**PRAJWOL SHAKYA**

**419-581-9922**

**Sprajwol1@gmail.com**

Professional skills

* 7 years of experience as a Quality Analyst/Test Engineerwith business intelligence and business process analysis in the **Point of Sale (POS)/** Retail,E-commerce industry.
* Also worked in different phases of **Software Development Life Cycle (SDLC)** methodologies like **Agile**, Waterfalland Hybrid.
* Experience with full **Software Testing Life Cycle (STLC).**
* Been a part in elicitation and gatherrequirements through user stories, interview, meetings and existing documents.
* Implemented Paperless Kitchen Solutions and Gift card features of MICROS Symphony **POS**.
* Hands on experience of planning and development of Test Plans, Test Cases and Test Scenario to meet product’s business requirements.
* Experience working with **Linux.** Developed and implemented technical solutions by maintaining, supporting, and developing **Linux** on various platforms.
* Analyzed the different data sets such as credit card, debit card, gift card from the database.
* Worked on with electronic payment services, including credit, debit, PIN debit, fleet, gift card, and proprietary rewards and loyalty programs.
* Experience in testing Client- Server and Web-Based Applications
* Excellent Knowledge of E-Commerce and the **POS** system.
* Experience with BOH and FOH functions.
* Implemented Sanity Testing, Smoke Testing, White Box Testing, Black Box Testing, GUI Testing, Functionality Testing, Positive and Negative Testing, System Testing, User Acceptance Testing (UAT) and Regression Testing of Web Based Applications and Client- Server Applications.
* Assisted in Project Planning, Project Design, creating functional specifications and data flow diagrams.
* Skills in developing UML diagrams such as Use Case, Sequence diagrams, Data flow diagrams, Swim Lane and Activitydiagrams using Microsoft Visio.
* Involved in maintaining Requirement Traceability Matrix and performing GAP analysis and User Acceptance Testing (UAT).
* Good knowledge of SQL queries and **HP ALM** /QC.

Technical Skills

|  |  |
| --- | --- |
| Operating System | Windows, Linux, UNIX, Solaris |
| Methodologies: | Agile/Scrum, Waterfall,hybrid |
| Testing / Bug reporting tools | UFT, QTP, HP ALM/QC, Microsoft Test manager, Team Foundation server(TFS), JIRA, eggPlant |
| Languages: | Java, C #C, C++, SQL, VB Script |
| Office Tools | MS Word, Excel, Outlook, PowerPoint, Visio, |
| Project management Tools | MS SharePoint, MS Project |
| Database | MS SQL Server, Oracle |

Professional Experience

**Panera Bread Oct 2015- Dec 2017**

**Sunset Hills, Missouri**

**Test Engineer**

As a Test Engineer my responsibility was in testing newly enhanced Micro symphony POS (point of sale) system with content management in GUI with variation of prices and rewards. Customer were supposed to get reward points in qualifying purchase if they got enrolled in Website and every300 points was redeemable for a free Sandwich. I was also a part in verification and validation of all these purchase and point redemption.

**Responsibilities:**

* Executed **POS** testing, system testing, integration testing, regression testing, Compatibility testing, and Database testing and Web application testing.
* Maintaining the Test Plan Documents, Test Case documents for test execution and further enhancements.
* Involved in full life cycle testing in Windows, UNIX, and Solaris and in **LINUX** environment.
* Developed test scripts to validate accounts and logic in conversion process.
* Wrote and executed manual test cases for **System Integration Testing (SIT)** and **User Acceptance Testing (UAT).**
* Experience working with SME’s on the functions of Back of House (BOH) and Front of House (FOH) for Micro Symphony **POS.**
* Worked on standardize **Point of Sale (POS)** solutions (i.e. NCR, VeriFone, & Gilbarco) incorporating customer loyalty and rewards programs and mobile payment solutions.
* Executed test scenarios that supported the old data from legacy system to ensure successful conversion of data.
* Performed tasks within a very **agile** environment, employing 2-4 week sprints, daily scrum meetings, burn-down charts, task weighting.
* Identified tests to be automated and converted to Test Scripts using **UFT** for Functional and Regression testing.
* Created and maintained **SQL** Scripts to perform back-end testing on the oracle database.
* Created complex **SQL queries** to perform the backend testing of the Oracle database using **SQL** developer and UNIX shell command.
* Conducted **Blackbox testing and GUI** testing using **eggPlant.**
* Performed regression tests to verify bug fixes for each release.
* Performed Black box, User Interface (UI), functional, Usability, and GUI testing of web application and validated business rules.
* Conducted Data Driven Testing and Parameterization in **UFT** using VB Scripts.
* Created Text area Checkpoints to test the properties of the text in the application using **UFT**.
* Performed manual testing in Positive and Negative Testing to ensure appropriate user authentication.
* Tested the application and performed various tests like Positive & negative, User acceptance testing, regression testing.
* Developed Test Plans, Executed Test Scripts and reported the bugs using **HP ALM**.
* Involved in the Backend Testing. Executed **SQL** queries for inquiring relational database.
* Prepared the daily status report and participated in bug triage meeting to resolve the issues.
* Tracked bugs and prepared the bug reports using **HP ALM**and also interacted with the developer team to discuss technical issues.
* Coordinated with the development team and updated the QA manager with the progress from time to time.

**Environment**: UFT, Windows, Oracle, Linux, SQL, eggPlant, MS Excel, Sharepoint, Visio, Dashboard, Quality Center, Jira,UAT, Agile,Dashboard

**Starbucks Nov 2013- Sept 2015**

**Seattle, Washington**

**Test Engineer**

**Starbucks Corporation** is an American coffee company and coffeehouse chain. The chain was founded in Seattle, Washington in 1971; it operates 23,450 locations worldwide.

As a Test Engineer, I was involved in the testing of GUI, Content Management, and logistic supply chain.I also worked in Testing of Starbucks points and rewards, combo offer functionality, search engine optimization based on Customer’s age, Location and previously purchased order also called Intelligence Noticing.

**Responsibilities:**

* Involved in testing of payment process which plays a vital role in the **POS**, sales, return, exchange, cash back, void, promotion and multiple tender option, reviewed the **POS test report** and coupon authorization.
* Involved in integration testing with added features like color and size.
* Develop a clearly defined Test plan to ensure the test scenarios will accomplish testing objectives.
* Performed System, Functional, SIT, UAT and Black box Testing.
* Responsible for writing and executing the test cases for **GUI using Selenium Web Driver**, hardware and communication interfaces using **HP ALM**.
* Create Test lab and map the defects directly to the requirements in the **HP ALM** and run Reports.
* Maintain Traceability Matrix: Ensure that all the Test Cases are updated in the **HP ALM** along with Master Test Plan.
* Tested under Windows and Solaris and **Linux E**nvironments.
* Involved in integration testing with added features like color and size.
* Implemented SDLC for the development life cycle and followed the standard process in the application development through **agile** methodology.
* Attended in daily standup status meeting for outlining goals for the day and discussion of current or potential blockers, enhancement and modification.
* Worked on requirements for various modules covered under Retail and Global E-Commerce and **POS** apps.
* Analyzed the requirements and created test plans and test cases for business process testing.
* Performed sanity and smoke testing on the manual testing system.
* Participated in meetings with other developers and testers on a regular basis to overcome the communication gap.
* Performed Data Driven testing of the application using **UFT** to determine data properties and structure.
* Created **SQL** scripts to extract the data from the operational database into simple flat text files.
* Performed regression tests on each module and collectively to check for functionality.
* Performed Black Box, Unit Testing & Security Testing to verify proper processing of the applications.

**Environment**: Windows, Linux, UFT, MS Excel, SQL, MS Office, HP ALM Quality Center, UAT, Agile, SharePoint, Dashboard

**Papa John’s July 2011- Oct 2013**

**Louisville, KY**

**Test Engineer/QA Tester**

Papa John's Pizza is an American restaurant franchise company. It runs the third largest take-out and pizza delivery restaurant chain in the United States, with headquarters in Jeffersontown, Kentucky, a suburb of Louisville.I was involved in their updating process of Computer based inventory tracking systems which are integrated to their **POS** system as well as the centralized data base. It provides a callback reminder function to the managers. The inventory system will be updated each and every time when the sale transaction occurs at the **POS system.**This project was implemented in **Agile/Scrum** methodology.

**Responsibilities:**

* Participated JAD sessions with the Business Sponsor and Stakeholders to ensure that the Business direction, high-level scope and dependencies were identified and documented.
* Responsible for defining and tracking quality assurance metrics such as defects, defect counts, test results and test status.
* Responsible for collecting and analyzing data for software process evaluation and improvements, and integrates them into business processes to address the needs of the business.
* Provide written and verbal communication of QA results, risks, concerns, and project status to senior management and stakeholders.
* Analyzed the business requirements and worked with the development team to understand the detailed requirements.
* Performed Regression testing, Integration testing, and system testing using **QTP.**
* Parameterized **QTP** scripts for using with varied, controlled test input values.
* Tested under Windows and Solaris, **LINUX** environments.
* Interacted with developers and business analysts to discuss test requirements and identify gaps between system requirements and test coverage matrix.
* Involved in the complete Testing life cycle was also part of continues process improvement committee (SLDC)
* Used **SQL Queries** to pull data through **SQL Server** from the Database to write and execute test cases.
* Authorized, scheduled, supervised and smoke-tested thin code and data migration from development to test environments.
* Defined validations to be built into application in line with the functional requirements.
* Evaluated and test new or modified software functionality to verify that software functions according to user requirements and conform to establishment guidelines.
* Gathered input and output requirements from users and developed UML diagrams used cases and process flow diagrams.
* Reported status and issues to the Director Ecommerce and tracking them till they are resolved and closed.
* Developed test scenarios for new or modified programs based on needs analyses. Includes preparation in the writing and executing of test plans, test cases, and test scripts.
* Worked with the Development Team and Business team to oversee each phase of the SDLC in Agile methodology.
* Coordinated UAT sign-off and implementation with IT service providers and business partners.

**Environment:**QTP, MS Visio, Linux, MS Project, MS Office, Agile, PowerPoint, UML, and Quality Center.

**Target, Minneapolis, MN June 2010 July 2011**

**Test Engineer/QA Analyst**

Target Corporation is the largest discount retailer in the United States withbeauty and health products, clothing, accessories, electronics, food, furniture, housewares, gardening supplies, shoes, sports equipment.I Worked as a Test Engineer, on their new **POS implementation system**. This implementation enabled the organization to manage inventory in real-time thereby helping them know what was selling, what was not and what to restock; special offers and loyalty programs; improve profits by providing instant reports on sales; customers, and inventory trends to keep growing the business

|  |
| --- |
| **Responsibilities:** |

* Identified the project scope, business objective and risks based on the project scope document
* Used Agile Methodology. Developed Test Strategy and Test Schedules.
* Designed, Developed, Maintained and Documented **POS** Business Applications and interfaces for multiple environments.
* Participated in multiple projects with different work streams towards completion of testing, defect resolution, implementation, and support in an **Agile/Scrum** development environment.
* Developed and executed **SQL** queries for verifying backend data.
* Executed Functional and Regression testing using application **QTP**
* Handled testing activities for implementing and rollback procedures while deploying enhancements into production.
* Worked closely with the User Acceptance Test Coordinator, Project Manager and Business System Analysts to understand business processes and developed concrete UAT cases.
* Planned designed, executed and evaluated Performance tests of web application and services.
* Participated in daily stand up meetings discussing the progress and goals.
* Understood the functionality of the application & testing methods in different platforms.
* Performed testing on payment gateway processing.
* Performed functional, regression, sanity and system testing on different applications.
* Wrote test cases based on the requirements, stories and UI snapshots.
* Performed System testing and integration testing.
* Used **Quality Center** for tracking, analyzing and documenting defects.
* Used appropriate **SQL** data mining tools to extract data and query Test Case data for modification and reuse.
* Extensively used **SQL** statements to check the staging tables and batch status.
* Analyzed and tested data on different payment and tracking functionality tracking manually and writing queries on database for validating data
* Created UAT test cases and test plans for all assigned product.
* Carried out UAT Sessions with Business owner for completed stories.

**Environment:**QTP, Oracle, JIRA, QTP, XML, Java, SQL, Visio, Linux, Agile, Windows

**Education**

Bachelor’s Degree