**Devang Patel**

**SUMMARY**

As a highly dedicated & Skill Software**QA Analyst-Engineer** as Senior/Lead level **,**I am Expressing my Interest for mention position as well for Organization, I believe that my strong technical experience and education will make me a very valuable candidate for this position as well Business Analyst Perspective too.

* **7+ years** of professional experience in Information Technology with extensive experience in performing **Manual (Functional), Non-Functional** (Performance,Automation)and **UAT** Testing
* Business Module Practices involved CRM, Workflow, Billing, Invoicing, Rates, Dynamic Routing, Telecom-Switching, Deal, Dispute,

Interconnect billing & Accounting, BI Report, Security & Scalability, Alert & Notification, Utility,Telecom CRM,Work-flow,Claim Management, Client Management, Transaction,Medical Billing, HMS, PRS, EHR, DMS, HIX, HIPAA, Insurance, Policy,Investment Banking, Finance Banking Service, Capital Market Mutual Funds

* Strong Experience in **Black Box Testing**, Including white Box Testing, **Localization, Globalization Testing**, Smoke Testing, **Functional and System Testing, End-to-End Integration Testing, Regression Testing**, User Acceptance Testing and UI Testing, CRUD Test
* Solid Experience of testing different Approaches (**Positive, Negative, Boundary, Usability, X-Browser Compatibility, GUI, Testing TypesBuild acceptance, Exploratory, Ad-hoc**, Testing Scope& levels, Defect Leak/Density & Defect Release Analysis)
* Strong knowledge of Software Development Life Cycle (**SDLC**) and **STLC** (Software Testing Life Cycle) models like Waterfall model, V-model And**QA Methodologies** like Agile & Good at defining testing methodologies & Estimation Techniques.
* Expertise in Writing/Understanding the business requirements like FRS, SRS, BRD, FSD, DFD and prepared Test documents such as Test Plans, Requirements Traceability Matrix(RTM), **Test Strategy**, Test Cases using requirements, Overview, Scope, Defect Tracking, Defect Summary Reports, Root Cause Analysis (RCA), Test Execution Metrics, Test Results and Test Summary Reports
* Strong experience of conducting test review meetings, defect Triage meetings, walk-through meetings to discuss requirements, test Status, issues and open defects with test Managers, Project Managers, Business Analysts and Project Stake Holders.
* Working closely with Business Analyst, developers, Clients, support group to ensure test environment, application and data readiness, Working onsite – offshore model and managed an offshore & in-house testing team of 6 to 8
* Experience in using the automated testing in JMeter, HP Load runner, HP (ALM) Quality Center &**JIRA (Scrum/Kanban/Confluence**)
* Executing different Scenarios Using Sampler (HTTP, FTP, and Database), Controllers & Listener of JMeter like Benchmarking, Increasing Load,Stress and Soak tests/Endurance Testing, Sanity testing Test Data Management.
* Involve in testing of Load runner, Oracle, Informatica, Java, VB, IVR, Web Service (WSDL, **SOAP**, REST Protocol), Security testing.
* Experience in using the automated testing in Selenium web driver (Key-Driven, Data Driven, Module, BDD), HP ALM (QC) QTP (UFT)
* Experience in creating virtual users using VUGEN and performed **performance testing** using Load Runner and Mainframes applications.
* Telecom (OSS/**BSS,VOIP**,ISDN,PSTN,NOC,NFV,GSM,LTE,**Billing,Rates,Routing,Deal,Dispute,Accounting,Revenue,Invoicing**),Health-Care (**EHR**/RCM, EMR, EPIC, HIE, HL7, **CCHIT**), BFSI (Investment Banking, **Finance Banking Service**, Capital Market Mutual Funds, Insurance,) Government, Retail, E-Commerce, Embedded Device (RFID, POS, HHD)

**Technical Skill**

**Programming Languages:** Java,C#, C, C++,Asp.Net 3.5, Advance MS SQL(SSRS,SSIS),T-SQL, Ruby, Python, VBScript

**CMS Technology:** Net Nuke(DNK),Umbraco

**Operating Systems:** Window 7,8,10 & IOS, Mac OS X,Hands on UNIX/Linux CommandTelecom VOIP

**Tools:** Microsoft Visual Studio, IIS, TFS, MTM, CRM (Telecom, MS Dynamic, Salesforce),Basic of SAP, Microsoft Coded UI Automation(UIA), Web Service in API Testing, RESTful, SOAP UI

**Database:** MS SQL server 2008/R2,2014-16,MySQL,Oracle,DB2,Basic MongoDB

**Web Technologies:** HTML5,XML, AJAX, DHTML, ASP, CSS, VBScript, JavaScript, JQuery, JSON, AngularJS,XDS

**Others Software:** MS Office 2013-16,Open Office, King Soft 2016

**Testing/Enterprise Tools:** JMeter 3.0, HP Load Runner 12.53, Testing Wiz Automation, Eclipse Selenium (Jenkins, Maven),IDE, Web Driver( JUnit,TestNG),Cucumber, GITHUB, GIT, XPath, FirePath, SVN, JIRA(Suite, Bamboo,Zephyr),Rally Agile, HP ALM(QC),QTP(UFT), Solaris Real-time monitoring Data(Telecom/HA),Splunk, Redmine, SharePoint, SOAP

**Telecom Domain:** Soft Switch, VoIP, IP Phone, Routing, Rates, Billing, CDR, Mediation, Dispute, Deal, Invoicing, OSS/BSS, CRM,Work-Flow,ISDN,PSTN,NOC,NFV,GSM, LTE, Order Management, SAP, Quick-Book

**Medical Domain:** EHR/RCM,EDI,MedicalBilling,Insurance,Security(HIPAA),HMS,PRS,DMS,HL7,HIE,Knowledge EPIC

**Finance Domain:** Investment Banking, Finance Banking Service, Capital Market Mutual Funds, Insurance

**Development Methodology:** DevOps methods, Agile, Scrum, Relational Databases, Agile/Unified Process Methodology,SOA Architecture, Design,ATDD,BDD Development,SaaS,PaaS Implementation, Testing(OATS),Test Data Management, Accessibility, Usability, UI Design, Standards Compliance, X-Browser Compatibility

**EXPERIENCE**

**PNC, New Jersey March 2016 – Till Date**

**Sr. QA Analyst-Engineer II**

**Project: CBTM** Service Management (Web Application), New Jersey

**Description:** High-quality client-server Retail software application retail and corporate service. It’s Highly Parameterized to support dynamic nature of customer and regulatory requirement. It is an incorporating state of the art technology effectively and meets the complex need of the retailindustry. Operation redundancy and operability and takes towards efficient and flawless functionality. Workflow, CRM, Accounting, Claim Management, Client Management, Revenue management Billing Transaction, Report

**Roles & Responsibility**

* Working with the business team to set expectations and establish key performance benchmarks to use in end user Communications as well as QA/Others Team,White Box/Glass Box/Gray Box, Black Box,**Functional(Manual Testing), Integration, End-to-End Integration, Regression, Sanity Testing, Performance Testing** Conducting Business Requirement Analysis,Prepare performance test plan andtest cases, traceability matrix, Test Scripts For middle-Ware, the web- Based, Client/Server and Stand-Alone applications, Follows continuous DevOps Methodology.
* Closely with Sr.BA’s, developers, Clients, support group to ensure test environment, application and data readiness
* Responsible forMonitoring Plan and work with the team to evaluate & fine-tune system response time to establish application

Benchmarks & ongoing monitoring Performance processesrecord into JIRA for Reporting Purpose.

* Coordinating all aspects of test design, planning, and execution with product vendor and service providers
* Involved in Automation testing using JMeter 3.0& Load Runner 12.50 practices, Developing Performance Load/Stress testing script.
* Creating Various Vuser Scripts basing on the Critical Transactions Used by the Real Time users using JMeter
* Performs lots of enhancements in the Vuser Scripts like Parameterization, Correlation, and Rendezvous Points a using JMeter
* Executing different Scenarios Using Sampler(HTTP, FTP, Database), Controllers & Listener of JMeter like Benchmarking, Increasing Load, Stress and Soak tests,Developing and deployed test Load scripts to do end to end performance testing using JMeter
* Implemented and maintained an effective performance test environment, Identify and eliminate performance bottlenecks during the Development Lifecycle, Ensured all Performance Workstream deliverable on time and on the budget.
* Involves into Microsoft Visual Studio, IIS, TFS, Microsoft Test Management (MTM)with peer groups
* Developing status reports and communicates appropriate level of detail on Testing, Listener Performance Results, and Issues to

Team members and senior management, Also Estimated time to complete (ETC) similar to estimation techniques practices

* Worked on TDD, BDD and ATDD, Microsoft Dynamics CRM, Similar experience in Selenium Web Driver (Maven, Jenkins,TestNG), SOAP UI, Rest API Testing, Programming language XML, C, Java, C#, Asp.Net 3.5, SQL, PL/T-SQL, Cucumber (ruby)

**Broadband Telecom Inc, New York Dec 2013 to Feb 2016**

**Sr. Software QA**

**Project -1**(Telecom Billing, Mediation, Switch, CDR, Rates, Routing, VOIP, Revenue, Deal, Dispute, Web Application, Microsoft)

**Bill Call** A-Z Voice Termination Service & Real-time Interconnecting Billing for Telecom carriers on OSS & BSS

**Project -2: IMAX** (Class 4 Switch) Product, Billing & Invoicing Service & CRM for BillCall, & Real-time Interconnect Billing on OSS/BSS

**Description:** Panamax is a Telecom & Mobile Financial Technology company that is enabling the service providers to grow by leveraging effective service delivery practices in Telecom and finance operations across global networks as SaaS. BillCall is powerful interconnects Business Solution for Telecom operators that provide accurate billing, rating, routing, and finance and business management. Being interoperable with Class-4 switches, BillCall is equipped with a complete suite of billing features for Mediation, origination, termination and transit traffic. BillCall contains various carrier grade features such as Mediation, Carrier Management, Vendor Management, Rate Management, Deal Management, Route Management (LCR, QBR, and PBR), Payment Processing, Revenue Assurance, CDR Reconciliation, Credit Control, Invoice Management and Financial. Wholesale VOIP Telecom Product - BillCall & IMAX for (Billing, OSS & BSS Solution, Switch, VOIP,CRM, Invoice, Routing, Rates, Billing, CDR, AMDOC, CGI, TDM),Order Management, Billers, Migration(Solaris/Splunk/HA), Revenue & Fraud Management. Familiar with UNIX/LINUX Command Used in Telecom

**Roles & Responsibility**

* Solid experience inClient/User Business Requirement in (Telecom, Mobile), **Functional, Integration, Sanity TestingE2E Integration, Regression,PerformanceTesting**, Creating Test Plan, Strategy & Perform UAT,continuous DevOps Methodology
* UsedAgile/Scrum Methodology in **JIRA** Atlassian, Strive for continued excellence for Defect Life Cycle with Development team.
* Performed Functionality testing, Navigation business flow, Manage Test Plan, Quality Analysis Matrix& Report Analysis
* Prepared Automation scripts for Load and Performance test automation using Jmeter 2.13 & 3.0& HP Load Runner 12.50
* Created Various Vuser Scripts basing on the Critical Transactions Used by the Real Time users using JMeter
* Performed lots of enhancements in the Vuser Scripts like Parameterization, Correlation, and Rendezvous Points a using JMeter
* Executed different Scenarios Using Sampler (HTTP, FTP, Database), Controllers & Listener of JMeter like Benchmarking, Increasing Load, Stress and Soak tests, after defects found followed Root Cause Analysis (RCA) to present scenarios to DevOps Team.
* Business & System Requirement Specification, Client Relationship, Brainstorming, Interaction with Clients & Other Stakeholders
* Involved in complete Software Testing Life Cycle from analyzing requirements, test planning, developing test cases, test execution,
* Defect reporting and test closure inRally,**Agile/Scrum Methodology** in **JIRA (Scrum/Kanban/Suit test-Bamboo/Confluence)**.
* Defect Submission & Co-ordinate with Scrum Master, Manager, Developer Team, QA Team, Report submission to Lead.
* Worked on TDD, BDD and ATDD and Cucumber, GIT, SVN, Worked on Eclipse Selenium web driver (Jenkins, Maven), JUnit
* Experience in validating Regular and Ajax control usingSelenium locators (XPath, CSS, id and name)
* Involved in testing Web Services API Testing, (SOAP UI, REST, and AWS) through XML, C, Java, C#, **SQL**, T-SQL, and Python
* Telecom Product’s BillCall & IMAX Provides Telecom Billing Solution for End-User billing, Carrier Access Billing (CABS), CDR
* Mediation, Rating & Routing, Dispute, Deal Management,CMS& Invoicing, Knowledge in ISDN, PSTN, NOC, NFV, GSM, LTE
* Worked on OO Programming in C#, Java, Visual Studio, TFS, Microsoft Test Manager,Salesforce CRM, PL-SQL, Data Validation
* **Environment** BSS/OSS Solution, Billing, Switch, VoIP, Invoice, HA,TDM, Routing, Rates, Billing, CDR

**Nexus Clinical, Miami, FL Mar 2012 to Dec2013**

**Software QA Analyst**

**Project: EHR Medical System (Web Application)**

**Description:** Nexus Clinical is a health care solution for specializing in providing innovative software solutions for the Healthcare and Biotechnology sectors, Knowledge as below:

* Application Maintenance in Nexus Health Care Applications, HL7 Integration to extract
* Patient Demographics and Visit/Order Information, Security/Auditing Compliance of Health Care Applications including HIPAA
* Compliance Document Management and Workflow Services, Medical Billing Transcription Applications and Workflow Frameworks
* Application Development including Hospital Management Systems, CRM, Clinic Management Applications, Patient Record

Systems, Electronic Medical Records and Document Management Systems, Data Capture Services for Clinical Data and Research

* Application Integration Services for integrating various Health Care Application Modules and various third party applications.

**Roles & Responsibility**

* Created scenario, direct and lead the overall,**Functional (Manual), Integration, End-to-End Integration, Regression, Sanity Testing and Performance Testing**, System Testing test approach for designated projects utilizing the use case, Business& Technical requirements documents, CreatedTest Strategy, Test Plan, Test Cases ensuring full stakeholder involvement
* Responsible for the creation of the Requirement Tractability Matrix and Responsible for Test Data Preparation as per the

Requirements

* Worked on status reports, issue/risk identification and test management &followed **Agile/scrum Methodology.**
* Test automation using Prepare Automation scripts of JMeter Performance tool , Review and validate/verify test case results and

Document them & Various Reporting to stakeholders and technical team

* Worked in programming languages and script like Java, JavaScript, HTML, CSS and Shell Script, Automation experience
* Using Selenium IDE/Web Driver and JUnit, TestNG frameworks  
  Experience in validating Regular and Ajax control usingSelenium locators (XPath, CSS, id, and name)
* Worked experiencein XPath, Firebug, FirePath, Maven and TestNG annotations**,** Managed tasksas assigned by the Team Lead or Test Manager, Responsible for reviewing the Test Cases, Defect Reports, Test Evidence Reports and Test Summary Reports throughout The Testing Life Cycle usingin HP ALM Mercury Quality Center with the Peer Group
* Experienced in monitor and manage defects to resolution for multiple tests/common problems in HP Quality Center
* Worked as a part of the team, which was responsible for designing the User Documentation
* Involved in OO Programming in C#, Web Services API Testing, (REST Protocol) through XML, Http Protocol, C++, Asp.Net,

SQL, Python, T- SQL Visual Studio, TFS, Microsoft Test Manager, ADO.Net, PL-SQL

* Worked on n HL7 Integration, HIE, EHR/RCM, EDI Health Care Applications including HIPAA Compliance & Epic Software

**NASSAU (Android,IOS,Window Apps) County, NY Oct 2011 to Feb 2012**

**Software QA Analyst**

**Project:** Mobile App for NASSAU County CRIME STOPPERS (Window, IOS & Android)

**Description:** Crime Stoppers encourages members of the community to assist local law enforcement agencies in the fight against crime byOvercoming the two key elements that inhibit community involvement fear and apathy, Crime Stoppers provides a telephone number to encourage citizens in the community to volunteer vital information helpful to law enforcement agencies to fight against crime.

**Roles & Responsibility**

* Provide exceptional contributions to client side communication as well document, QA methodology and software development
* Lifecycle&Application and requirement analysis, **Agile Methodology** in **JIRA (Scrum/Kanban/Confluence)**
* Testing Accessibility, Usability, UI Design, Standards Compliance, X-Browser Compatibility Version of IOS and window
* Software quality testing Manual, GUI, End-to-End Integration, Functional, Integration, Regression, Performance, Web Service
* Worked on automation framework, develop tests and automate for Mobile products (IOS and Android, Window) and WSDL

WebService REST API

* Simulation/Emulation Technics, Different Device Testing, Responsive mobile application using genymotion like other tools

**URBAN CITY Transportation, E-Government of India, Ahmedabad &Jaipur, INDIA July 2011 to Sep 2011**

**Software QA Analyst**(Web Application, Microsoft Technology)

**Project: CEPT-**SERVICE LEVEL BENCHMARK SURVEY OF URBAN CITY Transportation on GPS,GIS (Web Application,Microsoft Technology)

**Roles & Responsibility**

* Intelligent Transport System (ITS) to improve customer convenience, speed, reliability, and safety. This system continuously monitors
* Buses from the control center through GPS (Global Positioning System),GIS devices, language skillsC#, C++,Asp.Net 3.5,SQL,T-SQL
* Worked on Black Box Testing(Manual), Including white Box Testing, Localization & Globalization Testing, Smoke Testing, Functional and System Testing, End-to-End Integration Testing, Regression Testing,User Acceptance Testing and User Interface Testing, CRUD
* Worked on Programming in C#, Visual Studio, TFS, Microsoft Test Manager (MTM), followed **agile methodology**

**LIC Life Insurance Corporation of India, Mumbai** **Jan2011 to Jun 2011**

**Software QA Analyst | Programmer**

**Project: Maintenance Project subcontract of TCS** (Mobile, Web Application, Microsoft Technology)

**Roles & Responsibility**

* Worked on Black Box Testing, Including Gray Box Testing (Manual), Localization & Globalization Testing, Smoke Testing, **Functional and SystemTesting,End-to-End Integration Testing, Regression Testing**, and User Interface Testing, CRUD Test
* Involved in Business Requirement Analysis, and Prepare Test Plans, Test Cases, traceability matrix, Test Scripts for middleware, the web- Based, Client/Server and Stand-Alone applications &experience in C#, C++, Asp.Net 3.5, SQL,PL-SQL,BugZilla Test Tool
* Worked on Programming in C#,Java, Visual Studio, TFS, Microsoft Test Manager, ADO.Net, PL-SQL, LinQ, **Agile Methodology**

**Gujarat E-Governance-Ahmedabad Municipal Co-operation, INDIA Oct 2010 – Dec 2010**

**Software QA Analyst|Programmer**(Web Application, Microsoft Technology)

**Project: CCRS -**Comprehensive Complaint Redressal System

* Worked on Black Box Testing, Including white Black Box Testing (Manual), Localization Testing, Smoke Testing, **Functional, and System Testing, End-to-End Integration Testing, Regression Testing,**Performance testing( NeoLoad) and User Interface Testing, CRUD Test**, Agile/ScrumMethodology**
* Prepare Test Plans, Test Cases, web- Based,SaaS, Client/Server applications &Worked on OOPS, C#, C, C++, Asp.Net, MSSQL, T-SQL
* Worked on Programming in C#,Java, Visual Studio, TFS, Microsoft Test Manager (MTM), ADO.Net, PL-SQL, LinQ

**Onion Export System OEMS(Retail, E-Commerce)– GAIC, Gujarat of Govt, INDIA July 2009 – Sept 2010**

**Project: Online Exam Test Management**(Window,Web Application, Microsoft Technology)

**Software Test Analyst (MBA-Industrial Integrated)**

* Online Examination Test Management for Pro Matrix Test Center& Worked on Retail Export Management Application for Guj Govt.
* Worked on Black Box Testing(Manual), Including Sanity Testing, Localization & Globalization Testing, Smoke Testing, Functional and System Testing, End-to-End Integration Testing, Regression Testing,User Acceptance Testing and User Interface Testing, CRUD
* Prepare Test Plans, Test Cases, web- Based, Client/Server applications,OOPS, C#, Asp.Net, MSSQL, T-SQL

**Bonanza Portfolio LTD, India Finance Analyst, INDIA Mar 2009 – Jun 2009**

**Project: Interest Rate Future in Derivatives (MBA-Industrial Integrated)**

* Researching, analyzing, trading and monitoring investments, derivative securities Treasury futures, swaps, equity futures and cash
* Instruments& maintain Portfolio of customer Centric& CertificationHonors & Certification

**Certification**

The Evolution of Physics within the period 1895-1905” by IAPTRC, RVPSP, DST, Govt. of India December 2005

**CIC - Certificate in Computing by BAOU,** Ahmedabad, India 2006

Winter School Modeling of Planetary Atmospheres &**ISRO**,**PRL**, Ahmedabad, India January 2007

Advance **Software Engineering** Course in Asp.net 3.5,C# by **Microsoft** Certification April 2011

**Six Sigma** Yellow Belt Course (Six Sigma Yellow Belt Professional), May 2015

CBAP(Business Analyst) Online Course,November 2015

Scrum Fundamental Certified Credential (**SFC**), April 2015

**EDUCATION**

**Bachelor of Science**(Physics-First Class) Gujarat University, Ahmedabad, India in April 2005

**Master of Science**-I(Physics & Electronics- B+) From Gujarat University, Ahmedabad, India,May in 2006-07

**Master in Business Administration** (MBA-IT/Finance- First Class)IBS International School, July 2010 --