**Madhu Dhakal**

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**OBJECTIVE:**

To take up a technically challenging position in the area of Quality Assurance in a highly motivated, progressive and fast paced environment.

PROFESSIONAL SUMMARY:

* Over 5+years of experience in the field of Quality Assurance with specialization in Banking, Retail industries, and Online services.
* Strong Knowledge of Software Development Life Cycle (SDLC).
* Tested software applications including Client-Server and Web based applications.
* Worked extensively on Mercury / HP Interactive Testing tools – Quick Test Pro (QTP)
* Recognized for developing excellent test plans/scripts and rapidly discovering defects.
* Proven success in interfacing with developers and project managers to support problem analysis and release new products in timely manner.
* Worked with developers, business analysts, and user representatives in application design and document reviews.
* Development of Test plans, execution of Test cases and Test scenarios to meet the product’s business requirements.
* Hands on experience in reporting defects by using HP Quality Center test management tool and IBM -Rational Clear Quest.
* Expertise in Manual/Functional, Automated testing.
* Involved in developing and maintaining Requirement Traceability Matrix and Gap analysis
* Logged and tracked defects.
* Executed and updated SQL queries to perform Backend Testing.
* Participated in designing Walkthroughs and verify QC Test Scripts and generated reports.
* Well experienced in performing Entrance and Exit criteria in order to determine if testing should progress.
* Demonstrated excellent communication and presentation skills during UAT sessions and validate the requirements with the users.
* Worked independently and as a team to accomplish company goal.

Testing Tools: Load Runner, Win Runner,QTP

Bug Reporting: Quality Center, QTP, Test Director, JIRA,

Scripting Languages: VBScript, C, SQL

Databases: MS SQL Server, Oracle, MS Access, MySQL

Web Technology: HTML, XML, XHTML, PHP, .Net, JavaScript

MS Office Tool: MS Office, MS Visio, MS project

Operating System: Windows (7, XP, 2000), UNIX

**Midwest Bank Iowa city, iowa Mar 2012- Till Date**

**QA Tester**

Midwest Bank is a rapidly growing, locally owned, independent bank. Through rapid growth, bank have developed the financial and technological resources to meet the needs of small and large customers .The project was Web application ensuring the registered customer to have online access to their digital Payments and new customers could register their account too. I was responsible for testing their web-based interface, which has been built to provide online access to customer’s account information in a safe and secure environment. Customers can track their account activity, make payments, review monthly statements, and transfer funds one account to the other. Security Testing was of great importance in this project.

Responsibilities:

* Maintained documents and the effect of proposed changes on the project schedule and cost.
* Managed and tracked Defects using quality center.
* Worked directly with software engineers to ensure clear communications on requirements and defect reports.
* Performed Functional and Regression testing using Win Runner.
* Performed Unit, Integrated, System, Regression, Negative and Positive Testing using
* Win Runner.
* Used Quality Center for Tracking Bugs and new requirements.
* Conducted GUI testing using scripts generated in Win Runner.
* Designed and developed scenarios based on business requirements.
* Designed, developed and executed manual test cases and automated VB Scripts in QTP for Functional, Regression, Integration and smoke testing of the application components. Imported test cases from MS Excel into Quality Center.
* Created, updated and maintained test plan and test scripts based on use cases provided.
* Created QA Analysis and Weekly status reports, including test results by dates, test script summary (coverage, pass, fail), Defect Status and Defect trending.
* Supported development execution and recording of automated test scripts using WinRunner.
* Created test Script in Quick Test Professional for Functional Testing.

**FARMERS INSURANCE, LOS ANGELES, CA Mar 2010 – Jan2012**

**QA Tester**

Farmers Insuranceis a leading insurance company in providing insurance for Auto, Home, Life, etc. Worked on the application that processes insurance claims and calculates the commission of the insurance agents.

Responsibilities:

* Interacted with the client to obtain the software requirements specification.
* Involved in gathering requirements by talking to the business users.
* Involved in writing test plans, test cases.
* Inserted various checkpoints to conduct functional testing using QTP.
* Coordinated defects with the development and test teams
* Provided status reports and created deliverables on a daily and weekly basis
* Wrote SQL queries to retrieve data from the back-end.
* Wrote user guides for business users to learn and understand the application.
* Performed Data Driven Testing. Involved in reviewing complex SQL queries, views, function, and stored procedure.
* Manually performed Back-End Testing of the application for SQL-Server 2000 and Oracle databases
* Inserted Page Checkpoint and Text Checkpoints to check characteristics of Web page and text strings are displayed in appropriate place respectively.
* Ensured that the deliverables are being met on a timely basis.
* Used Mercury Quality Center for reporting Bugs and Issue Management.
* Analyzed test planning data using reports and graphs generated in Mercury Quality Centre.
* Tracked and developed metrics for testing
* Performed Integration testing, System testing and Regression testing
* Generated bug reports using Mercury Quality Center.

**Bank of america, Dallas, TX Dec 2009 –Feb 2010**

**QA Tester**

Bank of America Corporation is a full-service investment bank and brokerage firm. Its core services include consumer and small business banking, credit cards, investment banking and brokerage, and asset management. e-Bank of America(e-BOA) - Small Business Module is an web based application which provides the benefits of accounts access, checking and saving, Loans lines and leasing, cards, merchant services, Payroll and taxes, Investment & Retirement, Dealer services, additional services and has a resource center. I worked on modules such as checking Account, Savings Account and Loans Mortgages. I was responsible for testing their web-based interface, which has been built to provide online access to customer’s account information in a safe and secure environment. Customers can track their account activity, make payments, review monthly statements, and transfer funds one account to the other. Security Testing was of great importance in this project.

Responsibilities:

* Interacted with the client to obtain the software requirements specification.
* Analyzed the requirements, created test plans and test cases.
* Performed sanity and smoke testing on the system manually.
* Assist in the creation of test plan and execution of manual and automated test scripts.
* Performed security testing manually to assure that only privileged users access the application
* Participated in meetings on a regular basis to overcome the communication gap.
* Extensively utilized Quality center for test management and defect tracking.
* Performed Data Driven testing of the application using Data Driver Wizard in Win Runner.
* Performed Integration testing, System testing and Regression testing.
* Performed Load Testing with Load Runner generating numerous V-users to emulate the actions of the allowed users and assure smooth performance of the brokerage application.
* Inserted Transaction Points and Rendezvous Points to measure the performance of the application in Load Runner.
* Utilized Quick Test Professional and Quality Center for test automation.
* Performed the Back-End testing manually by writing and executing SQL statements on Oracle Database in UNIX environment
* Negative and Positive testing was conducted manually.
* Used Test Director Mercury Quality Center to report bugs.

**Community health system Franklin Tennessee**

**Quality Assurance Feb 2008-Nov 2008**

It is nation’s leading operator of general acute care hospitals. It is the largest non-urban provider of general hospital healthcare services in the United States in terms of number of acute care facilities. It implemented an internet-based application to improve its health insurance claim processing by automating receiving and processing health benefit claims. Health care facilities can send their claims over the Internet. This system, which initiates all the necessary procedures, standardizes and validates the data according to HIPAA regulations, and provides error processing for the transactions that could not be fully processed through the system. The new application also allows the agents to track and manage the status of a health benefit claims.

Responsibilities

* Participated in Test Planning.
* Wrote and updated Test Cases and setup Test Scenarios.
* Implemented the SDLC and followed the Standardized process in the application.
* Performed Smoke and Sanity Testing of the application manually after each build.
* Developed, executed and documented test plans and test cases.
* Maintained requirement traceability matrix (RTM) to make sure that the test plans were written for all the requirements
* Conducted Gap analysis.
* Prepared Data in FACETS required for Manual script executions.
* Analyzed system requirements and developed detailed Test Plan for testing.
* Performed Manual Testing prior to Automated Testing of the application.
* Identified Test Cases to the run for Regression Testing and conducted Regression testing as and when the new builds were made.
* Wrote automated test cases using QTP.
* Wrote and executed SQL commands to extract data from the database for the Back End Testing.
* Performed Positive Testing and Negative Testing Manually.
* Created QA Analysis and Weekly status reports, including test results by dates, test script summary (coverage, pass, fail), Defect Status and Defect trending.