**Gopal Thapa**

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**Summary:**

* 7 years of experience in software Quality Assurance Analyst and Software Testing of Web based and client server applications.
* Have in-depth and up-to-date knowledge of testing methods, concepts and processes and practices.
* Expertise in analyzing business specifications and developing Test plans, Test Metrics, test cases and executing them.
* Experience in Functional testing, Integration testing, Regression testing, Load testing and User acceptance testing, Verification and Validations.
* Specialized in user application requirement analysis, developing Test plans, Test Strategy and Test cases to verify application functionality against business requirements.
* Experience working closely with business analysts and business units to help with UAT testing and defect management.
* Experience with Manual testing using Quality center/Application Life Cycle Management (ALM).
* Experience and knowledge of SDLC using Waterfall, RUP and Agile (Scrum, XP) methodology.
* Excellent knowledge in end-to-end performance testing process and methodologies.
* Highly motivated, self-starter able to work independently and collaboratively within a diverse technical team
* Worked on Web Services, SOAP UI, WSD Land Service Oriented Architecture (SOA).
* Experience includes the testing of Client/Server and WEB based applications using automated testing tools like Quick Test Pro and Quality Center
* Proficient in Planning, Developing, Scripting, Executing, and Analyzing Tests.
* Testing skills include White Box Testing Black Box Testing, Security Testing, regression, integration, volume and stress testing.
* Knowledge in UNIX Commands.
* Experience in Performance tuning of SQL queries.
* Have effective working relationships with business/client team to understand requirements, develop tactical and strategic plans to implement technology solutions to meet customer/business expectations.
* Formulated Test Plans based on the user Requirement Documents, design requirement document and System Requirement documents for the Functional, Regression and User Acceptance Testing.
* Performed various types of testing including Functional, System, Integration, Regression using software testing tools such as QTP and Quality Center.

**Technical Skills:**

* **Testing Tools** : Rational, QTP 9.0/10.0/11.0, HP ALM
* **Bug Reporting Tools** :Quality Center/ALM, Rational Clear Quest 7.0/7.1, Rally, JIRA
* **Databases** : Oracle 11g/10g/8i, MS SQL Server2000/2005, My SQL
* **Operating System** : Windows 2000/ XP/Vista, MS-DOS, UNIX, LINUX
* **Languages** : SQL, VBScript, XML, UNIX Shell Scripting, JavaScript ruby
* **Methodologies** : Agile/Scrum, Rational Unified Process (RUP), Waterfall
* **Others** : MS Office, SQL Server Management Studio , .net technologies

**Professional Experience:**

**Citibank, Rochester, NY**

**July 2015– Present**

**QA Analyst**

I worked as Application Test Analyst at Citibank for testing application developed for various mortgage products offered by Citibank. The project was to modify the existing application which provided Citibank customers and employees to accept the mortgage applications, apply for loan, process the loans etc. The customers can also logon to their accounts via Internet to check the balance, make the payment or refinance the loan. Worked on the Online banking application which allows the customers of the bank to check account make transfers, view recent transactions and authenticates the credit card transaction details at point of transaction.

I was also responsible for conducting User Acceptance Testing on the updated platform using various automated and manual tests.

**Responsibilities:**

* Review Business Requirement documents (BRD), Software Requirement specification (SRS) and Prepared Test Plan
* Performed SQL Server’s data validation and database queries
* Used Back-end database SQL Queries to perform data testing
* Documented Manual Test cases, Test procedures and Test results.
* Extensive Web Testing & Black box Testing.
* Performed Functional, GUI testing, Data warehouse testing & web based application.
* Followed QA processes and practices, including defect and test management.
* Attended daily and weekly meetings for the projects.
* Tracked and reported defect using Quality Center ALM.
* Involved in reviewing and analyzing Business Requirement Documents and Functional specs and use cases.
* Experience with testing Web based applications on laptops, tablets and mobile devices.
* Manually test each and every module of the application and verify against expected results.
* Developed test cases and test scripts (with reusable actions) for Manual Testing.
* Created test conditions and related test cases, and executed test scripts using HP Quality Center.
* Testing the server application on multiple operating systems and on varied browsers.
* Responsible for creating UAT, SIT & Regression Test cases in the test plan module of HP ALM/Quality Center
* Managed the requirements in Quality Center and also in ALM
* Developed Traceability matrix between the requirement document and respective test cases to ensure all requirements were covered.
* Reviewed BRD, understood the requirements and translated them into test cases, scenarios, procedures and carried activities such as collecting test data, writing test cases and testing.
* Involved in preparing Test plan and Test cases for Employer and Member portal.
* Performed various type of testing like White box, Black box, System, Functional, Integration, Regression, End to End and UAT.
* Worked closely with business during UAT testing to create defects found during UAT testing.
* Clearly communicated defects with developers and updated comments in HP Quality center (ALM).
* Generated the detailed reports of the Bugs, Pass-Fail report and Assigned defects using ClearQuest.
* Conducted the Smoke Testing to check the High Level functionality of an application.
* Created Automation test framework using QTP
* Clearly communicated defects with developers and updated comments in HP Quality center (ALM).
* Attended UAT defect triage meetings to get update on when UAT defects will be fixed.
* Created positive and negative testing scenarios and tested them manually as well as using automated scripts.
* Participated in weekly meeting and walk through to discuss Defects Priorities
* Defects tracked and reported using Quality Center Reporting tool.
* Performed system, Integration and Regression Testing.

**Environment:** Agile, Quality Center, XML, Oracle, TOAD, UAT, Windows XP/Vista, Java, Quick Test Professional , Quality Center, MS SQL Server, Web Services SOAP UI, Agile Methodology, XML and HTML, .net.

**PNC Bank, Pittsburgh, PA**

**Jan 2014 – June 2015**

**QA Analyst**

The project involved Mortgage Application, worked with loan processing system (LPS) to accommodate underwriting updates to the system. Typical application workflow included: Application origination, Duplication check, Watch list check, Credit scoring, Application form printing, internal credit check, loan repayment history etc. I was involved in testing of Loan Application, Processing, Underwriting and Closing module.

**Responsibilities:**

* Analyzed Business requirements identified the ambiguities in the specification and clarified by interacting with other business analysts.
* Analyzed user requirements, reviewed system capabilities and made recommendations on system or procedures and configured changes.
* Actively participated in documenting in all phases of testing lifecycle.
* Developed and maintained the requirement Traceability Matrix (RTM)
* Executed manual test cases to check functionality and design specification of the application.
* Co-coordinated with QA Team and controlled testing of the project at every step of the quality cycle from test planning through execution to defect management.
* Used HP ALM to create the test plan, store test cases and run the test sets.
* Lead multiple projects on system integration and Oracle Database testing.
* Automated the functionality and GUI testing of the AUT using QTP and made use of Load Runner to do the performance testing
* Created test plan and test cases for UAT testing.
* Was responsible for creating UAT, SIT & Regression Test cases in the test plan module of HP ALM/Quality Center
* Assisted the team in writing the manual test scripts and made use of QTP to write the automated test scripts
* Conducted tests for database integration and migration under ETL (Extract, Transform, and Load) using STM (Source-to-Target Mapping) document.
* Generated a variety of Reports using HP ALM.
* Used TSQL to recover database schema and analytical performance of SQL Database.
* Wrote TSQL and SQL statements to check the validity of SQL database and to do the backend testing, to check whether correct information was retrieved from the database.
* Provided training to database users and consulted with business end users on strategy for automation testing solutions.
* Performed data mapping tests extensively by using SQL queries on Oracle database.
* Used SOAPUI to perform data integrity test, validated stored procedures and functions.
* Performed defects management including logging, tracking, verifying and fixing to achieve system efficiency and integrity.

**Environment**: UAT, HP ALM/Quality Center, Oracle 10g, PL/SQL, UNIX, Java and XML, Microsoft Excel, Microsoft word, Windows

**Countrywide Financial, Austin, TX**

**Mar 2012– Dec 2013**

**QA Tester**

Countrywide Financial is a diversified financial company engaged primarily in residential mortgage banking and related businesses. The application consisted of two main modules. The first module was the one where Countrywide’s representative submits customer’s application in a fronted top view and Lender can view the information of the customer. The desktop Underwriter was the loan-underwriting engine where Lender makes decision whether to approve a loan or not. When Lender submits their loan data into the system, the system is run through regression and statistical analysis. Decisions are based on the result of the analysis. I performed testing on each of the modules. I also worked in a reporting project addressing the technology needed within the area of Financial Management affairs with updates on financial tools.

**Responsibilities:**

* Reviewed Business & User Requirements, Functional Design and Technical Design documents
* Adhered to Agile Scrum development methodology
* Effectively communicated with Team and Scrum Master on meeting daily Stand ups
* Involved in Functional Testing, System Testing, Regression Testing, Backend Testing and User Acceptance Testing.
* Manually implemented several test scripts and documented the results
* Reported defects using Quality Center and interacted with developers to resolve any defects/issues through Microsoft Outlook.
* Act as UAT Test Analyst and design/document UAT test plan and strategy documentation
* Developed automated scripts using QTP to perform functional and regression testing
* Executed UNIX scripts for validation of data present on the files, based on the business
* Interface with developers to resolve technical issues and investigate software faults.
* Involved in SQL querying to extract data from backend.
* Used Back-end database SQL Queries to perform data testing
* Writing of some necessary requirements for application in Quality Center (QC).
* Responsible for managing the QA resources (assigning tasks, managing metrics etc.)
* Involved in User Acceptance Testing with Customer.
* Evaluate and implement QA process improvements for ongoing testing

**Environment:** Oracle, UAT, QC, Microsoft XP, HTML, TOAD, UNIX, SQL Server.

**National City Bank, OH**

**March 2010- Jan 2012**

**Position: Business Systems Analyst**

The existing Bank Accounts and Transactions (BAT) system in NIBL handled client’s bank accounts and the services only indirectly, i.e. either via a teller, an ATM, or the Internet. All transactions and queries were possible via a teller; all transactions and queries were possible except deposits via an ATM; and all except deposits and withdrawal via the Internet.

Project was to improve the existed web based system of overall online banking functions along with Enterprise Resource Planning (ERP), Customer Relationship Management (CRM), and Document Management (DM). I was involved as the core team to enhance the existed system and make changes required in the online modules relating to different lines in banking applications accessible through Pumori Data Exchange PDX.

Projects:

* Fund Transfers and standing Orders
* Loans and Deposits
* Mortgages/Loan
* Document Image Facility

**Responsibilities:**

* Gathered User and Business Requirements through interviews, surveys, prototyping and observing Stored and modified requirements in MS Word.
* Worked as an Interface between the Users and the different teams involved in the application development for better understanding of the business and IT processes.
* Converted Business Requirements documents into Functional Requirements Specification and Technical Specification.
* Conducted JAD sessions to allow different stakeholders to communicate their perspectives with each other, resolve any issues and come to an agreement quickly.
* Identified all necessary Business Use Cases from requirements, created UML Diagrams including Use Case Diagrams, Activity Diagrams, Sequence Diagrams, Class Diagrams and web Page Mock Ups using Microsoft Visio and Microsoft FrontPage.
* Understood the business logic, User Requirements and test objectives to develop Test plans, Test cases, Use Case Scenarios, Test Case execution using Test Director.
* Met with Clients & Stake Holders groups to determine User Requirements and goals.
* Developed Test Cases to test the Screens and workflows for Quality Assurance
* Worked with team members to execute various functional and performance test cases
* Provided test team status reports on weekly basis to the project manager
* Created and maintained SQL Scripts and Unix Shell scripts to perform back-end testing on the oracle database.
* Created User Requirement Specifications (URS) and Functional Requirement Specifications (FRS) documents.
* Developed and executed test cases test Scenarios and followed-up defects using Quality Center.
* Used Mercury Quality Center to track, analyze defects.
* Analyzed test planning data using reports and graphs generated in Mercury Quality Center
* Worked on Mercury Quality Center in setting up and Customizing Project entities for Defect Module Screens.
* Actively participated in weekly team meeting to discuss testing status reports from individual team members.
* Involved in analysis of the technical specifications of the current system and the infrastructure needs performed Gap analysis.
* Conducted Training Sessions to familiarize users with system.
* Ensured that the deliverables were prepared to satisfy the project requirements, cost and schedule

**Environments:** Quality Center, SQL, Oracle, UNIX, and Windows XP.

**EDUCATION:**

Bachelors of Computer Applications

Sikkim Manipal University