**Mirdha M Ferdua**

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**PROFESSIONAL SUMMARY**

* 7 years of experience as a QA Tester / Product Tester in Manual and Automation Testing, experienced in defining Testing Methodologies, Designing Test Plans and Test Cases, Verifying and Validating Web based applications and Documentation based on standards for Software Development and effective QA implementation in all phases of Software Development Life Cycle (SDLC).
* Proficient in Business Requirements Analysis, Developing Functional Specification and Project Documentation.
* Expert in developing Test Plans, Procedures, Scenarios, Object properties, Test Cases, Test Steps &executing Test Procedures. Involved in extensive testing of client-server and web application. Experience in User Acceptance, Back- end, Regression, Functional and Performance testing.
* Extensive experience testing SOA architecture, Robot Frame work, Postman, Webservices, SOAP, XML using SoapUI. Experience in creating test suite from SoapUI.
* Involved in GUI Testing, Functionality testing, System testing, Stress testing, Load testing, Backend testing, Data driven testing, Regression testing and Integration testing.
* Performed Bug and Defect reporting using reporting tools such as Test Director, Quality Center and locally developed tools. Involved in maintaining Test Matrix.
* Experience with Web and Application Servers. Experience in developing business based functional test scenarios. Expertise in Problem solving and Bug Tracking Reports using Bug tracking Tools. Scheduling, assigning task and coordinating with the team members.
* Expertise in End-to-End, Functional, Integration, Backend and Regression, UAT Testing. Experience in writing System test plans, defining test cases, developing and maintaining test scripts and documenting all phases of QA process.
* Involved in Manual and Automated Testing of applications developed on Windows and UNIX Environment.
* Highly organized, self-motivated and a team player.
* Strong problem-solving skills with very good time management skills.
* Ability to work efficiently with minimum supervision.
* Excellent troubleshooting, analytical, interpersonal and communication skills.

**TECHNICAL SKILLS**

**Tools:** HP ALM, Java/Selenium, Robot Framework, UFT

**Methodologies:** Agile, Waterfall and v-Model.

**Operating Systems:** Windows XP, Windows 2000/2003/2008, UNIX.

**Databases:** MS SQL Server, and MS Access.

**Languages:** Pl/SQL, HTML, XML, .NET

**Applications:** Microsoft Excel, PowerPoint, Word, and Outlook

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**PROFESSIONAL EXPERIENCE**

**Sandy Spring Bank, Olney, MD April17– May18**

**Automation Tester**

The goal of this project was to work on Front interface as well as webservices part of the client-server application for the Retail sections like Teller/Platform, Ovation, RIB and Debit/Credit Cards. The main scope of the project was to prepare a front interface for the retail community of bank like Tellers at the bank, bank Call center employees and Internet bankers which can help in performing the activities like Account Opening, Update the contact info of the customers etc. A new functionality took care of the addition of two new checking account products as well as the scanning of the checks/deposit slips in the bank itself for easy storage of the hard copies into soft copies.

**Responsibilities:**

* Highly involved in integration testing using Keyword driven script in Pycharmtool using Robot framework
* Automated acceptance testing with acceptance test-driven development (ATDD) using Robot Framework on Python scripts.
* Formulated methods to perform Positive and Negative testing against requirements using RIDE (RF IDE).
* End Product web application web services API testing using POSTMAN.
* XML, Json and Canonical formatted text file were heavily used while performing integration testing.
* Worked on a centralized application management platform for managing and automating within and across application teams and throughout the complete process of SDLC, all within a single workflow using Selenium web driver using Python.
* Worked in Test-driven Development &Robot Framework-based Acceptance Test-driven Development and in short cycles.
* Performed Stress testing on Web services using pylot in python environment.
* Developed Shell scripts to automate the process and validate the data.
* Graphical User Interface end to end testing between two web applications were heavily automated.
* Used Java, JavaScript, Xpath, CSS, DOM elements to automate in Graphical level.
* Performed end to end load testing to check stability of the application.
* Worked on various Environments such as DEV, QA, UAT.
* Used Jenkins for CI/CD of the application development.
* Helped to create Traceability Matrix to ensure comprehensive test coverage of requirements identifies all test conditions and test data needs.
* Worked closely with the developers to ensure Acceptance Criteria was accomplished.
* Used Bitbucket for version control.
* Used Jira for Project management, bug tracking and issue tracking tool.
* Used Confluence Page for documenting all the test documents.
* Involved in grooming tickets before moving to Backlog for writing acceptance criteria.
* Mainly followed Scrum in Agile methodology.
* Designed and administered surveys and interviews to document teller experience during UAT.
* Created and maintained SQL queries to perform back-end testing.
* Participated in detailed test execution, issue identification, review and resolution process during QA phase Involved in Planning, organizing and supervising daily tasks and duties for the QA team
* Performed Load test, stress test and executed goal oriented and manual scenarios.
* Executed SQL queries / Joins for database verification / back end testing.
* Made schedules for system and integration testing for each release. Developed Requirement traceability matrix.
* Kept track of the bugs / defects, deciding their priority and then assigned them to the different developers.
* Attended status review meetings, interacted with developers, Architects to resolve the issues.
* Interacted with offshore team, co-ordinate meetings to review the automation scripts and informed the progress of the project.

**Environment:** ALM, Selenium Web Driver, Java, Office, Robert Framework, XML, WebServices, XML, SoapUI

**The First National Bank, NY Feb 15 – March 17**

**QA Test Analyst**

The First National Bank believes in offering the customers by providing services such as Personal banking, online banking, Government Banking, Investment Banking, Business Loans and Mortgage banking. Its is a site which provides user friendly navigation to all the account holders in performing certain operations like viewing, transferring, deposits and with drawls. As a member of the testing team, the responsibility was to verify the overall functionality of the application and also interaction with the real-time users to upgrade and support the end-to-end functionality of the website.

**Responsibilities:**

* Worked on Entire Software Testing Life Cycle and follow strategies, plans and procedures within Information Technology software
* Comply with standards and strategies of the software development life cycle
* Responsible for reviewing and writing the scripts and system environments
* Executed Test Cases in order to verify actual results against expected results provided by client.
* Analyzed business requirements and functional documents.
* Plan, document, evaluate and track testing results to ensure system applications are free from defects.
* Participated in the Manual Vs Automated testing decision-making process.
* Implemented Selenium test scripts by following Page Object model framework
* Developed scripts in Selenium WebDriver to automate UI functional test scenarios
* Extensively used Selenium Locators like ID, Name, Identifier, Link Text, Xpath and CSS.
* Executed Configuration testing and GUI testing.
* Conducted Security Test on the application manually.
* Conducted Sanity and Smoke testing on the new builds for basic functionality testing.
* Discussed and worked with business analyst team to gather detail functionality.
* Walkthrough on all of test cases.
* Create the Application Area for QC (Object Repository, Function Libraries, and Recovery Scenarios).
* Used SQL statements extensively to retrieve data for database testing.
* Assist business users in defining User Acceptance Testing, test cases and plans.
* Maintaining necessary backups and version control and error recovery scenarios for the scripts generated.

**Environment:**HP ALM,PL/SQL, Windows,Java, HTML,Selenium, UNIX

**Fifth Third Bank, Cincinnati, OH Aug 13 – Jan 15**

**QA Analyst**

Fifth Third Bancorp is a diversified financial services company headquartered in Cincinnati, Ohio. Fifth Third operates five main businesses: Commercial Banking, Branch Banking, Consumer Lending, Investment Advisors and Fifth Third Processing Solutions. Fifth Third is among the largest money managers in the Midwest. I was working as QA Tester for the Credit Card Department. The project is to test the Credit Card Application and Account Management option, which allows consumers to apply credit card online.

**Responsibilities:**

* Involved in the Review of Requirements Specification with functional manager and technical specialists of the application
* Design and execute Test Plans and Test Cases, generate Test Scripts and Test scenarios.
* Prepared Test Plan based on the business requirement.
* Prepared proper documentation with reference to company policy
* Implemented the whole life cycle of QA methodology starting from planning, capturing, creating, executing reporting and tracking the defects using QC.
* Involved in automating test cases using Selenium Web Driver with Junit and TestNG.
* Used automated scripts and performed functionality testing during the various phases of the application development using Selenium.
* Used Maven for building the Web Driver project. Integrated with Continuous Integration tools Jenkins for running test on nightly basis automatically
* Developed various features such as Shopping cart, Transaction history, product searching, and account registration.
* Enhancement of existing application utilizing JSP, Created HTML navigation menu that is role based menu items changes dynamically, derived from the database in the form of XML.
* Analyzed test results using reports and graphs generated in Quality Center.
* Worked on QC in setting up and Customizing Project entities for Defect Module Screens.
* Wrote modification request for the bugs in the AUT and helped developers to track the problem.
* Maintained strong relationships with developers which helped in better execution of test plan.
* Participated in regular meetings with developers for reviews and walkthroughs.

**Environment:**Selenium, Windows XP, HTML, Java and SQL, UNIX

**Visa International, Foster City, CA May 11 –Jul 13**

**QA Analyst**

Enhanced Data Processing: EDP as part of Visa Information Management, offers various services to both existing and new customers such as secured File transfer, Invoice processing, Invoice and Financials Matching, Report Generation, Multi National data Consolidation. The primary purpose is to convert incoming data into VCF format; it has workflows for matching Invoices with Financials. The financial data is transmitted to VISA's sub systems like VIS, VTAM or its clients. The VIM - Visa's Intranet web application is used to configure deal info like input file format, activities, extract file, system specification etc. As a QA Analyst my key responsibilities were -

**Responsibilities:**

* Involved in System Testing for both Automated and Manual Testing.
* Analyzed and reviewed Requirements Document and Design Document.
* Performed documentation in SDLC of the entire project.
* Interacted with business analysts, users and developers to prioritize user functionality issues.
* Querying various databases for data validation by executing SQL queries.
* Tested the custom point of sales program and interface to handle the windows stations including, file serving, database, security, user account management, sales, logon authorization and web services.
* Performed Functional testing by executing test scripts.
* Developed, implemented and maintained reusable custom methods/functions using Selenium WebDriver.
* Used Web-debugging tools like XPath, Firebug as well as wrote custom XPath to locate elements on web page.
* Wrote SQL queries to perform data integrity tests.
* Experience in creating, designing and maintaining test plans, test cases and automation framework using Selenium WebDriver.
* Involved in generating TestNG report after execution of test cases using Selenium WebDriver.
* Developed test cases in Test Plan, and executed in Test Lab window of QC.
* Prepared pre-conditioned data for testing of the application.
* Executed Test Cases and verified actual results against Expected results.
* Developed automated scripts for testing the functionality and navigation of the applications.
* Used SQL statements to retrieve data for database testing.
* Involved in Handover meetings, Business Analysis and design reviews for each release.
* Provided weekly management status reports and coordinated meetings between test team and development team to review defects.

**Environment**: Quality Center, Selenium,Java, Windows 2003/XP, HTML, Oracle,SQL

**EDUCATION: Master’s**