|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| |  |  |  |  | | --- | --- | --- | --- | | |  |  |  | | --- | --- | --- | | **Indra Russell**  Software Quality Assurance Engineer | |  | | --- | | **Tampa, FL** | | | |
| |  | | --- | |  | |

**Objective:**

To obtain career opportunity with a company that promotes individual growth and advancement.

**Education:**

|  |  |
| --- | --- |
| **BTEC Professional Diploma in Management and Leadership.**  Principles of management and leadership  Personal and team development  Leadership in the organization  Financial management and awareness for managers  Human resource management  Recruitment and selection  Quality management in an organization | **Business and Administration Diploma.**  Management and administrative functions of business operations  Project Administration  Organize and support meetings and projects  Manage people, time, and resources by utilizing effective employment practices, encouraging team building, and mentoring junior members of the staff.Store, retrieve and archive information |

**Skills:**

Six years experience in Manual and Automatic SoftwareTesting. Knowledge of Web-based applications. Proficient in using Manual and Automated Testing tools. Experience in writing Test cases and Test plans. Working knowledge of Insurance Companies’ Web applications, Expertise in documentation using Microsoft Office products including Word, Excel, PowerPoint, Access, publisher, Outlook and various mail applications. Experience in working with Mainframe, Bloomberg, Microsoft CRM, Navision systems. Excellent communication, strong analytical and problem solving skills.

**Work Experience:**

**BankersLife and CasualtyTampa, FL- QA Test Engineer (October 2011 – March 2014)**

Bankers Life and Casualty is leading provider of insurance, specializing in life health and annuity products. For over 130 years, Bankers Life and Casualty Company have been helping policyholders relieve their financial concerns with life, health and annuity products that are appropriate and suitable for their financial security needs. This project involved development of internal application which enabled administrative teams, sales and management to provide an exceptional experience and service to their customers.

**Responsibilities include:**

* Extensively used Quality center, for test planning, bug tracking and reporting
* Creating test plan documentation, writing test cases/test scenarios
* Preparing tests and executing test cases utilizing HP Quality Center and QTP
* PerformingBlack Box Testing, Functional Smoke Testing, Performance Testing, Usability Testing, Security Testing, Compatibility Testing, Comparison Testing, Regression testing
* Evaluating Performed tests, reporting results, retesting as needed
* Document test procedures andsoftware defects, track problems/bugs, maintaining and updating test plans, test cases through testing life cycle
* Responsible for maintaining  defect logs
* Worked extensively using Quality Center (Test Plans, Test Cases, Test Design, Test Inputs, Test Logs, and Test Summary Reports etc)
* Coordinated project activities with various teams and conducted testing reviews, test reports, test result reviews with development team and various project teams
* Coordinated with development engineers, users and support groups to understand the application architecture, use and current production issues to develop the best possible real time scenarios for Regression testing
* Verification and validation of the application ensuring that it meets all defined business requirements and associated functionality
* Provided status updates to QA Supervisor and attended monthly test case review meetings
* Organized test case reviews and results walkthroughs with stakeholders, raise and maintain defects and obtain needed signoff as per standards
* QA Environment: - Manual Testing, Windows XP, Oracle, Mercury Quality Center

**MetLife InsuranceTampa, FL- QA Test Engineer (March 2010 – September 2011)**

MetLife Insurance offers various insurance policies to the customers, providing health, life insurance, disability income insurance, car insurance and employee benefits. This project involved development of external application which enabled customers to use the website and receive an exceptional experience and service.

**Responsibilities include:**

* Testing software applications/enhancements/maintenance releases to ensure product meets requirements
* Worked closely with the Application developers on defect resolution
* Assist in the implementation and maintenance of an Automated Test/Problem Tracking System
* Validation of test results and reporting of defect discrepancies
* Develop test plans, design the test cases
* Validation of test results and reporting of defect discrepancies. Assist with defect resolution
* Detailed study of the workflows and close interaction with Architects and software developers to understand application functionality, navigational flow and Workflows
* Scheduled and facilitated test results reviews with Stakeholders, BA’s and Developers, and obtain Stakeholder’s sign-off
* Developed test cases for Functional and Integration testing
* Provided the project team with weekly status reports and test metrics
* Responsible for preparing Test Plan which describes the features and functions to be tested
* Helped new team members to understand the application functions
* Responsible for manual testing and functional testing
* Prioritizing and executing tasks in a high pressure environment
* Practice the ability to meet tight deadlines
* QA Environment: Quality Center and Manual Testing

**Nationwide Insurance Columbus, OH - QA Test Engineer ( November 2007 – February 2010)**

Nationwide has grown from a small mutual Home, auto insurer owned by policyholders to one of the largest insurance and financial services companies in the world, with more than $135 billion in statutory assets. This project involved development of Fusion application which enabled nationwide sales and service team (Direct Agents) to provide an exceptional experience to the customers, potential customers and agents.

* Involved in developing Test Plans, Test Cases and Test Schedules based on high-level and detailed designs.
* Implemented Agile(Scrum) QA methodology to ensure the new features meet the requirements and accepted quality assurance standars
* Responsible for writing Test Strategies and reviewing test scenarios and cases. Participate in meeting with client for various demos, trainings on new enhancements and reviews.
* Performed Smoke, Functional, Integration, User Acceptance and Regression Testing on the web-based application.
* Reviewed business requirements for assigned testing projects and made recommendations for changes where appropriate
* Worked with QA Supervisor in estimating the testing effort of assigned projects based on the requirements
* Developed test cases and test steps from business requirements and documented in Quality Center in accordance with QA standards and processes
* Created test data and set up test environment, wrote test cases, executed them and tracked Defects in Quality Center and helped resolving technical issues with developers
* Provided status updates to QA Supervisor and attended Monthly Test case review Meetings
* Prepared test data, test environment, plan for test and production deployment; Conducted post deployment validation and regular health checks.

**Argus Media London, UK - QA Test Engineer(September 2005 – September 2007)**

My previous role was with a highly successful company called Argus Media Limited. Argus is a leading provider of price assessments, business intelligence and market data for the global crude oil, petroleum products, gas, LPG, coal, electricity, biofuels, biomass, emissions, fertiliser and transportation industries. It is headquartered in London, and has offices in Moscow, Washington, Houston, Singapore, Tokyo, Beijing, New York, Kiev, Sydney, Astana, Portland, Johannesburg and Dubai. This project involved development of internal financial invoicing application which enabled sales and finance team to provide an exceptional invoicing experience to the customers, financial staff and management teams.

**Responsibilities include:**

* Test enterprise-wide CRM applications.
* Testing CRM applications containing web, chat, and email components developed in JAVA, HTML, VBScript
* Performing Functional and Regression testing.
* Testing web-based administration CRM application developed in JAVA, HTML
* Reviewing test case workbooks for completeness.
* Assisted with testing and verifying new links to web applications.
* Reviewing project plans for adequate allocation of time and resources
* Analyzed user requirements and developed test cases and Test Scripts
* Responsible for manual testing and functional testing
* Designed and developed testing tools to improve the quality of reports, invoices and data conversions
* Worked with developers, business and release managers to discuss the ways to fix the defects
* Reporting the test execution status in the Bug Review Meetings on a weekly basis with the project group