* Six plusyears of extensive Quality Assurance (QA) testingexperience in web based, windows and client server applications.
* Good knowledge in analysis & compliance experience from, payers, providers and exchanges perspective, with primary focus on Coordination of benefits
* 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.
* 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**
* 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**

|  |  |
| --- | --- |
| **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** |
| **ETL Tools** | **Informatica, SSIS, IBM Data Stage** |
| **BI Tools** | **Business Objects, Cognos** |
| **Webservices Tool** | **RESTful, SOAP UI** |

**PACSES, Harrisburg,PA                                                                                  Dec 13 – Present**

**QA Analyst**

The Department of Public Welfare, Bureau of Child Support Enforcement (BCSE), administers Pennsylvania’s Child Support Enforcement Program through Cooperative Agreements with the 67 county Courts of Common Pleas. PACSES stands    for Pennsylvania Child Support Enforcement System.   Pennsylvania’s Child Support Enforcement Program is recognized nationally as a leader in program effectiveness, earning the national “Outstanding Program Award” in 2002.

I was responsible for Testing of the Child Support System which includes enhancements of different Child Support Forms, Reports, Sub-Systems and new releases to the Child Support website.  Also involved in the functionality testing of PIM-I, the Performance Improvement Module Phase-I. A one of it’s kind smart application which is developed exclusively for DRS workers to work on cases with Arrears.

**Responsibilities:**

* Extensive knowledge of Pennsylvania Child Support system.
* Worked on the Enhancement of the Employer Thread for the PA Child Support Website.
* Worked on the Regression Testing of Payee, Pay or, Docket and Lien Threads of the CSWS.
* Worked on different migration packages and Work Orders.
* Extensively interacted with the State and Local Child Support agencies.
* Worker on different versions of Forms including Jet form fillers, Batch, Adobe and Online forms.
* Created **SOAP UI** projects for published **web services** to test the interface by providing the necessary parameters.
* Worked on the Collections, Disbursements and Online Payments module.
* Worked with the state counties to gather requirements and meet the testing goals.
* Imported test cases from MS Excel, MS Word to HP ALM/Quality Center.
* Imported test cases from **HP ALM/Quality Center** to MS Excel or MS Word.
* Wrote test plans for Integration Testing and **UAT**.
* Generated the test execution report in **HP ALM/Quality Cente**r to be reviewed by the QA Manager and development team.
* Tested **APIs (both RESTful and SOAP)** manually as well as through automation using SOAP UI.
* Generated various reports and graphs from **HP ALM/Quality Center** and analyzed the testing process overview.
* Prioritize testing priorities based on business risk, Access testing assets anytime; anywhere via a browser interface using Quality Center.
* Performed **backend testing** to validate the data using **SQL queries**
* **Manually** wrote **SQL queries** to check **the integrity of data**.
* Created and maintained SQL Scripts and Unix Shell scripts to perform **backend** testing on the oracle database.
* Wrote complex SQL queries to perform **Backend** testing.
* Uncovered multiple issues related to the data population in the **backend** database using **QTP**.
* Tested web service architectures, **SOA** using **SOAPUI.**
* Maintained Traceability Matrix and Test Matrix, Entry and Exit criteria.
* Created the performance testing, Quality Center deployment, and **QTP**implementation schedules using MS Project.
* Uncovered multiple issues related to the data population in the **backend** database using **QTP**.
* Worked exclusively on Giant Activity Matrix, also known as GAM which is the base of PACSES.
* Capture the request and response xml for documenting the test case execution in SOAPUI.
* Gained extensive experience in Case Initiation and Case Closure.
* Extensively tested the **Performance** Improvement Module Phase-I.
* Extensively worked on different Child Support Sub-systems including Locate, Financials, Reports, Forms, IV-A, IV-D, etc.
* Extensively worked on Inter-County, Inter-State, Tribal and International case setup.
* Performed **UAT** and Shake off testing of the major and critical tasks.
* Executed the Functional and Regression testing of each and every task manually in a team
* Actively participated in team meetings and walkthroughs.
* Actively lead the PACSES Brown Bag Training Sessions.
* Excellent experience in Business Analysis
* Followed the SDLC methodology.
* Participated in walkthroughs and Technical Reviews all through the testing phase
* Worked with development team members to better understand system functionality in order to improve testing quality.
* Mentored the team and facilitated the team in the whole testing life cycle.
* Lead the Testing Requirements meetings and interacted with Key stakeholders of PACSES

**Environment:** Quality Center, QTP, ALM, API, MS Office Suite, SDLC, SQL, SOAP UI, UAT, Performance Testing, Functional Testing.

**T-Mobile, Washington, DC Oct 2012 to Nov 2013**

**Webservices Tester**

T-Mobile Wireless is one of the leading Telecom service provider company. The project was to modify the existing billing system and ensure that the Customer Payment Module functions as per the Requirement of processing payment and sending confirmation to customers.

**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.
* Validated reports, ETL Testing (Compare data in source and target database based on Mapping documents) / Data validations.
* 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
* 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, SOAP UI, SQL Server, JavaScript, RESTful, C#, .Net

**Citi Group , Wilmington, DE Sept 2010 - Sept 2012 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.
* 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
* Analyzed the Batch Process, Work-flow behavior and SOA/ Web Services testing using Soap UI.
* 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.
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* 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, JavaScript, RESTful, C#, .Net

**PNC Bank, Philadelphia, PA Jan 09 – Aug 10**

**QA Analyst**

PNC Bank is a leading bank in eastern region. It offers a wide range of banking products and financial services in the areas of Capital Markets, Investments, and asset management. Project involved working on different platforms for different projects. The project was to change bank Credit Risk Rating Exposure loan processes for compliance with Basel banking laws and regulations. PNC bank uses this application to credit risk commercial loan applicants.

**Responsibilities:-**

* Analyzed Business Requirement Document and Technical Specifications Document and scripted the test cases.
* Involved in manual testing, automated testing, system testing, regression testing, user acceptance testing, and integration testing
* Performed manual and functional testing on various parts of the application and used Quality Center for defect tracking
* Performed Database testing using **SQL** queries
* Prepared various test reports from Quality Center such as Test Execution Status, Test Execution Summary, Defect Summary/Details report.
* Used **SQL** queries to validate the data between the backend and the front end
* Created test cases for various modules in MS Excel and exported them to Quality Center for Test Case Management.
* Created Test Plan and Test Lab in QC and upload Test cases.
* Set-up, co-ordinate & conduct system & UAT testing with Business Analysts and end-field users after the applications were all set.
* Performed Functional Testing, Smoke testing, Integration testing, UAT Testing, Backend Testing, Regression Testing, End to End Testing and System Testing
* Actively participated in Walkthroughs and Daily status report meetings.
* Prepared QA Audit Test Report at the completion of the project.
* Highly proficient in using Microsoft excel, word, MS Project, MS PowerPoint, MS Visio

**Environment:** Manual Testing, ASP.Net, Quality Center, JavaScript, MS **SQL** Server, MS Office, MS Excel, Windows XP.