**Mirdha M Ferdus**

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Seeking as opportunity to work in a challenging environment as Software Quality Assurance in Finance, and Banking industry in order to apply and enhance my knowledge and technical skills in Information Technology. Good team player with excellent communication skills and ability to work independently along with strong problem solving, learning and interpersonal skills.

**Professional summary:**

* Over 8 years of progressive working experience in software testing with **solution implementation for commercial lending, loan origination and Loan servicing** with transaction types such as **leases**, bridge loans, asset financing and lines of credit.
* Expertise in translating user requirements into technical specifications and mapping the process design, work flows for SDLC with documenting and managing business requirements.
* Clear understanding of Software Development Lifecycle **(SDLC)** like **Waterfall, V and Agile Methodologies.**
* Experience in developing both **client-server and web-based applications.**
* Excellent working knowledge of various tools, processes and workflows in **banking** and **finance** industry.
* Skilled in data prepping of different channels like **AU/CO/Lost/Fraud/Reissue/Renewal through TSYS.**
* Detailed knowledge of **reporting relationships between loan accounts and client accounts in a banking environment.**
* Hands-on knowledge of **transaction processing** in a **commercial banking** environment. Worked on **Wire transfer, Money transfer, payment transfer, ACH, payment processing, and cash management.**
* Experienced working in **back office banking** functions such as **audit, internal control and bankin**g operations
* Experienced at conducting **requirements gathering, analysis and documentation in a banking environment**.
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* Experienced at conducting **requirements gathering, analysis and documentation in a banking environment**.
* Experienced in creating of **Test Plan and Test Strategy document.** Designed **Test Scenario, Test Scripts, and Test Procedures.**
* Experienced in using **HP ALM**/ Quality Center for Test Planning, Test Case writing, Test Execution
* Strong working experience in HTTP, HTML, XML and Web Services environment.
* Experienced with testing tools like **Microsoft Test Manager(MTM), Team Foundation Server(TFS), and Rally**
* Experienced in Defect tracking and **Bug reporting using ALM/Quality Center, Jira, Rally, and TFS**
* Experienced **HP Quick-Test Professional (QTP) for Automation Testing**
* Experienced in working with **Integration Test, and UAT using VB script in QTP.**
* Expert in retrieving database information writing **SQL** Queries in **Oracle** and transforming data to information as needed. Experienced on writing complex**SQL** queries and PL/SQL procedures to extract data from various source tables to perform database testing.
* Extremely proficient in working with end clients to define needs, develop clear business solutions, gather and analyze data, and assist management in making informed, high quality decisions.
* Strong communication skills/presentation skills and a complete team player.
* Ability to successfully manage multiple deadlines and multiple projects effectively through a combination of business and technical skills.

**Technical Skills:**

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| Testing Tools | **HP- ALM/ Quality Center, Quick Test Professional, JIRA, Bugzilla, Microsoft Test Manager (MTM), Team Foundation Server(TFS), Rational Team Test** |
| Methodologies: | **Waterfall, Agile, V-model, and RUP** |
| Databases | **Oracle, MS-SQL 2000 Server, DB2** |
| Operating Systems | **Windows 2000/XP/Vista/7/8, UNIX** |
| Other tools | **MS Word, Excel, MS Project, MS Visio, and MS Outlook.** |

**Professional Work Experience**

**Client: Capital One Financial Corporation (COF) Sep 2015-Mar 2018**

**Location: West Creek, Richmond, VA**

**Position: QA Analyst.**

**Description:**

Capital one is a US based bank holding company specialized in credit cards, home loans, auto loans, and banking and savings products. A fortune 500 company and one of the nation’s top 10 largest banks based on deposits . In the early 1990’s the company helped to pioneer the mass marketing of credit cards. The aim of the project was to enhance their online banking system which help the user to have access to their various accounts online like; loans, checking, savings and credit card accounts. I worked on the Digital Project (WWW) credit card and focused on adding new functionality to credit card and adding new cards.

**Responsibilities:**

* Took part in setting up the Testing environment and testing methodology for the QA department, generating various documents to enable uniformity in recording the test process and results throughout the company.
* Involved in gathering, analyzing, and documenting business requirements, functional requirements and data specifications for Business Objects related reports.
* Responsible for testing trading services, cash management, disbursement services, tax reporting & pricing.Written test plans, preparing Go/No Go reports for implementing in production.
* Validated the results,review test cases, worked with offshore team members.
* Validated processed files to FDR, data conditions on TSYS green screens.
* Monitored, reviewed, processed and validated all Credit Card Scenario with TSYS.
* Created Requirement Traceability Matrix for future UAT Testing and maintained documentation for the whole testing process.
* Involved in project planning, coordination and implementation of QA methodology.
* Using Quality Center to create the detailed Test Plan and Test Cases from the business requirements documents and meetings.
* Verified the application’s functionality on different Configurations by performing Configuration Testing using SoapUI platform.
* Generated defect reports/graphs using HP ALM/ Quality Centerfor the developers and project managers.
* Extensively worked on any requirement upgrade and/or change request while doing UAT.
* Worked closely with development team to ensure the application performance and stability and also ensure the application completes the whole end to end process.
* Participated in weekly status meeting with Development and Management Teams.

**Environment**: **Windows, HP ALM (QC), Agile, SQL, Java/J2EE, XML, MS SQL Server , TSYS, Agile**

**Client: Countrywide Financial July 2013- Aug 2015**

**Location: Austin, TX**

**Position: QA Tester**

**Description:**

The company provides its customers with a broad range of financial products and services, including corporate and investment banking, securities, brokerage, capital market and wealth management. The project was to develop a trading platform for foreign investors, so they can invest money through that platform. Also through our platform users had to login to review their payment information, transaction history and making payment online.

**Responsibilities:**

* Performed Requirements Decomposition to create functional specifications
* Wrote SQL Queries for Back End Testing.
* Was responsible for tracking and writing the Traceability Matrix
* Created test cases for functional regression, integration, black box testing using Microsoft Test Manager (MTM).
* Involved in tracking and maintaining defects. Involved in reporting defects using Team Foundation Server(TFS)
* Involved in reviewing functional requirement documents and the technical specification.
* Analyzed system requirements and wrote test cases, test scripts for testing the application.
* Implemented defect management processes to prevent and track the cause of defects and their correction.
* Actively participated in the team involving test plan analysis, go/no-go decisions based on test scripts results.
* Assisted in creating High Level Test Plan (HLTP) and Detailed Test Plans (DTP) based on the business and functional requirements
* Published Status/Progress/Defect and performance reports on a weekly basis
* Involved in the end-to-end test and responsible for the Quality Assurance of this application to  
  complete in record time.
* Performed Unit, Integrated, System, Regression, Negative and Positive Testing using MTM, and TFS
* Performed data driven testing using Quick Test Pro. Backend Testing using Database Checkpoints in Quick Test Pro.
* Participated in co-ordination and implementation of QA methodology
* Executed SQL Queries to retrieve data from tables and to perform back end testing.
* Generated metrics report to managing testing effort and monitoring various business processes.
* Generated reports and statistics, correct human errors, and explain changes and adjustments within the production system
* Developed and Maintained Test Matrix on various dimensions like test status to reflect the test progress.
* Participated in Walkthroughs and Inspection meetings to review.

**Environment: Microsoft Test Manager (MTM), Team foundation Server (TFS), Windows, Oracle, SQL, HTML , Agile, QTP SoapUI Pro, Agile**

**Client: TD Bank Jan 2011-June 2013**

**Location: Bridgeport, CT**

**Position: QA Analyst**

**Description:**

They provide banking, credit cards, loans and mortgage, online banking, management services. I was involved in testing their web based account information, called Customer Account Information System, for their customers. The Customers are asked to enter their Login and password, which is checked and if correct they are allowed to view their account information online. If the information entered is not correct, they are denied the entry. This enables them to check their current balances with the bank. The customers are also provided the service of instant transfer of funds between their Checking and Savings Accounts. It also allows the customers to Invest Online and apply for loans. The Customers can also pay their Bills using the Online Banking Service.

**Responsibilities:**

* Reviewed design documents & business requirements to learn the function and scope of the application.
* Involved in Test plan development for web based application.
* Reviewed and updated Test Plan and Test Scenarios.
* Involved in writing and implementation of the Test Cases.
* Created test cases for functional regression, integration, black box testing using Rally.
* Involved in tracking and maintaining defects. Involved in reporting defects using Jira
* Checked the data flow through the front end to backend and used SQL queries, to extract the data from the database.
* Interacted with developers, business analysts and discussed technical problems and reported bugs. Maintained Traceability matrix and performed Gap Analysis.
* Performed Security Testing to ensure secure login and payment access.
* Performed Data driven Testing using Data drive wizard.

**Environment**: **SQL, Rally, Jira, Windows, HTML, Waterfall, UAT, SDLC, SoapUI , Agile**

**Client: Wells Fargo and Company Jan 2010- Dec 2010 Location: OKC, OK**

**Position: QA Analyst**

**Description:**

Wells Fargo & Company (NYSE: WFC) is a diversified financial services company providing banking, insurance, investments, mortgage and consumer finance for more than 23 million customers through 6,100 stores, the internet and other distribution channels across North America and elsewhere internationally.

The project at Wells Fargo and Company was to re-design, re-alter, and update their banking platform, Data origination System (DOS), is designed to book loans in commercial banking and Monitor Data Integration. It allows inputting all the information about businesses and individuals in the main application form that is tied up with number of other forms in a precise workflow. Loans are approved and then booked if all the requirements are fulfilled. I was also responsible for testing the updated platform using various automated and manual tests.

**Responsibilities:**

* Formulated detailed test plan using Rally after analyzing business rationale and software requirements
* Involved in conducting Smoke and Sanity Tests
* Used Rational Robot for GUI tests and tested GUI standards of this application
* Manually validated Unit testing, System Testing, Regression Testing, Functional Testing
* Created extensive Data Driven Test Scripts for reading data from Data Pool.
* Performed the Backend Testing to ensure data consistency on front end by writing and executing SQL Statements on the database
* Interfaced with developers to resolve technical issues and investigate software faults.
* Enhanced Test Scripts using SQA basic to achieve test objectives.
* Designed and updated Test Matrix and Traceability Matrix.
* Used Bugzilla for Tracking Defects, Enhancement Requests, assign work activities and assess real status of project throughout life cycle
* Checked the functionality of the website using Rational Site Check.
* Took part in meetings and reviews with the project team to ensure that bugs are fixed and their status is updated
* Involved in Verification Process on a regular basis using checklists.
* Interacted with end users for conducting User Acceptance Testing and signing off.

**Environment: Rational Team Test, Windows NT, Oracle, Bugzilla, RUP, Windows, SQL, Agile**