**Eliza Udas**

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**SUMMARY**

* **7+** years of extensive Quality Assurance (QA) testingexperience in web based, windows and client server applications.
* Excellent understanding of complete Software Development Life Cycle (SDLC), Software Testing Life Cycle (STLC) and various software methodologies including **Agile (SAFe),** Waterfall etc
* Proficient in using **Quality Center/ALM** as a Central Repository for storing Requirements, Test Cases/Test Scripts, Test Plan, Test Matrix, Test Results and Defect Tracking
* Strong hands on experience in Manual and Automation testing on both client/server and web based applications
* Expertise in performing **Web services** testing in **SOAP UI** and **API** testing with **RESTful** for SOA Applications.
* Proficient in a wide range of Test Automation and Web Services testing tools including HP Service Test, SOAP UI, CA LISA and QTP.
* Experience in manipulating data by executing various **DML** statements
* Skilled in executing **SQL** queries in Oracle and Microsoft SQL Server for back-end testing
* Proficient in Defect management, including Defect creation, modification, tracking, and reporting using Industry standard Mercury tools like **ALM/ Quality Center**
* Used **TFS** (Team Foundation Server), QC (ALM), **JIRA,** Rational for defect logging and tracking.
* Involved in Formal Reviews, Peer Reviews, Walkthroughs and Inspections
* Experienced in Sanity, Smoke, Functional, Regression, Integration, User Acceptance, and System Testing
* Good team player with the ability to lead, manage and work independently
* Experience working with business users, IT technical staff as well as senior management
* Ability to work under heavy workload maintaining the deadlines of project

**TECHNICAL SKILLS**

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| **Testing Tools** | **HP Quick Test Professional, HP ALM/Quality Center** |
| **Defect Tracking Tool** | **HP Quality Center, ALM** |
| **RDBMS/Data base** | **ORACLE, SQL Server, DML** |
| **Tool** | **MS project, MS Visio, MS office** |
| **Operating Systems** | **Windows** |
| **Scripting** | **Java script, JAVA, C++, .Net** |
| **BI Tools** | **Business Objects, Cognos** |
| **Webservices Tool** | **RESTful, SOAP UI** |

**PROFESSIONAL EXPERIENCE**

**Northern trust bank, Chicago, IL Oct 13 – Present**

**Sr. QA/SOA Tester**

Northern trust bank is a diversified financial services company that provides a broad range of banking, assets management and corporate and investment banking. I worked as Quality Analyst for the Credit Card Department. The project is to test the Credit Card Application option, which allows customers to apply credit card online. To ensure flawless transaction takes place to achieve maximum customer satisfaction.

**Responsibilities:**

* Worked in Agile environment.
* Attended daily standup meetings and walk through meetings with BA and developers to get details on user stories.
* Developed Test plan and test cases and executed the test cases.
* Worked on SOA - **WebServices** Technology, Validated Request and Response XML using **Restful** tool.
* Added properties, property transfer to validate multiple **WebServices** calls for **RESTFul** Services.
* Written positive and negative test cases based on requirements, and specifications, flow charts, process diagrams and executed them.
* Involved in compatibility testing, integration testing and user acceptance testing.
* Performed test cases for END to END testing.
* Managed test cases, defects in **Quality center**
* Performed Manual Testing to check usability of the system.
* Executed SQL Queries to verify and validate Data.
* Worked on SOA - **WebServices** Technology, Validated Request and Response XML using **SOAP UI** tool.
* Manipulated data by executing various **DML** statements
* Filed defects using Quality Center as the defect management and reporting tool.
* Collaborated with Project Manager and QA Lead to monitor and communicate status.
* Created Test plans, Test cases executed the test cases manually.
* Extensively used SQL Queries for Database Testing.
* Created Test Scenarios for User Acceptance Testing.
* Perform Handset Testing on different devices to test the m dot site compatibility.
* Involved in preparing Exit Reports, Test Execution Status Report, and Graphs.
* Involved System Integration Testing, Regression testing and User Acceptance Testing and used Quality Center for Bug tracking and Defect Reporting
* Testing the product, creating any defect and track any issues in **JIRA.**
* Involved in **API** testing with both **SOAP UI** and Restful web.
* Participated in Team Meetings and Discussions with the developers on daily basis
* Assisted Project Lead on various activities such as working with providers and developers to resolve issues related to testing or connectivity
* Involved in production support and worked on solving the issues with the developers and providers Created documentation for knowledge transfer to Technical Support Group
* Worked with several vendors on regularly in troubleshooting the connectivity issues and other.
* Bugs are reported using defect-tracking system.

**Environment**: **Webservices**, **RESTful, DML, API, ALM** Quality Center, JIRA, SOAP UI, SQL Server, JavaScript, RESTful, C#, .Net

**Sovereign Bank, Boston, MA Feb 11 to Sept 13**

**QA Tester**

The project at **Sovereign Bank** included testing upgrade of their **Web based system** that involved **Online Mortgage Activity** which included application process, checking of application status, **Mortgage rates, percentage calculator**, tabular and graphical analyses of customer inputs and many other mortgage tools.

**Responsibilities:**

* Reviewed/analyzed Business Requirements and Software Requirements Specification Documents and prepared Test analysis documents.
* Tested application under the agile, scrum and sprint development and process.
* Performed test case assignments in Test Lab modules of Quality Center.
* Create Test related documents such as Test Plan, Test Scenario, and Test Cases throughout the STLC.
* Analyzed Loanfile **XML** Schema. If necessary, created elements and attributes with consultation from Line of Business (LOB), for passing loan file information from one service to another as part of the testing,
* Performed Back-End testing using **SQL** queries within the parameterized UFT   
  Scripts to compare and retrieve data by using Database Checkpoints.
* Participated in meetings scheduled and as-necessary basis.
* Used **SoapUI** and **QTP** for WSDL web-service testing and verified elements and values from web-service response as well as parameterized using **QTP** to verify response with multiple set of data.
* Performed Performance testing for Web Service using **Soap UI**
* Performed REST API testing using **SoapUI** as a testing tool where I created a new project into **SoapUI**, create Test cases, test script, set up parameters added assertions to test scripts and execute test case into **SoapUI**.
* Validated **SoapUI** result in **XML** format and prepared Test Summary Report for end client.
* Generated reports and graphs to provide the end results to Test Management team from Quality Center.
* Performed Performance Testing using **CA LiSA**
* Reduced environment downtime by 20% by implementing Service Virtualization using **CA Lisa** tool
* Understanding the Business requirement and Functional requirements.
* Used different In-House software to track data flow, system interactions, system defects, service requests and responses.
* Tracking defects in Jira and linking the defect to the test case in Quality Center.
* Involved in UAT testing for migrating the data.
* Successfully implemented the End2End testing and UAT (User acceptance testing)
* Entered bugs in **Quality Center**, verified bug fixes and performed end to end testing.
* Followed Agile Methodology to emphasize on real time communication over written documentation.
* Conducted System Testing, Regression testing, GUI Testing and Cross Browser compatibility testing during the releases and interacted with the developers to resolve any technical issues
* Used **Quality Center** bug tracking tool to analyze & capture bugs, track and manage dashboard any type of updates for project release.
* Reviewed extensive **SQL** Queries with complex multi-table joins and nested queries.
* Involved in reviewing complex **SQL** queries, views, functions and stored procedures and spotting issues before/during code migration.
* Created and maintained **SQL** Scripts and Unix Shell scripts to perform back-end testing on the oracle database.
* Conducted Bug Review meetings by reviewing and discussing all defects by their business severity and worked actively development and business team to perform the root cause analysis in order to find the resolution.

**Environment:** XML, Quality Center, **CA LISA**, QTP, TOAD, JIRA, MS Office (MS Excel, MS Word, MS PowerPoint), MS Project

**City University of New York, NYC, NY Mar 09 to Jan 11**

**Quality Analyst**

The City University of New York’s Cohen Library system has a great amount of web accessible database consisting of Text, Audio and Video content. The **Web based application Easy Workflow (EFW)** was an **integration of its internal & external services** involved data warehousing, cataloging and web accessibility of the newly digitized content and portal management and training in affiliation with city’s library. As a QA I was involved in multiple testing activities with the QA team.

**Responsibilities:**

* Analyzed Business Requirement Document and Technical Specifications Document to identify
* Proactively managed program knowledge and research materials to ensure various team members' activities and work product were aligned.
* Identified/elicited business requirements, managed solution implementation from inception to completion to create digital audio/video database for the library’s media services.
* Communicated with other campuses to ensure seamless integration of application with their transaction processes.
* Managed and updated digitized audio and video files, and maintained system integrity and durability.
* Created and maintained the Requirements Traceability Matrix (RTM).
* Ran the scripts on multiple environments (QA, UAT and Production) to ensure that requirements were met.
* Involved in reviewing **SQL queries**, views, functions and stored procedures and spotting issues before/during code migration.
* Worked with **WSDL** files to validate the **web** services by using different features such as Service mocking, **functional** testing and Data Driven testing.
* Functionally validated **Web Services** delivered in **SOAP XML** format as provided in specification document
* Ensured Use-Cases were consistent and covered all aspects of the Requirements document.
* Performed requirements analysis for a large-scale, COTS-based infrastructure tracking system.
* Identified, analyzed, and documented **defects**, and inconsistencies in the application using Test Director.
* Performed Server Side Testing using Fiddler to validate Request and Response in Soap and Rest Services between Client and Server.
* Participate in various meeting and discussed **Enhancement** and **Modification** request.
* Performed backend testing to validate the data using **SQL queries**
* Actively participated in Walkthroughs and Daily status report meetings.

**Environment**: Windows, JAVA, SQL Server, Test Director, Win Runner, HTTP, Cognos, VB, XML, HTML, MS Office, Adobe Photoshop, Flash, Microsoft IIS

**CVS CareMark, Rchardson, TX Feb- 2008 –Mar- 2009**

**QA Tester**

CVS Caremark is one of the nation's largest retail pharmacy chains, with over 7,000 stores across 41 states. CVS Caremark provides pharmacy services through its over 7,000 CVS/pharmacy and [Longs Drugs](http://en.wikipedia.org/wiki/Longs_Drugs) stores. one of the nation's leading pharmacy benefit management (PBM) companies, provides comprehensive prescription benefit management services to over 2,000 health plans, including corporations, managed care organizations, insurance companies, unions and government entities.

**Responsibilities:**

* As a testerAnalyzing the Business Requirements, Functional Specification Documents to prepare Test Plans.
* Participated in project planning activities to determine testing scope.
* Worked on GAP’s for migrating from RxAmerica to CVS Caremark System.
* Created Eligibility, plans, Pricing schedules and adjucating claims by submitting claims to prepare Test data.
* Extracting claims on daily extracts and creating CET’s for different clients.
* Reviewing Test plans, Test conditions, Test scripts, and Test results.
* Providing Test Case walkthrough with Business and obtaining business approvals.
* Planning and delivering project Deliverables on time and delegating work to team members.
* Involved in all phases of Data Load activities such as Segregation, Pre-Load and Load to load in the system.
* Analyzed the Data Load Activities and made the changes to the program whenever required.
* Involved in the documentation process of program evaluation.
* Responsible for creating and uploading the project artifacts in Share point site and providing release support.

**Environment:** PBM, OS/390, VS COBOL , DBU, DB2, WRKMBRPDM, IBM Utilities, SQL Assistant, ROBO, and Quality Center