**Deepak Bhandari**

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**Professional Summary**

* More than **7** Years’ experience in the IT industry testing **web based and client / server application**.
* Experience in **writing,developing and executing test cases**.
* Extensive experience in **Manual and Automated testing using Quick Test Pro (QTP), Quality Center (QC), and Version One.**
* Strong understanding of Quality Assurance testing methodology relative Software Development lifecycle **(SDLC)** as well as Software Testing Life Cycle**(STLC)**.
* Experience in defining test cases, **developing and maintaining test cases** and documenting all phases of the QA process.
* Experienced in working with **Business Analysts**, **Development Groups** in analyzing Business Specifications.
* Proficient in software development life cycle including test strategy preparation, test plan development, test case creation, test execution and bug tracking.
* Tested web applications in **Waterfalls and Agile** development processes.
* Proficient in **GUI, functionality testing, black box testing, Regression testing, Web API, Integration testing, System testing, Compatibility Testing, Database testing and User Acceptance Testing (UAT).**
* Experienced in preparing automation script using **VB Script for QTP**
* Expertise in **Bug Reporting, Tracking** and Documentation using**QualityCenter** (**QC**) and Version one.
* Developed **VB script** for automated test procedure using **Quick Test Professional**.
* Strong knowledge in Relational Database Management Systems and experience in testing SQL scripts, Stored Procedures, User Defined Functions and Triggers for **SQL Server 2005/2008/2012** and **Oracle 9i/10g.**
* Extensively involved in writing & executing **SQL** statements for backend testing.
* Proficiency in Back-End Testing/Database Testing specifically in developing and executing **SQL** queries to interact with databases.
* Lead testing effort with Business Analysts, Developers, Project manager and Product owner.
* Experience working with **SDLC, Agile, Scrum and QA methodologies** apart of traditional Waterfall Model.
* Performed interactive walkthroughs of test scripts with developers and business users.
* Ability to handle multiple scenarios with rapidly changing priorities and deadlines.
* Good team player with Active participation in meetings with the testing and development teams and Clients.
* Strong abilities to work in pressure-environments, effective problem solving and trouble-shooting skills.
* Excellent Analytical abilities and have proven ability to perform multiple tasks in a high-pressure environment.

**Technical Skills**

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| **Testing Tools**: | **QTP**, SOAP UI, VersionOne, Selenium WebDriver |
| **Defect Tracking Tool:** | Test Director/**QualityCenter, LoadRunner** |
| **Internet technologies**: | SharePoint, VDA, HTML,XML, MS Office |
| **Languages:** | VBScript, **SQL**, Shell, C# |
| **Relational Databases**: | Oracle, MS **SQLServer** |
| **Database tools**: | Query Express, **SQL** Server Management Studio, **TOAD** |
| **Operating System:** | UNIX, Windows NT/95/98/2000/2003,XP |

**Education**

* **Master in Business Administration (MIS), Dallas TX**
* **BS in Information Management, Nepal**

**Professional Experience**

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| **Verizon, Irving TX Sep 2014 –September 2016**  **Role: QA Analyst** |

**Description:** Verizon provides communications, information and entertainment products and services to consumers, businesses and governmental agencies. The Company offers voice, data and video services and solutions on its wireless and wireline networks. Its segments include Wireless and Wireline. The Wireless segment offers communications products and services, including wireless voice and data services and equipment sales that are provided to consumer, business and government customers across the United States. The Wireline segment offers voice, data and video communications products and services, such as broadband video and data, corporate networking solutions, data center and cloud services, security and managed network services, and local and long distance voice services. The Company provides these products and services to consumers in the United States, as well as to carriers, businesses and government customers both in the United States and around the world.

Responsibilities:

* Involved in attending Scrum meetings and gather business requirements and coordinate with business analysts and developers to convert Sprints to testable requirements.
* Created automated test scripts and Performed Functionality testing in the multiple phases of the application and analyzed the results using Quick Test Pro (QTP).
* Performed web testing using Quick Test Pro (QTP) for checking page contents, broken links, web objects, frames and tables.
* Developed test scripts using VB Script in scenarios where recording using Quick Test Pro (QTP) was not possible.
* Extensively used Quality Center(QC) for creating and executing test cases and to add defects
* Manually tested the whole application before going for the automated testing.
* Involved in testing the conversion of the application into web application using XML web services.
* Performed export and import data from other database using TOAD.
* Written SQL queries using TOAD to validate the data from different tables
* Integrated all LoadRunner scenarios generated during this test effort into Test Director so they could be repeated, managed to, and reported on from there.
* Defects were tracked, reviewed, analyzed and compared using Quality Center (QC).
* Developed the test strategy based on the Business Requirement Document (BRD).
* Defined Test cases based on functional specifications.
* Created QTP scripts with the Framework followed by the Company.
* Performed functional, stress, and load testing.
* Performed regression testing after fixing the bugs manually.
* Tracked the defects and reported the defects using Quality Center (QC).
* Performed backend testing to validate data integrity in the database by writing SQL queries.
* Performed unit, automation, integration, regression, grey box, security and black box testing. Performed load and stress for REST and SOAP APIs.
* Used VersionOne and worked on stories, attended standup meeting, and retrospective meeting.

**Environment**:Agile, QTP, **QualityCenter**, Firefox, Windows, Oracle, **LoadRunner**,**SQL** Server, HTML, XML, Version One, MS Office tools, QC.

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| **Capital One, Dallas TX Jan 2013- Sept 2014**  **Role: QA Analyst** |

Capital one is diversified financial services company offering a broad array of credit, savings and loan products to customers. Application consists of many modules like Apply on line, Access account, Debt Consolidation, Home Equity, Contact us and more. Customers can easily access their accounts related information through the Internet and can also get the complete information of different types of credit cards they can apply. Capital one provides reply to the request of credit card request is send to the individual through Internet immediately.

**Responsibilities:**

* Analyzed the user requirements, functional specifications and Use Case documents and created the Test Plans, Test cases for Functional testing.
* Created parameterization tests by importing data from excel files and data tables in QTP.
* Developed Visual Basic scripts for automating the Regression Testing using QTP
* Worked on SOAP UI tool for validating the XML request and responses.
* Performed manual and automated test procedures for functional testing of Web Services using SoapUI 2.5.
* Connected Remotely to UNIX/LINUX servers using PUTTY and FTP files across different test environments using QTP.
* Execute test scripts using Selenium.
* Used Descriptive Programming for the Automation testing QTP/UFT.
* Developed automated Test Scripts in QTP using VBScript for Regression Testing.
* Test plan and test execution using Microsoft Test Manager (MTM) and Team Foundation Server (TFS) for managing Backlog, Tasking, Tracking and Requirement traceability.
* Escalated Defects while studying Project Requirements and writing Test Cases by using HP Quality Center (QC/ALM) and followed logged defects throughout its lifecycle in JIRA.
* Conducted Regression testing, smoke testing, cross browser testing through automated testing tools like QA Wizard, Selenium along with manual testing.
* Worked on Team Foundation Server (TFS) and Microsoft Test Manager (MTM) to effectively manage the product life cycle.
* Used HP Quality Center (QC/ALM) and JIRA for reserving, executing test cases, defect tracking, and the complete test management
* Worked with developers to fix bugs that occur on the Sequoia staging environment Using JIRA.
* Analyzed test results, identified issues and reported it to developers & project manager through JIRA.
* Tested Web Services using SoapUI
* Created manual Test Cases in HP QC/HP ALM for various User Stories based on Release & Sprint plan
* Use MTM tool to execute test cases daily basis.
* Defect logging & retest and Test lifecycle management through HP ALM
* Report bugs using MTM/TFS and create/monitor bug resolution efforts and track success
* Well in testing of the Web Services using the SOAPUI and SOA testing tool
* Analyzed modules and designed test scenarios and test scripts in Linux environment.
* Involved in SOAP and Restful Web Services using SOAP UI, axis client.
* Extensively used automated test tools like QTP (Quick Test Pro Automation execution) 11.0 for Functional and Regression Testing.
* Worked with UNIX/LINUX machines to validate End to end Point of sale (POS) transaction work flow.
* Installed, configured SOAP UI to test Web Services using WSDL file given by Development team
* Tested Web Services using SoapUI.
* Worked on SOAP UI tool for validating the XML request and responses
* Developed and customized test scripts in UFT and played back the scripts after fixing the bugs.
* Perform the functional testing of Web Services using SOAPUI
* Customizing and generating multiple TFS reports to serve company needs.
* Developed base line scripts for testing the future release of the application using UFT.
* Enhanced Script and Data Driven Testing for large amount of data were implemented with UFT.
* Worked on SOAP UI tool for validating the XML request and responses.

**Environment: QTP/UFT**, **JIRA**, SOAP UI, UNIX, XML, Linux, TFS, MTM, **Web Services**, Selenium, HP **Quality Center** (**QC/ALM**).

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| **Radcom Technologies Inc. Dallas, TX Jan 2012 – Jan 2013**  **Role: QA Analyst** |

**Description**: Radcom Technologies, Inc., a telecommunications company specializing in identifying and solving business challenges with cost-effective solutions that increase both productivity and income. Radcom Technologies, Inc., design and support integrated voice and data systems for the new millennium. The project involved customization and testing of their Operation Support System (OSS) and Business Support System (BSS) to perform manual and automation testing on different modules like Billing, Sales, Delivery, OMS, CSM, and Price Plan.

**Responsibilities:**

* Involved in mapping requirements to testing scenarios to ensure that all requirements are covered.
* Actively participated in testing phase of SDLC (Software Development Life Cycle) of application.
* Involved in drafting the test plan that included testing objectives, testing phases, scenarios and test environment after a thorough analysis of the business rules.
* Involved in Test effort estimation, Metrics preparation and defect prevention.
* SQL Queries for backend testing and verifying the application with Multiple browsers using the QTP tool.
* Created and maintained Test Scripts and Test Cases based on High Level Functional Requirements Document (FRD) utilizing Visual Studio Team System (VSTS) 2008, Team Foundation Server (**TFS**), for manual, automated (Functional & Regression), and performance/stress testing**.**
* Managed manual test passes/runs with Quality Center
* Prepared traceability matrix to ensure the adequate coverage of the test cases.
* Closely interacted with software developers in the build stage and users to understand functionality and navigational flow of the application.
* Tested applications on Windows (XP, Vista, 7),MAC (Leopard, Snow leopard) and Linux system.
* Responsible for client side validations using VB Script.
* Handled order management system (OMS) such functions as order entry, sales analysis, inventory planning, and accounting, among others.
* Queried databases with SQL to obtain sample data for billing verification.
* Reviewed Business, Technical requirements, Test Plan to develop Test Cases.
* Strong Testing experience in frontend web development environment.
* Worked with Quality center tool to manage all project testing activities.
* Tested the Invoicing, Payments, Account receivable, Collection management, Credit management and General ledger management.
* Used **TFS** 2010(Team Foundation Server) for bug tracking, Work Item Tracking and published test results in TFS to share with the team members.
* Testing of OMS interface with EPC to fetch product data, offers while creating an order
* Performed back end/Database Testing by writing SQL Queries.
* Prepared test plans using QC for each release, written test cases and executed them as part of functional testing. Prepared test reports and deliverables and submitted for version releases.
* Created Test scripts and UAT test cases and coordinated with the UAT Team and Project manager and performed **User Acceptance Testing** with the Users.
* Actively participated in enhancement meetings focused at making the application more reliable.

**Environments:**VB Script, HP Quality Center, UFT/QuickTest Pro Windows XP, UNIX, Excel, Rally, Oracle, OMS, **Visual Studio Team System 2008(VSTS), Vbscript, Team Foundation Server 2010(TFS)**

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| **Saint Gobain, Northborough, MA Aug 2009 - Dec 2011**  **Role: QA Analyst** |

**Description**: The firm Saint Gobain deals with production, processing and distribution of construction products and high performance materials. It specializes in the production of flat glass and industrial ceramics.

**Responsibilities:**

* Analyzed the software functionality.
* Developed test plans based on an understanding of the business functionality and the software testing methodology.
* Reviewed the User Requirements Document and prepare the detailed Test Plan and Test Criteria for the testing effort using Quality Center.
* Develop & Automate Data Validation Test Cases to test the application.
* Performed System Testing.
* All the issues that came up during the testing process were tracked and logged in Clear Quest as defects.
* Used Quality Center for execution of manual test scripts.
* Developed a test plan and modified the test plan when required in later stages of testing. Tests were tracked, reviewed, analyzed and compared using Clear Quest.
* Conducted Multi-User, Smoke and System testing.
* Supported testing and development environments (i.e. backups, restores, version control of source, targets, and data), Liaison with the systems administrators.
* Performed Performance Testing to identify abnormalities in the web application.
* Developed test cases based on business and functional requirement.
* Conducted Regression testing, Integration testing and User acceptance testing for various combinations using Manual and automated tools.
* Tested the final application for Usability testing to verify whether all the User Requirements were created to by the application.
* Monitored the defect tracking process using Clear Quest, trouble shooting and generating customized graphs and reports for the client.
* Maintained Requirement Traceability Matrix (RTM).
* Maintaining status reports and communicating with the Management regarding progress of work.
* After successful development and testing of the product, participated in User Acceptance Testing, product release and deployment to end-user.

**Environment:** Waterfall, Quick Test Pro, **QualityCenter**, **SQL**, UNIX, VBScript, HTML, Oracle, Microsoft Office