**Highlights**

* 6 plus years’ experience as a Quality Assurance analyst in domain such as Retail and Banking**.**
* Excellent understanding of complete Software Development Life Cycle (SDLC), Software Testing Life Cycle (STLC) and various software methodologies including **Agile,** Waterfall etc**.**
* Also performed **onsite-offshore coordination** for multiple projects to perform test related activities.
* Experience in reviewing and understanding Business requirements and writing detailed test plans, test cases, and test scripts.
* Experience in both **Manual and** **Automated Testing Tools such as SOAP UI, QTP (Quick Test Pro)**, **HP ALM/QC (Quality Center).**
* Good knowledge on the usage of the tool Device anywhere to access the mobile devices remotely.
* Proficient in Black Box, Positive, Negative, Integration, System, Front-End, Back-End Testing, Regression and Functional Testing.
* Expertise in Bug tracking using bug-reporting tools such as Quality center, and **JIRA** during various test cycle.
* Proficient in performing **Webservices** testing using **SOAP UI**
* Created updated and maintained Test Matrix and Traceability Matrix and involved in Gap Analysis.
* Participated in design Walkthroughs and Inspection meetings to review Test scripts and results.
* Ability to quickly understand and interpret business requirements.
* Good Documentation and Process Management skills with an ability to effectively understand the business requirements to develop a quality product.
* Excellent in communication, presentation, and interpersonal skills. Good team player with the ability to lead, manage and work independently in a time sensitive environment.
* Effective Time Management Skills and consistent ability to meet client deadline.
* Good team player with the ability to lead, manage and work independently in a time sensitive environment.
* Excellent project planning, design and management skills.
* Strong Analytical skills with the ability to quickly master new concepts and applications.

**Technical Skills**

Bug Reporting Tools: HP ALM/Quality Center, JIRA

Automation Tools: QTP, SOAP UI

Query Tools: TOAD, SQL Server Mgmt Studio

Web Browser: Internet Explorer, Mozilla Firefox, Google Chrome, Safari

Operating Systems: Windows, UNIX

Other Tools: MS (Word, Excel, Power point), MS Share Point, MS Visio, MS Outlook, SOAP UI, CA LISA,

**Professional Experience**

**Citi Group , Wilmington, DE Sept 2014 to Present**

**Webservices Tester**

This project is developed to process the mortgage application for residential and commercial loans.   
Application provides online banking services like Online registration, Application, payments, Loans, dashboard, etc

**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 **SOAP UI** 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.
* Tested **APIs (both RESTful and SOAP)** manually as well as through automation using SOAP UI.
* Involved in compatibility testing, **integration** testing and user acceptance testing.
* Added properties, property transfer to validate multiple **WebServices** calls for **RESTFul** Services.
* Performed test cases for END to END testing.
* Testing Jobs in UNIX environment for Batches
* Performing test Execution through Soap UI for **API** Rest Services
* Optimizing and supporting BPM workflows based on Defect Tracking System, discovering, authoring and automating business rules, providing integration through Web Services and **REST API** into self-learning decision management system.
* Managed test cases, defects in Quality Center
* Performed Manual Testing to check usability of the system.
* Executed SQL Queries to verify and validate Data.
* 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 in System **Integration** Testing, Regression testing and User Acceptance Testing and used Quality Center for Bug tracking and Defect Reporting
* 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,** UNIX, Quality Center, SQL Server, JAVA, JavaScript, SOAP UI, RESTful, C#, .Net

**QVC, West Chester, PA June 2012– August 2014**

**QA Analyst**

The project involved developing a Warehouse Management solution using supply chain execution package. An integrated end-to-end WMS solution has been developed conforming to the requirements of Express. The project encompasses Requirement gathering, solution design, development and implementation of various modules: Product Management, Inventory Management, Supply Collaboration and Warehouse Management.

**Responsibilities:**

* Formulated detailed Test Plan, Test Cases and Testing Procedures, which included Test Cases/Scripts, capturing Test Results and capturing and resolving Test Anomalies.
* Executed the Test Scripts in **ALM/Quality** **Center**.
* Performed configuration/ compatibility and user interface testing manually.
* Implementing **Agile** **(Scrum) methodology** throughout the Branch.
* Conducted GUI/Usability Testing and Black Box Testing according to specifications.
* Involved in writing complex **SQL** queries to check the data integrity
* Performed Smoke and Sanity testing.
* Performed Positive and Negative Testing
* Performed Security testing and Backend testing manually.
* Participated in conducting System testing and End to End testing manually.
* Defects are logged using **ALM/Quality** **Center** and follow up with Business and Developers to discuss about the issues
* Performed **Webservices** testing using **SOAP UI**
* Validated **SoapUI** result in **XML** format and prepared Test Summary Report for end client.
* Used **SoapUI** and **UFT** for WSDL web-service testing and verified elements and values from web-service response as well as parameterized using **UFT** 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.
* Extensive UAT Testing Manually.
* Performed Usability and Integration testing manually.
* Documented bugs found out during the process of testing.
* Conduct Agile Scrum meetings to discuss project progress and plan
* Performed data driven testing by data driver wizard and parameterization using **UFT**.
* Creating and updating test cases based on new and/or /updated functional or interface requirements
* Design simple databases and queries to support reporting and analysis using MS Access.
* Wrote various SQL queries to validate data inserted, deleted and updated in the Oracle database
* Wrote SQL queries and performed Back-End Testing for data validation to check the data integrity during migration from back-end to front end.
* Performed requirement traceability by setting automatic alerts for tracing changes in the requirements and system maintenance
* Imported test cases from **Quality** **Center** to MS Excel or MS Word.

**Environment**: **ALM/Quality** **Center**, **UFT**, **SOAPUI**, SQL, Agile, Jira, UNIX, Oracle, HTML

**JC Penney, Plano, TX   Aug 2010– May 2012**

**QA Analyst**

I worked on **Order Management System** that was part of the **supply chain** which plans, implements and controls the efficient, effective forward and reverse flow and storage of goods, services and related information between the point of origin and the point of consumption in order to meet customers' requirements. The **Order Management System** was part of the e-commerce application that was being developed for JC Penney’s retail website. Worked on the **shopping cart application, the Online Gift card and the B2B exchange of data & online transaction processing** & electronic funds transfer. The customer’s orders an item as a registered customer or guest, the customer entered the **gift certificate number** which was then reflected on the financials showing some savings in the place order page before applying the credit card.

**Responsibilities**:

* Developed Test Plans, Test Cases to test the Screens and workflows for **HP ALM**/**Quality Center.**
* Converted Business Requirements and Design Documentation into Test Cases and Test Scripts.
* Created description object with specified properties and values during run time, to use instead of logical names in test scripts.
* Attended the meeting such as to be Workshops to understand the entire **Oracle** Retail Process and developing the Test document
* Using agile methodology and engage in an iterative workflow and incremental delivery of working software.
* Performed manual and functional testing on various parts of the application and used Quality Center for offshore defect tracking and **HP ALM/Quality Center** for onsite defect tracking
* Responsible for manual testing of different modules of **Oracle Supply chain** application like Retail Merchandising System (RMS), Item Management, Purchase Order, Store Inventory, Stock Counts, Order and Inventory management etc.
* Analyzed, documented and maintained Test Results and Test Logs.
* Performed Web testing to check for broken links in a page.
* Analyzed Ecommerce needs and recommended web site structure and basic design guidelines
* Validated database operations by executing **SQL** statements and compared actual database with new results to assure there is no data missing.
* Reviewed extensive **SQL** Queries with complex multi-table joins and nested queries.
* Rigorously tested **SQL’s** implementation of existing code.
* Performed backend testing for data validation using SQL Queries.
* Involved performing end to end testing of Ecommerce applications
* Performed Acceptance, Usability, Cross-Platform and Regression Testing during different stages of the application development.
* Participated in daily Scrum meetings and sprint reviews and Implement AGILE QA processes and practices for efficient test and defect management.
* Used **HP ALM/Quality Center** to store Test Plans, Test Cases, Test Scripts and for bug tracking.
* Identified software problems, wrote easy-to -follow bug reports, logged them into bug tracking tool Quality Center.
* Categorized bugs based on the severity and interacted with developers to resolve them.
* Extensively used Microsoft Office Suite of products for documentation and data interpretation.
* Bug Reporting using Quality Center.
* Interacted with the developers to report and using Quality Center.
* Involved in troubleshooting various build and configuration issues.
* Participated in Triage Meetings, weekly status meetings with IT and business people

**Environment:** Windows, Oracle Supply Chain Application, Quality Center, SQL, MS Office Suite, Etc.

**Valley National Bank, Wayne, NJ August 2009 to July 2010**

**QA Analyst**

Valley National Bank is a premier bank in North East region and provider of various financial, Commercial and mortgage services to its customers. The project was regarding enhancement of their existing CRM process for upgrading their Campaign Management System (CMS). There were various modules related to CMS such as generating leads, getting responses and coordinating closures.

**Responsibilities:**

* Participated in project requirements review and developed system test documents
* Developed and/or helps develop risk based test strategies and Plans
* Performed sanity and smoke testing on the system manually
* Manages defect communication, remediation, and acceptance with business and development stakeholders
* Performed functional and regression testing
* Developed and reviewed test strategy, SIT/UAT test plan documents, test cases, test reports, log, manage, and retest defects in defect tracking system Test Director
* Managed the Usability, GUI, Integration, UAT, regression test executions and provided management reporting on the test results from the Test Director
* Worked across multiple cross-functional teams to execute full system testing, integration, and coordinate End-to-End testing
* Responsible for documenting Log defects and working with development team to resolve issues
* Published the final test results as test metrics and upload to specified links where project team has access to verify results
* Monitored adherence to quality standards in development, testing and business processes and able to produce quantifiable metrics to measure success

**Environments:** Java, Windows, Test Director, .NET, HTML & XML, JIRA, MS-Office, MS **SQL** Server, VSS, Etc

**Education**: Bachelor in Journalism