to the best entertainment experience available to households in the United States and Latin America.  **System:**  Guide Services applications PGWS, Guide Search, EDMCS, DTVE 1.5.  **Primary Roles and Responsibilities :**   * Created complete test cases of varying complexity, executing tests, measuring expected and actual results, and reporting status ensuring accurate coverage of requirements and business rules. * Worked with development team members to better understanding system functionality on order to improve testing quality. * Worked and coordinated with offshore and on-site QA team members for test related deliverables. * Involved in determining the severity and priority for various defects based on the complexity of the defects and also the business needs. * Logged defects into Bugzilla, JIRA found during execution of manual and automated test cases, assigned the defects to the related test cases. * Prepared and reviewed test execution logs and defect reports to make sure that the required level of test coverage is obtained and testing is completed. * Experience in writing test deliverables (Test Plans, Test Progress Reports, Test Completion Reports, Test Cases and Results). * Created and executed the test cases using Test Link, WSAT (Web Service Automation Tool) and SPIRA. * Written SQL advanced queries to retrieve data from Backend. * Validated the Cache servers for JBOSS and MemCache based applications. * Validated the Full and Delta xml data files in Netapp directory. * Verified the response data with XML files. * Triggered the full files and updated files quartz jobs. * Involved in creation of test data for our applications. * Involved in time management and planning ahead of time for the future releases * Participated in Peer Review of the Test Cases. * Participated in Agile scrum meetings. * Regular in weekly/monthly status reporting. * Tested web services for SOAP and REST protocols. |
| **Environment** | Windows 8, MS Office Suite, Linux OS, MySQL 5.7/5.7.5,JIRA, Rest, HP-ALM 11.5/12.0, QTP 12.0/12.02 SOAPUI PRO 5.10, Spira. |

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| **Project** | Chase Bank – Maestro Loan - **Los Angeles, CA** |
| **Customer** | **Chase Bank** |
| **Period** | Feb 2014 to June 2015 |
| **Role** | Quality Analyst |
| **Description** | Chase wanted to redesign their internet loan application by replacing a large number of outdated customer focused web based loan applications.  The **project – Maestro Loan** to replace their current web loan application with a new loan system which had to support users to process new loans, modify existing loans, renew existing loans, search for loans. Maestro Loan testing deals with web services such as Loan Retrieving, Edit & Search as well as Mobile App.  **Primary Roles and Responsibilities:**   * Analyzed business requirements-BRD, FRD and prepared Test Strategy and Test Plan. * Performed Soap based and Restful web services using SOAP UI Pro * Written test cases and performed Manual Testing like Positive Testing and Negative Testing, Smoke testing, UAT Testing, Regression testing. * Interacted with Business Analysts in requirements analysis, testing and documentation for application. * Extensively used Agile/Scrum methodology. * Also involved in Data Warehouse project testing. * Creating and executing Test Cases, Defect tracking using HP ALM toolset. * Performed Database testing and data validity using SQL Queries. * Development and execution of automation test scripts using VBscript in QTP * Performed load testing, assertions, REST Web Services testing using SoapUI. * Preparing Test summary Reports by collecting data from the JIRA. * Used Basic UNIX commands to get the output from server * Mobile testing on Android and IOS platform * Performed E2E testing on Chase Loan Banking process. |
| **Environment** | Windows 8, MS Office Suite, Unix OS, MySQL 5.7/5.7.5, Bugzilla, Rest, HP-ALM 11.5/12.0, QTP 12.0/12.02 SOAPUI PRO 5.10 and Android 4.4/5.2. |

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| **Project** | JC Penney – **Plano, Texas** |
| **Customer** | **JC Penney** |
| **Period** | Aug 2012 to Jan 2014 |
| **Role** | Quality Engineer |
| **Description** | JcPenney – Project involved in conducting an in-store Checkout Management System Test Pilot Project before deploying the system in all stores. The aim was to perform testing of Checkout Management System like Shopping Cart, Check Out modules including Mobile Checkout, Web Services testing etc.  **Primary Roles and Responsibilities:**   * Involved in preparing documentation, scenarios and system requirements for writing test plan. * Wrote manual test scripts by reviewing the Business Requirement Document provided by the business team. * Used HP ALM for writing and executing test scripts, storing test results and test cases. * Performed Soap based and Restful web services using SOAP UI Pro. * Performed Smoke, Integration, System, Regression, Compatibility, User Interface Testing (UI), Functional, Positive and Negative Testing. * Creating and maintaining requirement traceability matrix in HP ALM. * Perform database testing by writing SQL queries using MySQL Workbench. * Checking the error log files using UNIX commands at the server. * Used Soap UI pro for Web Services Testing for Shopping Cart and Checkout flows. Assertions with SoapUI Fault & Load testing in SoapUI Pro. * Used QTP for Automated Regression Testing writing VB Scripts. * Mobile Checkout testing for IOS & Android platforms. |
| **Environment** | Windows, MS Office Suite, Unix OS, MySQL 5.7, HP ALM 11.5, QTP 11.5, SOAPUI PRO4.5, IOS and Android Platform. |

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| **Project** | Well Med medical care - **San Antonio, Texas** |
| **Customer** | **Well Med** |
| **Period** | Feb 2011 to June 2012 |
| **Role** | Test Engineer |
| **Description** | Well Med Medical Group is a highly-qualified group of Board Certified Family Practice and Internal Medicine physicians who specialize in senior healthcare. The focus of this project Well Med Medical care is to implement the present disease management system that exists for Well Med locations and provide the Disease metrics and thus providing more timely administration of services, while promoting member, diagnosis, and treatment accuracy.  **Primary Roles and Responsibilities:**   * Analyzed Business Requirement Documents to understand the requirements from technical and business perspectives. Created new test scenarios based on the Business Requirements and Use-Cases. * Developed documented detailed test plans and test cases. Written test cases and documented results in Quality center. * Completed extensive manual testing to certify functionality of the Application. * Implementing assertions using Groovy & Validation of web services response using Groovy scrip for database connection in SOAPUI PRO tool. * Data driven testing to execute different test cases for the web services using SOAPUI PRO toolset. * Improved product quality by creating test cases, executing new feature testing, bug fix verification and Regression testing. * Written SQL advanced queries to retrieve data from Backend. * Performed Property Transfer from Test Case-Test Case, Test Request to Test Case and so on in SOAPUI * Provided regular test report matrix to senior management. Coordinating with Development and Business users to resolve any issues related to defects. * Participated in system specification meetings, team meetings, status meetings, coordinated with developers and team members.   Well Versed with HIPAA EDI Transactions :   * EDI Health Care Claim Transaction set (837) * EDI Retail Pharmacy Claim Transaction ([NCPDP](http://en.wikipedia.org/wiki/NCPDP) Telecommunications Standard version 5.1) * EDI Health Care Claim Payment/Advice Transaction Set (835) * EDI Benefit Enrollment and Maintenance Set (834) * EDI Payroll Deducted and other group Premium Payment for Insurance Products (820) * EDI Health Care Eligibility/Benefit Inquiry (270) * EDI Health Care Eligibility/Benefit Response (271) * EDI Health Care Claim Status Request (276) * EDI Health Care Claim Status Notification (277) * EDI Health Care Service Review Information (278) * EDI Functional Acknowledgement Transaction Set (997) |
| **Environment** | HP Quality Center 11.0, Windows, MS Office Suite, Unix OS, SQL Server 11.0, QTP 11.5, SOAPUI PRO 4.0/4.5. |

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| **Project** | GEICO Auto Insurance - **Chevy Chase, MD** |
| **Customer** | **GEICO** |
| **Period** | June 2009 to Jan 2011 |
| **Role** | QA Engineer |
| **Description** | GEICO provides various products like auto insurance, motorcycle insurance. **GEICO Auto Insurance** Project was to test the functionality and validity of the Insurance Quotes, Claims, Billing History and Insurance Policy information.  **Primary Roles and Responsibilities:**   * Analyzed Business Requirement Document, Software Design Document, Software Requirement Specification and Functional Requirement Document. * Extensively worked in agile environment, with daily scrum meetings, stand up meetings, presentations and review. * Test Case creation using Descriptive Programming in Automation tool Quick Test Pro checked the functionality of the application. * Web Services for Quotes, Claims, Billing history & Insurance Info testing using SoapUI Pro. * Created test suites to perform Functional, Data Driven and Load Testing for Web services using SOAP UI. * Validating Request and Response for all modules web services. * Executed all Test Cases in all phases of testing like GUI Testing, Functional testing, Regression testing, Integration testing, System testing, end-to-end testing and UAT. * Performed Database Validation and manipulations using SQL. * Also performed data driven testing in Soap UI Pro. * Managed the Claims & Quotes modules complete testing. |
| **Environment** | SQL Server, HP Quality Center 10.0/11.0, Windows 7, MS Office Suite, Unix OS, QTP 10.0/11.0, and SOAPUI PRO 3.0/4.0. |