**Dev Bhandari**

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**OBJECTIVES:**

To have an opportunity to serve position in the field of **Software Quality Assurance** and **Testing** in a growing organization that will utilize my analytical skills and experience gained during my previous projects to provide effective solutions, to meet customer needs and accomplish organization’s goal.

**SUMMARY:**

* 7 years of diversified experience in Manual and Automation Testing.
* Skilled in conducting System, Integration, Functional, User-Acceptance Testing (UAT) and improvement of QA Process.
* Expert in writing Test Plans, defining Test Cases, developing and maintaining Test Scripts, Test Cases and preparing Test Data.
* Executing, analyzing bugs, and interacting with team members in fixing the errors as per specifications and requirements.
* Writing and Executing Test cases; defect tracking.
* Detail knowledge about Agile and Waterfall SDLC.

TECHNICAL SKILLS

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| Programming Languages | C, C++, Java |
| Operating Systems | Windows XP/Vista, Windows 98, 2007, OS/400 |
| Scripting Languages | XML, CSS, Java Script |
| Project Management Tools | Rally, JIRA, HP ALM  MS Excel, MS Word, MS Project |
| Functional Testing Tools | Quick Test Professional |
| Development Tools | Eclipse, Microsoft Visual Studio |
| Web Technology/Server | Selenium WebDriver, Selenium Grid HTML, Web- Services |
| Database | MS Access, SQL Server, Oracle, Toad |

**PROFESSIONAL EXPERIENCE**

**Union Bank, San Diego, CA Oct 2017-Present**

**QA Analyst/Lead**

Worked on testing the Union Bank's Express Banking program which is a new, large-scale initiative that aims to improve the customer experience at the Bank's 500+ branches Supervised and mentored QA team members and acted as key point of contact for all QA aspects of releases, providing QA services and coordinating QA resources.  
  
**Responsibilities:**

* Conducted User Acceptance Testing, performed the functions and tasks outlined in the UAT plan and test scripts on tablets, kiosks or other Bank equipment from the perspective of a customer or branch personnel.
* Actively participated in creating requirements traceability matrices, and test plans.
* Exported requirement, test cases into the HP ALM (Application Lifecycle Management), run test cases from test lab, and log defects using ALM.
* Executed tasks related to the production of the Test Plan, Test cases, test scripts, and test data.
* Provided test outcomes and feedback with respect to functionality, user interface, ease of use, performance and other test objectives.
* Tested the functionality of the application with multiple data (positive as well as negative), multiple times.
* Planned, scheduled and managed QA test execution.
* Created and executed test cases and responsible for pre and post execution review of SIT Test Scripts and UAT Test Scripts.
* Complete UAT Testing on Core Bank Systems (Mainframe, Teller3, SMART, OASIS)
* Created detailed, comprehensive and well-structured test plans and test cases.
* Estimated, prioritized, planned and coordinated testing activities
* Enhanced and maintained regression tests and performed thorough regression testing when bugs were resolved.
* Coordinated review and signoff of test conditions.
* Analyzed requirements and design specifications to be utilized in the creation of test cases /test scripts.
* Involved in designing and developing the test plan for Category 1 projects.
* Reviewed requirements, specifications and technical design documents to provide timely and meaningful feedback.
* Worked with project managers, business analysts and QA team and contribute to project meetings, as needed.
* Provided suggestions or recommendations for process improvement, as appropriate.
* Estimated, prioritized, planned and coordinated testing activities.
* Identified and documented thoroughly and tracked software defects.
* Prepared and maintained current, accurate, and detailed project files, meeting deliverables and track results of quality reviews performed.
* Prepared/summarized information from raw data using spreadsheets for administrative reports.
* Ability to elaborate business requirements into effective test cases for total functional coverage.

**Environment:** Quality Center (ALM), Mainframe, OASIS, Teller3, MS Office and Windows, Waterfall SDLC, First Data.

**SABRE, Southlake, TX Nov 2014 – Sep 2017**

**QA Analyst**

This project was majorly testing of *Load Manager* application which helps in achieving a weight-and-balance solution so baggage and cargo locations on the aircraft can be prioritized, resulting in expedited unloading for quicker baggage delivery or transfer to a connecting flight.

**Responsibilities:**

* Defined and executed test cases, analyzed bugs, and interacted with team members in fixing errors.
* Designed testing scenarios and test cases that demonstrated conformance to all functional and nonfunctional requirements, relative to the test level, as defined in business requirements documents.
* Worked with Business Analyst’s in UAT testing and involved in testing in Production region.
* Executed database testing, regression testing, system testing, and user acceptance testing.
* Identified, recorded, documented thoroughly and track bugs using JIRA.
* Performed testing after the defects were fixed to validate the functionality of the application.
* Designed scenarios to test the application functionality and ensure the data integrity.
* Verified defects identified via testing are effectively recorded, communicated and understood.
* Analyzed the test results and generated reports.
* Wrote SQL queries for checking the data transactions and database integrity to perform Data Testing.
* Participated in the QA team meetings to discuss the issues during the different stages of testing.
* Participated in the creation and management of project plans. Consistently met agreed upon deadlines or escalated issues, concerns, and barriers to key project leaders.
* Assisted in the prioritization of tasks/assignments.
* Analyzed the results of the testing process and recommended solutions.
* Understood and used automated testing processes and tools.
* Used Selenium to interact with the web user Interface and created Frameworks using JAVA and Selenium Web Driver.
* Executed regression testing using Junit and TestNG and used selenium grid for parallel execution and multi-browser testing.
* Used MAVEN to build and run the test scripts.
* Knowledge of SDLC activities with exposure to multiple types of testing (System, Integration, Performance, Load Test, Regression).
* Tested the functionality of the application with multiple data (positive as well as negative), multiple times.
* Worked within a team and independently while remaining agile and adaptable to constant change.

**Environment:** Quality Center, JIRA, Rally, Apache-Tomcat, Apache HTTP Server, SQL Developer, Oracle, Toad, Linux, Java, Selenium Web driver, Eclipse, Windows, HP UFT, Agile SDLC.

**Health Alliance Plan Corp, Detroit, MI Jan 2013 - Sep 2014**

**QA Analyst**

This project involved development of schemas as well as customization of User interface in Java Language for HIPAA ANSI x12 transactions 837P, 835, 270, 271. It includes migration from Diamond software to Facets including configurations, claims auto adjudication scope and definitions, financial transactions ID cards, Membership, and Enrollment. Also includes implementing administrative functions of the Facets E2E solution to support multiple LOBs and complex product offerings that were needed for the plan business rules.

**Responsibilities:**

* Thoroughly analyzed the business requirement documents and create test cases according to it.
* Implemented Standardized and Unified process throughout the Software Development Life Cycle (SDLC).
* Actively participated in all the phases of the testing Life cycle (Planning, Designing, Development and Reporting and Results).
* Developed standardized FACETS testing, implementation and QA processes, and performed Integration testing, system testing.
* Logged the Potential issues as defects in Rational Clear Quest.
* Responsible for validation Target data in Data Warehouse and Data Marts which are Transformed and Loaded using Informatica Power Center
* Extensively used SQL in order to retrieve data from the databases by writing Stored Procedures, views, triggers etc.
* Used Complex SQL queries using joins and sub-queries to test the reports generated by the different modules as a part of back-end testing.
* Designed, updated and reviewed the Test Cases for member’s information, Providers according to HIPAA.
* Tested HIPAA regulations in Facets HIPAA privacy module
* Responsible to send the Data Warehouse Quality report to the QA manger on weekly basis.
* Developed and maintained the test scripts, test data and test cases.
* Involved with other team members to set up testing tools, implementation and other testing environments.
* Performed various types of testing, such as functional, regression, user acceptance testing manually.
* Created the test scripts for both positive and negative testing.
* Defect Identification and created defect tracking reports till the close of the defect.
* Preparing Test Metrics using Quality Center.
* Attended various Functional Walkthroughs and writing high level testing scenarios.

**Environment:** HTML, Waterfall, SQL Server, HP Quality Center/HP ALM, Facets, QTP, MS Excel, Windows XP, UNIX.

**Denver Health & Hospital Healthcare, Denver, CO Aug 2011 - Dec 2012**

**QA Analyst**

Denver Health is Colorado's primary “safety net” institution. The project was undertaken as part of Statistical and Financial Analysis of Colorado Access (CA) for (Medicaid) line of business to Increase Medicaid HMO reinsurance reimbursements. The various parts of project consisted of Preparation of summary and detail worksheets regarding claim activity and utilization, Accumulation of data regarding claim payments, denials and denial reasons out of MMIS extract for Medicaid FFS and Medicaid HMO product, Redesign comprehensive business processes for capturing and analyzing Medicaid/CHP Plus financial data and verification of claims data for eventual HIPAA compliance.

**Responsibilities:**

* Involved in preparing Test Plan and Test Cases based on business requirements.
* Wrote Test Cases based on Technical Specifications, Functional Specifications and Business rules for online application system.
* Tested the loading of claims into Facets
* Authored and executed Test cases manually for Tiered Benefit and mapped from website to PMHS.
* Used Rational Requisite Pro to improve the communication of project goals, enhance collaborative development, reduce project risk and increase the quality of application before deployment.
* Responsible for writing the Test Cases and Test Scenarios based on the Functional Specification and Technical Specification in Excel and exported them in Quality Center/Test Director.
* Tested various reports and custom reports from Facets
* Performed Integration Testing, System Testing and Regression Testing.
* Logged errors reported defects, determined repair priorities, did regression testing and close by using Quality Center.
* Executed Detailed and Risk Based testing for New Functionality.
* Documented and tracked Defects in Clear Quest.
* Retested fixed defects and approved code fixes.
* Used SQL Plus to query the oracle database
* Conducted functionally and Regression testing during the various phases of the application using Rational functional tester.

**Environment:** Windows, UNIX, Oracle, SQL, Quality Center/Test Director, Facet.