**Niksan**

***ISTQB Certified Quality Assurance Analyst / Tester / Lead***

**Niksan**is a highly motivated Software QA Analyst with a diverse domain exposure including Banking, Insurance, Healthcare, Telecommunications and Retail. With over **8+ year** of proven track record traversing in various industries and environments, He is well versed in both traditional **Waterfall** and **Agile SDLC**. Working knowledge on TDD, ATDD and well versed in iterative as well as agile scrum environment. With superior skill sets and demonstrated ability to incorporate and swiftly utilize automation testing tools, Niksan is highly adaptable to changing business requirements and specifications.

**PROFESSIONAL SUMMARY**

* Detailed, analytical, and comprehensive **Quality Assurance** and **Business Process Improvement** Professional in all phases of testing and quality assurance.
* Solid knowledge of designing and developing Test Plans, Test Cases and Test Scripts.
* Extensively experienced in manual and automated testing of web-based, client/server and desktop Applications.
* Experienced in preparation of test data for executing various testing i.e. Ad-hoc, Smoke, Integration, Functional, System, End-to-end, Regression, Acceptance, Browser compatibility etc.
* Strong Knowledge of Project life cycle and SDLC methodologies including Waterfall, Agile and RUP.
* Extensive experience in all phases of Software Development Life Cycle (SDLC) and Software Testing Life Cycle (STLC) including requirements gathering, risk analysis, project planning, scheduling, testing, defect tracking and reporting.
* Experienced in Bugzilla, HP ALM/ Quality Center, JIRA, MTM and Excel for bug tracking and reporting.
* Test Automation Expert in HP Unified Functional Testing (UFT/QTP) for creating, maintaining, and debugging complex and innovative scripts for frameworks such as Modular, Data-Driven, Keyword-Driven, and Hybrid Framework.
* Developed and maintained custom library, error handling, recovery scenarios, reporting methods, descriptive programming and repository management using QTP/UFT for Automation framework.
* Proficient in writing VBScript from scratch using UFT/QTP for functional testing to incorporate new code change and enhancements.
* Experienced in developing QTP/UFT test scripts to support Regression Testing.
* Highly proficient in testing databases i.e. Oracle, My-SQL and SQL Server by executing SQL Queries.
* Highly proficient in preparation of weekly status reports using Quality Center/ALM.
* Exposures with Test Management tools include MTM and TFS with hands on experience in integrating test management functionalities in day-to-day Agile Scrum activities (i.e. sprint, backlog)
* Strong insight of business domains encompassing finance & banking, healthcare and telecommunications.
* Possesses excellent analytical, problem solving and communication skills with outstanding ability to accomplish multiple tasks to meet customer deadlines and deliver results under pressure.

**TECHNICAL SKILLS**

**Testing Tools:** HP ALM, HP Quality Center, HP Quick Test Pro, UFT, JIRA, TOAD, TFS, Rally, Bugzilla, Microsoft Test Manager (MTM)

**Programming Languages**: JavaScript, .NET, Visual Basic, VBScript, C, C++, C#, XML and HTML

**Databases:** Oracle 9/10/11/12, SQL Server, MS Access, MYSQL, DB2, SQL, PL/SQL

**ERP System:**SAP ECC 6.0+, Microsoft Dynamics (AX)

**Operating Systems:** Windows (95, 98, 2000, XP, Vista, 7, 8.1), Linux/Unix

**Office Suites & Other:**Word, Excel, PowerPoint, Outlook, Project, Visio & SharePoint.

**Methodologies:** Agile Scrum, Waterfall, RUP, TDD, ATDD.

**PROFESSIONAL EXPERIENCE**

**AT&T, St. Louis, MO**

***Sr. QA Analyst / Lead***

February 2016 to Present

**Industry: Telecom**

**Project:**The myATT application has full web & all mobile platform capability. It supports various products like Wireless, U-verse (HISA, TV &VoIP), Wireline, DSL, DTV, Bundles, Titan, Unified & wide range of customers like B2C, B2B like IRU, CRU, and SMB. Application sub modules include IDM, Login, Dashboard, Billing, Usages, Payments, Profile, Account Management, My Services, TS&R, Shop, and Digital Life.

**Responsibilities:**

* Involved in POD grooming sessions for requirements gathering/ understanding & query resolutions.
* Manage testing activities & leading the IST (Agile, Waterfall, and Rapid Deployment) & later the UAT team.
* End to end test management including estimation, planning, tracking & reporting.
* Execution of Functional, Accessibility, Reporting (Webtrends & Adobe) scripts in different browsers & mobile device/ platforms/ thinshell applications (mHTML, IOS, Android & Windows).
* Maintaining & conditioning of production data using billing & backend tools.
* Maintaining regression bed & providing input to automation team.
* Web automation using Selenium and Eclipse.
* PVT & Deployment testing & support in Production environment.
* Status reporting to higher management & the client.
* Helping junior testers with training and mentorship.

**Environment:** Unix (SUNOS), Java, J2EE, Java Scripts, Perl, Oracle, Tools: HP ALM, TDP, Share point, Jira, Rally, Prism, Telegence, Fireeyes, VAT, Voiceover, Talkback & other CATO tools, Selenium and Eclipse.

**State of Washington, Department of Corrections, Olympia, WA**

***Sr. Level Application Tester***

July 2015 to December 2015

**Industry: Government / Public (Program Administration)**

***Project:***Offender Management Information Network (OMNI) is a web application responsible for administering adult corrections programs operated by the State of Washington. This includes state correctional institutions and programs for offenders supervised in the community. The application maintains all the data from the moment an offender is admitted to the prison till he or she is released to the field. The application allows a user to enter crime details, sentences, release dates, supervision, assignments, offender’s behavior, risk level, moving an offender from one facility to another etc.

**Responsibilities:**

* Analyzed Business Requirements, System Requirements, and Functional Specifications
* Analyzed Test Strategy and Test Plans in order to provide accurate Testing Estimates to team leads and project managers for incorporation into the Project Plan and Test Execution Schedule
* Worked with Business Analyst and QA Lead in reviewing and analyzing the business requirements Documents and functional requirements.
* Responsible for comprehensive Functional and Regression testing
* Created, Updated SQL queries for Data testing and Fulfillment testing of the system.
* Involved in the review of Test Cases, creating Defect Status reports.
* Working closely with business teams for requirement clarifications and resolving issues.
* Interacted with developing team to resolve technical issues and investigated software faults.
* Validating the changes implemented with every build and to perform regression testing to ensure there are no negative impacts on the system.
* Validating the Test Results and updating in HP ALM
* Responsible for the Functional testing of various components of the application
* Created and Updated Test data for different scenarios based on the Test Cases.
* Involved in System Testing and Integration testing.
* Logging defects in Clear Quest

**Environment:** Oracle, SQL, Windows, XML, HP ALM, Clear Quest

**Taco Bell, Irvine, CA**

***QA Lead***

January 2015 to June 2015

**Industry: Restaurant (POS, BOH)**

Project: eRestaurant - The project mainly deals with the POS (Point of Sales) and BOH (Back of House) systems where there is interconnection between the POS & BOH and also the eRestaurant which is a web application. All the data regarding the sales, employees, transactions are made at POS and they can be viewed in the BOH by running various processes and also regarding some multiple operations such as to Add employees, Terminate employee payroll details, Timekeeping, Inventory of the employees and many more operations as per the store level.

**Responsibilities:**

* Mainly dealt with the functional Testing.
* Having extensive knowledge in complete POS system.
* The project is completely based on the agile methodology.
* Having Extensive knowledge in using QC and Rally.
* Reviewed Test Cases and also involved in conducting Defect Triage calls.
* Preparing Test Scenarios based on RSM (Requirements Specification Matrix)
* Complete functionality of how the real stores are working.
* Knowledge in Building the POS and BOH when received the new builds and troubleshooting the issues.
* Also involved in the project Talent Reef (E2E Paperless HR) is a project where the hiring zone is complete online no paper work is involved.
* Worked on the various devices and browsers to make the functionality is working in all the devices.

**Environment:** Quality Centre, Agile, Windows 7, Microsoft Office, FileZilla, Rally, Point of Sales (POS).

**Cablevision (now Altice), Bethpage, NY**

***QA Analyst / Automation Engineer***

October 2013 to December 2014

**Industry: Cable (Billing & Payments & Services)**

**Project:** IDA - Cablevision Systems Corporation is a leading telecommunications and media company with a portfolio of operations that includes a full suite of advanced digital television, voice and high-speed Internet services, valuable local media and programming properties, and movie theatres. IDA is an intensive custom application for order entry, saving the customer information and the account maintenance of CV's customers. It allows users of the application from different departments to perform various activities depending on their role and privileges assigned including the billing/ payments and change of services.

**Responsibilities:**

* Responsible for Analyzing system specification and interacted with business analysts and Developers and developed the Test plans.
* Performed various types of process evaluations during each phase of the software development life cycle, including review, walk through and system testing.
* Designed Test cases and Test scenarios, conducted functional, ad-hoc and exploratory testing for the variety of applications with expanded test coverage.
* Performed input field validations by Data Base Testing using Data Tables and Flat files, Created both Positive and Negative data for the same.
* Responsible in generating Test reports for each new release in HP ALM, which keeps track of all the open and closed bugs.
* Used HP ALM for tracking requirements and communicated them to the team during the test process and translated the information to test procedures.
* Validating using APIs (Application Programming Interfaces), file transfers, and ETL extracts
* Responsible to test and verify in back end database tables using SQL Queries.
* Performed data driven testing and parameterization using UFT.
* Used Environmental variables to analyze the execution environment Of UFT.
* Performed data-driven testing on the application by using parameterization technique on UFT.
* Developed automated scripts in a folder module structure using VB scripts for regression testing.
* Performed User acceptance testing for the entire application.
* Participated in review meetings and took the initiative to meet the QA testing targets.
* Involved in bug tracking and reporting the bug to respective members.
* Involved in meetings and walkthroughs and Responsible for weekly status.

**Environment:**UFT, HP ALM, JIRA, VBScript, PHP, Windows, Java, VB Script, DB2, Oracle, SQL, HTML, XML.

**Wells Fargo, Tempe, AZ**

***QA Tester***

November 2012 to September 2013

**Industry: Banking (Mortgage)**

**Project:** The Technology and Operations Group (TOG) offers technology and services, through partnership with Wells Fargo's Lines of Business. Wells Fargo mortgage application is a web base application where Wells Fargo Bank customers can get free mortgage rate quotes, apply and manage the application process.

**Responsibilities:**

* Interact with the project team to gain an understanding of the business environment to identify, define, collect and organize detailed information relating to testing requirements.
* Developed test plan, test scenarios and test cases based on the Functional Requirements, Use Cases and SRS.
* Participated in all the test cases reviews.
* Involved in Smoke, Functional, Regression testing as well as Ad-hock testing.
* Familiar with Excel for developing Requirements traceability Matrix for capturing and updating.
* Utilized Quick Test Professional (QTP) for basic automation testing which included record and playback with parameterization and checkpoints.
* Performed Data Driven test using test data from Excel files.
* Reported defects using HP QC, generated Defect Report for review with Dev team and performed regression testing once the defects are fixed.
* Designed and developed test cases for Wells Fargo's mortgaging and loan applications based on requirements and design specifications
* Involved of Test data creation and manually create loans for testing purpose.
* Keyed the data to create Loan applications in the test environments. Data was keyed in to test several queuing functionalities (Pending, Approved, Decline etc)
* Validated the Loan Path application to ensure that the system is correctly generating the Loanrelated documents (Loan Application, Terms and Conditions, Letters etc) with the correct names, addresses, interest, late fees etc.
* Validating using APIs (Application Programming Interfaces), file transfers, and ETL extracts
* Involved in the Regression testing of the Loan Path application.
* Tested Mortgage Products, Pricing, Fees, Points, Price Adjustments, Interfaces, workflows, Government loans, documents and Origination to Boarding related functionalities.
* Involved in UAT along with Business Users to test the application and trained the users.
* Created SQL queries to retrieve, manipulate and validate data in Oracle database.
* Analyzed and validated test results to ensure existing functionality and recommend corrective action where necessary.

**Environment:** HP QTP11.0, HP Quality Center 10, Oracle9i/10g, TOAD SQL, XML, Windows XP, MS Office tools, Load Runner 8.0 and VBScript.

**West Bend Mutual Insurance, Rock Island, IL**

***QA Engineer***

January2011 to October 2012

**Industry: Insurance**

**Project:** Farmers Insurance offers homeowners insurance, auto insurance, commercial insurance, and other financial services throughout the United States. Also insure specialty products such as mobile homes, motor homes, travel trailers, specialty dwellings, motorcycles, off-road vehicles, boats and Personal watercraft. NextSTAR Project goal is to replace the existing policy administration system which is a mainframe based system with a Java web based application. Scope of the project includes all specialty products insured by Farmers Insurance.

**Responsibilities:**

* Reviewed requirements and specifications documents to develop and execute Test Plans and Test Cases
* Participated in meeting with Release Management and coordinators to manage testing activity.
* Perform functional testing, regression testing, UAT Testing and End to End testing.
* Design framework for all for all aspect of TestData and Strategy needs with respect to data sub Setting, Synthetic Data Generation, data masking/scrubbing and Testing methodology to align with existing or define new and relevant TDM strategy.
* Carrying out in depth data profiling of Production data System.
* To thoroughly understand the functional application Business process information and related data flow and come up with the optimized TDM strategy.
* Collaborate with client contacts in respective application areas to understand and leverage current processes and address gaps where addition transformation is needed.
* Understanding of data models and entity relationship diagrams.
* Understand the most common TestData Request requirements and come up with Testdata characteristics.
* Manually created, developed and executed Test Cases for both Negative and Positive testing
* Prepared Test Plan for assigned module as a part of the testing team. Test Plan detail included the testing scope, requirement, strategies and all compulsory resources.
* Executed manual testing for all scenarios on products
* Participated in System Integration Testing (SIT) and User Acceptance Testing (UAT)
* Utilized Quality Center for managing the testing process
* Located, analyzed and documented in detail all defects found for development to review
* Conducted regression and system testing in order to ensure that new code is not causing issues and that defects have been corrected.
* To put forward a 100% compliant Production data pull strategy for Testing needs and carrying out periodic TestData refresh process making sure the data scenarios generated due to latest release are present in Test Environments.
* To Build a Master Test Bed and Gold TestData copy for application, where ever feasible.
* To create a self-service TestData on Demand Portal.
* To automate the process of mining the testData from Master Test Bed.
* To define and put forward an Automated TestData refresh process.
* To create a ‘Test Data on Demand’ TestData Provisioning Facility.
* Designed & developed queries, joins, stored procedures and views using Oracle 10g/ SQL Server 2012.   
  Data obfuscation for Sub-Prod environment using the SQL Data Generator tool.
* Strong expertise in implementing Data Growth Solutions and Data Archiving using IBM Optim.
* Configured development and QA environments to meet Data Privacy, Data Masking and Data Sub-setting requirements using IBM InfosphereOptim Test Data Management (TDM) services.
* Worked extensively with development team and created status reporting
* Created SQL queries for backend database testing
* Utilized Quick Test Professional (QTP) for basic automation testing which included recording and playing tests as well as parameterizing values
* Validating using APIs (Application Programming Interfaces), file transfers, and ETL extracts.
* Performed Data Driven Tests to validate the same scenario with different test data

**Environment:** Manual Testing, QTP 10.0, Quality Center 9.2, JDK 1.5, J2EE, VBScript, Servlets, JSP, Spring MVC, Hibernate 3.0, JQuery, Oracle, Web sphere, ANT, Eclipse, JUnit, CVS.

**MD Anderson Cancer Center, Houston, TX**

***QA Analyst***

December 2008 to December 2010

**Industry: Medical / Hospital**

**Project:** MD Anderson is a cancer center located in Texas Medical Center Houston. My major role was a Manual QA Tester involved in testing of the application and coordinating with the developers.

**Responsibilities**

* Wrote and executed software System test plans and Test cases: These Scripts were developed after reviewing the business requirements document, and technical specifications document.
* Participated in Requirement Analysis, Business Analysis, Use-Case Analysis
* Implementation of Automation Framework.
* Responsible for Scripts development in Accounts Payables.
* Responsible for Scripts development in Accounts Receivable.
* Responsible for Implementation of Performance Testing.
* Responsible for Automation scripts maintenance.
* Analyzed the business scenarios and reviewed all the documentation to draw the necessary testing scenarios.
* Wrote test scripts and managed them using HP Quality Center.
* Responsible for Manual testing and bug testing
* Used Load runner to test performance and stress of the entire application.
* Automated test cases using QuickTest Pro.
* Successfully run the interface process to import legacy invoices into Oracle Payables.
* Documented Test cases corresponding to business rules and other operating condition in Test Manager
* Involved in Developing Test Plans, Test Cases & Test Scripts
* Created automated test scripts and framework in QTP, to better test the functionality of the whole application.
* Performed End-to-End testing , Regression Testing
* Wrote SQL queries to test the database integrity
* Extensively used UNIX shell scripts
* Responsible for GUI Testing, System Testing, Regression Testing and Acceptance Testing using Robot
* Performed data pool testing by using Robot
* Prepared status summary reports with details of executed, passed and failed test cases
* Made extensive use of MS Office tools to create and maintain documents such as test plans, test execution and test results documents
* Responsible in providing regular test reports to the management
* Involved in defects meeting and interact with developers to resolve technical issues
* Responsible in providing regular test reports to the management

**Environment:** Quick Test Pro, HP Quality Center, Oracle Database, E-Business Suite 10 g. Java, Java Scripting, UNIX, IBM Web sphere Application Server.

**EDUCATION**

**MBA in Management Information System,**

Lincoln University, CA

**Bachelor in Computer Engineering**

Purbanchal University, Nepal