# Professional Summary

Possess high-caliber presentation, ClientInteraction, requirement gathering and analysis skills. Objective is to lead a team to design, implement and support high quality System Development, working with end clients to define needs and to develop clear business solutions, to gather and analyze quality data to assist management in making informed, high quality decisions.

# Specific Expertise

* Over 7+Years of experience in the field of Quality Assurance & Business Development of an application.
* Strong knowledge of the Systems Development Life Cycle (SDLC) models such as Water Fall, Agile, and Spiral.
* Experience leading QA team, managing testing effort, escalating defects meetings, etc.
* Experience developing & producing Test Scripts and Test Cases for Web based Applications.
* Extensive experience in testing Client/Server and Web Based and Mainframe applications.
* Expertise in Bug reporting tools such as Test Director, Quality center and Rational Clear Quest
* Extensive manual testing experience working on Web-online application.
* Proficient in manual and automated testing of applications on Windows and Unix environment
* An expert in analyzing, understanding, testing financial and banking applications.
* Experience in Back-End Testing using SQL on UNIX and Windows platform to validate the consistency of data.
* Experience on Preparation of test plan, test procedures, Manual and Automation test scenario, test script, and Reporting Defects.
* Proficient knowledge in various types of Software Testing such as Unit testing, Integrated testing, System Testing, Black box testing, Positive Testing, Negative testing, Performance Testing, Stress Testing, Load Testing, Volume Testing, Data Driven Testing, Back end Testing and Regression Testing.
* Strong understanding of technical mainframe testing strategies.
* Good working knowledge of major Operating Systems such as Windows 98, 2000, XP, Vista, 7 and UNIX.
* Experience with Quality Center: creating test cases, test execution, and defect management.
* Experience working closely with business analysts and business units to help with UAT testing and defect management.
* Strong experience in Manual Testing, writing Test Case, Requirements, logging & tracking Defects, producing graphs &reports from HP Quality Center/ALM
* Experienced on bug tracking tool like ALM/Quality Center, JIRA.
* Proficient in translating project artifacts into Test Cases, creating RTM, executing Test Cases, reporting Defects and documenting Test Results using testing and bug reporting tools such as ALM/QC, TFS, MTM, QTP, JIRA.
* Excellent communication and writing skills with the ability to adapt to new and dynamic environments
* Good team leader, Player and can work alone with minimal or no supervision
* Ability to multi-task, prioritize and work with time constraints while paying attention to details
* Excellent communication, interpersonal & analytical skills.
* Creative and Aggressive person capable of forming and maintaining positive and productive team environments with integrative thinking skills.

# Technical Skills

Operating Systems: UNIX, Windows NT/2000/XP.

RDBMS: SQL Server, Oracle.

Business Applications: Microsoft Office Suite – MS Word, Excel, PowerPoint, Outlook.

SDLC: Waterfall, Agile, Spiral, RUP.

Project Management Tool: MS Project.

Testing Tools: Quick Test Professional (QTP),Load Runner

Bug Reporting Tools: Quality center, ALM,

Databases: Oracle, MS Access, MS SQL Server

Operating Systems: UNIX, Windows 98, 2000, XP, Vista, Windows 7

**Experience**

**Bed, Bath & Beyond, Union, NJ Sept 2015- Present**

**QA Analyst**

I was involved testing the functionality of the POS application of Tradestone MLM (Merchandising Lifecycle Management). I was responsible to validate the changes implemented for BBB does not adversely affect existing functionality across all applications and brands. Regression Test Cases were executed to support this objective. Also, Worked in Payment Gateway projects on their E-commerce and Point of Sale (POS) application.

**Responsibilities:**

* Prepared Test plan, Test cases and Test scripts based on the functional specifications.
* Performed functionality testing, system testing, integration testing, regression testing end to end testing, unit testing, user acceptance testing, positive testing and negative testing.
* Involved in discussion with the business analyst and Subject Matter Experts (SME) during creation of test plans and updating of business requirements.
* Coordinated with the developers and test lead on Defects Status on a regular basis.
* Actively involved in JAD approach in supply chain management of retail business.
* Responsible for analyzing requirements and creating test cases for RMS, TRMS and WMS as part of Supply Chain management application.
* Involved in testing the functionality of POS application based on the Requirements document provided by BA.
* Responsible to ensure transactions are managed correctly by validating Returns are enabled according to the business-specified returns policy and taken into account any local and fiscal requirements.
* Attending the Sprint stories (Agile methodology) walk through to know about the client requirements and technical requirements.
* Performed Ad hoc testing to ensure major and basic functionalities of the application are working after installation of every new build.
* Validated the .XML files that goes from the E-commerce to the OMS and gets sourced to WMS.
* Involved in end-to-end test of Sales and Non sales data in downstream applications, key and poll is the process where sale data originating from stores POS flows to Trade stone MLM (Merchandising Lifecycle Management)
* Tested Back Office and Central Office configured for Italy
* Responsible to validate different kinds of downloads such as Full Item download(FID), Non Merchandise download, Employee DB, Price changes/Markdowns, MUP Promos
* Validated Italy Tender Types such as Visa, Master Card, Debit, PAGO Card, Maestro, Gift Certificate, Traveler Check, Cheque, store credits and Mall Certificates
* Developed Use Case stories and business flow diagrams on the current e-commerce modules so that developers and other stakeholders can understand the business process.
* Responsible for providing data to the Trade stone MLM (Merchandising Lifecycle Management) team to process and validate transactions.
* Responsible to escalate any critical issues to Track Leads and project manager
* Extensively worked on all kind of joins and operators to fetch data from multiple tables.
* Tested and validated the database tables using SQL queries and Stored Procedures and performed Data Validation and Data Integration.
* Used ALM to write maintain test cases, create test sets, schedule test runs and to report bugs.
* Reported defects according to Defect Life Cycle.
* Actively participated in Defect tracking using HP ALM.
* Advocated and followed best practices of designing Test Case & logging Defect in HP ALM.
* Maintained the mapping between Use cases, Requirements and Test cases in ALM.
* Created Users, Setting up the Auto-Email Configuration, Set Traceability notifications, set Up Workflow, Setting Up Permissions for Different Users Depending on their Group (in HP ALM).
* Maintained RTM for proper Test Cases & Test Scripts coverage within HP ALM.
* Created and Maintained Test Matrix and Traceability Matrix and performed GAP Analysis.
* Ensured that the deliverables are being met on a timely basis.

**Environment**:MLM (Merchandising Lifecycle Management), Windows 2000, Linux, HP ALM, DB2, MS office.

**Under Armour Inc., Baltimore, MD March 2014- Aug 2015**

**QA Analyst**

Worked on a new B2B (Business to Business) project that went into production with significant customer feedback. The company aimed to expand its E-Commerce market share towards businesses and college sport teams. Thus, a wide range of testing strategies were executed. Was responsible for the whole Ecommerce section dealing with the Pricing Process, Supply Chain Management.Agile methodology has been extensively used along with JIRA Project tracking software.

**Responsibilities:**

* Implemented functional , sanity, and cross browser testing of E-Commerce platform
* Worked on Warehouse Management System (WMS).
* Participated in redesigning the whole Ecommerce section dealing with the Pricing Process, Supply Chain Management (SCM).
* Performed integration and regression testing at different stages of release
* Run SQL queries to perform necessary back end testing of B2B web platform
* Deployed pull requests from developers on to QA environments
* Verified retail order processing from front end and back end
* Involved in testing the functionality of POS application based on the Requirements document provided by BA
* Mobile applications test for iOS and Android hand set devices and executed functional, performance and usability testing.
* Extensive Knowledge and experience in Mobile Application Testing.
* Developed test cases in JIRA documents to cover new stories, improvements, and business requests
* Developed Keywords to transition between manual and automation test cases
* Supported the creation of end-to-end regression suites
* Run JIRA SQL queries to track issues within sprints
* Edited XML in the database to validate the responses for B2B customers.
* Verified that the time elapsed between a successful scan and when the gun starts printing a sticker is less than a second. Monitored the response time of the POS and Device if used simultaneously to ensure there is no impact to the POS application
* Participated in regular agile standups, sprint planning, review and retrospective meetings
* Interacted with business analysts and UI to determine accurate quality needs
* Used HP ALM to log any defects, issues and risk found during Integration test
* Report daily blockers and weekly logs to QA manager
* Coordinated with QA manager on creation of test plan and strategy
* Wrote documentation for various components of web commerce application
* Worked with Customer Service to address quality issues that obstruct web retail
* Worked on CMS and site tools to modify web content on QA environments before a new pull request is merged to production
* Applied Geographical testing tools to validate requirements dealing with global coverage
* Participated in technical reviews with business teams

**Environment:**JIRA, HP ALM, SQL, MS Excel, MS Word, MS Visio, XML, Agile approach.

**Barclaycard US, Wilmington, DE Sept 2012–Feb 2014**

**Testing Engineer**

Barclays is a major global financial services provider engaged in retail banking, credit cards, corporate and investment banking and wealth management. The Project was about consumer lending with accuracy and reminded originators of loan promotions verifying rates and terms for loans filled in needed documents for each loan closing working on launching new line of business (Consumer Lending) with new Processor FDR.

###### Responsibilities:

* Responsible for reviewing business requirements, functional specifications, project schedules, documentation and teststrategy.
* Wrote Test Cases in ALM/Quality Center that would test various Test scenarios.
* Used ALM/Quality Center create and maintain Test Requirements
* Performed Manual Testing to test the usability of the application.
* Analysis the testing activities as per the planned forecast for the given projects.
* Getting updates and working with project team members for issues captured through metrics reporting.
* Documented and reported bugs using ALM/Quality Center.
* Performed Functionality, Negative and Positive testing using HP ALM/Quality Center.
* Used HP ALM/QC to organize the testing process and to manage and report defects.
* Actively participated in Status reporting meetings and interacted with Developers to discuss the technical issues.
* Expertise Used FDR (Mainframe) to get the information all the boarded loans.
* Validated the customer information(Credit Card) using TYSY (Mainframe)
* Validated the customer information using the FDR’s Green Screen.
* Used the FDR’s information to match with the Customer web and agent Web application.
* Validate to check if demographic information is stored correctly using FDR.
* Used STRSQL command on FDR Green screen to validate data using Toad Oracle.
* Validating FDR Screen data with HADOOP (file validation)
* Performed on End to ENDtesting.
* Performed back-end testing using SQL queries to validate data and perform Data integrity testing.
* Actively participated in Status reporting meetings and interacted with Developers to discuss the technical issues.
* Assisted in production Support whenever needed.
* Involved in creating test cases for regression testing and assist test lead during the testing activities.
* Analyze the requirement coverage and traceability to ensure the testing coverage.
* Retrieved records from multiple tables from Oracle Database by using joins such as Inner Joins, Outer

Joins and Self Joins

**Environment:** ALM 11, TOAD, Microsoft Office, Windows, Selenium, Rally, MS Project.

**Sallie Mae, Newark, DE Jan 2011– Aug 2012**

**QA Tester**

Sallie Mae offers education loan options for undergraduate, graduate and professional students as well as for families with children in private schools along with other Banking services.

Their mortgage system is a designed to be a complete mortgage lending solution. The system allows for processing, closing and underwriting of all loan types. The system also provides a centralized repository for underwriting and monitoring process. I worked on integrating the system that provide a real-time status of loan applications, risk management, and monitoring capabilities.

###### Responsibilities:

* Responsible for reviewing business requirements, functional specifications, project schedules, documentation and test plans.
* Wrote Test Cases in Quality Center that would test various Test scenarios.
* Used Quality Center create and maintain Test Requirements
* Performed Manual Testing to test the usability of the application.
* Conducted GUI testing to test the appearance and properties.
* Analysis the testing activities as per the planned forecast for the given projects.
* Analysis the Weekly QA Metrics Reports for to correct the reporting errors.
* Getting updates and working with project team members for issues captured through metrics reporting.
* Documented and reported bugs using Quality Center.
* Actively participated in Status reporting meetings and interacted with Developers to discuss the technical issues.
* Used FDR (Mainframe application) to get the information all the boarded loans.
* Validated the customer information using the FDR’s Green Screen.
* Used the FDR’s information to match with the agent Web application.
* Validate to check if demographic information is stored correctly using FDR.
* Used STRSQL command on FDR Green screen to validate data using SQL.
* Analyze the requirement coverage and traceability to ensure the testing coverage
* Performed Smoke Testing, Sanity Testing.
* Performed back-end testing using SQL queries to validate data and perform Data integrity testing.
* Documented and reported bugs using Quality Center.
* Actively participated in Status reporting meetings and interacted with Developers to discuss the technical issues.
* Assisted in production Support whenever needed.
* Involved in creating test cases for regression testing and assist test lead during the testing activities.
* Analyze the requirement coverage and traceability to ensure the testing coverage.
* Created and maintained SQL Scripts and Unix Shell scripts to perform back-end testing
* Reviewed extensive SQL Queries with complex multi-table joins and nested queries.
* Wrote extensive SQL queries for data validation, analysis and manipulation, and maintaining the integrity of the database.
* Responsible for executing SQL Queries for checking duplication in records.
* Retrieved records from multiple tables from Oracle Database by using joins such as Inner Joins, Outer

Joins, and Self Joins

**Environment:** HP QC, TOAD, Microsoft Office, Windows.

**Wells Fargo Bank, Des Moines, IA Jan 2010–Dec 2010**

**QA Tester**

Wells Fargo is one of the most trusted U.S banks for safeguarding customer privacy data. It is widely recognized as one of the biggest performing banks in the nation. The project was initiated to assist clients with online mortgage resources as well as mortgage officers with various qualification standards. I was involved in the ‘Mortgage Loan Center’ module, which allows Custom Quotes, loan applications, and information about loan origination.

###### Responsibilities:

* Wrote test plan and test cases for User Acceptance Testing and created Requirement Traceability Matrix to keep track the changes.
* Performed walkthroughs with Development, BA and UAT team.
* Wrote, Ran and Executed Test Cases based on business requirements.
* Performed Data-Driven testing using parameterization in WARP using advanced Data Tables.
* Test planning and Reporting done using QC.
* Performed back-end testing procedures using SQL statements for some online customer interactions.
* Performed Functionality, System, Front end, Negative and Positive testing using QC.
* Designed and executed manual and automated test cases through QC by integrating WARP.
* Executed the tests to verify the web GUI using Quick Test Pro.
* Produced functional specifications and led weekly meetings with developers and business units to discuss outstanding technical issues and deadlines that had to be met.
* Tracked defects using JIRA.
* Converted Functional requirements into detailed scenarios and test cases.
* Performed data drive testing to validate the same set of operation with different set of data
* Analyzed portfolio management, investment planning, financial planning, customer support and investment strategy tools and processes
* Developed Test Cases and Scripts for functionality and Regression Testing.
* Involved in configuration testing.
* Used QC to organize the testing process and to manage and report defects.

**Environment**: HTML, JSP, Oracle, SQL, HP Quality Center, Web Services and Windows 2000, JIRA.

**Education**

Bachelor of Business Administration, Stratford University