**Preeti Shah**

|  |
| --- |
| Objective |

Seeking a fast paced dynamic environment to align my professional skills in the field of software quality assurance, configuration management and software development with strong work ethic and thereby apply technical and interpersonal skills.

**Career Summary**

* 6+ years of diverse experience in Information Technology with emphasis on Quality Assurance and Testing.
* Knowledge of SDLC (Software Development Life Cycle) and RUP (Rational Unified Process).
* Extensive experience in Customer Data Integration.
* Ensured the QA team meets the deadlines and is flexible based on the needs of the project
* Created Test Plan, Test Environment and Test Strategy Documents
* Extensively created Test Cases for Functionality Testing
* Expertise in Manual Testing of Client Server and Web based applications.
* Expertise in GUI, Functionality, Stress, System, Integration, Performance, Configuration, Back-end Testing.
* Extensive expertise in SQL and PL/SQL for Back End Testing.
* Expertise in Security Testing.
* Strong working expedience in **HTTP, HTML, XML, SOAP and Web Services environment.**
* Performed Load and Stress Testing
* Reported and Analyzed test results.
* Experience conducting User Acceptance Testing and training of end users
* Possess excellent problem analysis/solving skills, with ability to follow project standards and procedures.
* Possess the quality of being an active member of the team.
* Effective in building and directing technical teams to achieve targeted objectives.
* Ability to quickly master new concepts and applications.
* Strong Communication and Interpersonal Skills.
* Ability to coordinate training sessions and/or meetings to share technical expertise, experience and know-how with team members or individuals in other interacting teams.
* Ability to work in tighter schedules and on different applications at the same time.
* Ability to interact with customers/users with ease and professionalism.

**Technical Skills**

**Operating Systems:** Windows 7/XP, Linux, Ubuntu.

**Programming Languages:** SQA Basic, SQL, Java, PL/SQL.

**Test Tools:** QTP, Soap UI, Test Director, Rational Quest

**Reporting Tools:** Test Director, ALM, Quality Center.

**Front End Tools:** FrontPage, HTML, Java Script, JSP.

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

**Methodologies:** AGILE, UML, RUP, SCRUM.

**Modeling tools:** MS Visio.

|  |
| --- |
| **Professional Experience** |
| Capital One, Richmond, VA Jan 2016 – Till Date |
| Sr. QA Tester |

Worked on Capital One Banks’ Online Credit Card account access, which is a web-based interface on the Mainframe operating system that provides 24-hour access to an individual’s credit card account information in a safe, highly secured environment. A person can get up to the minute information about his/her account, track account activity, and pay monthly bill online. Security was an important aspect of this Web based project, since unauthorized users must not be able to access the account information of the legitimate users.

Application process was divided into 3 modules: Online account login module, check automated bill payment process module and online transfer module.

**Responsibilities:**

* Involved in working with the development team to clarify requirements as needed and to ascertain level of effort and feasibility.
* Conducted Defect Meetings and Team Status Meetings providing testing updates.
* Attended Change Control Meeting for approval of change requests and raised testing concerns.
* Created a Test Plan based on the scope and schedule of the project
* Performed Back End Testing Manually using complex SQL Queries.
* Created page checkpoints to test the properties and contents of the web page Quick Test Pro.
* Performed Parameterization using Data Driven Testing in Quick Test Pro.
* Tested SOAP request and response using **SOAP UI**.
* Performed Load testing for XML request-response using SOAP UI.
* Verifying data in **Cordiant**against the data in different **TSYS** screen.
* Performed Parameterization using Quick Test Pro.
* Automated existing queries using UNIX.
* Provided inputs to the Project Manager on the testing schedule and time frame.
* Reviewed and Analyzed Business Requirement Documents, Functional Specification.
* Attended Use Case Review and Design Review Meetings.
* Created Test Scripts from use cases and Requirements Documents.
* Responsible for testing the cards in accordance to data in TSYS systems.
* Perform Smoke Test before moving the code to a Stable QA environment.
* Tested XML request and responses using **SOAP UI** and **HP Service Test**
* Created and Maintained Traceability Matrix to ensure test coverage of all requirements
* Validated the load of data to the environment using SQL queries.
* Develop and execute scripts to test data migration using SQL and UNIX.
* Ensured testing schedules are met during different iterations to ensure a timely release to production
* Timely escalation of issues related to different teams to ensure an early resolution.
* Updated the Test Scripts for Regression build based on the  enhancements to the application
* Created and Updated Test Execution Matrix and Defect Matrix.
* Provided regular status updates to Project Manager on high priority issues and Testing Progress.
* Scheduled and coordinated for Performance Testing of the application.

**Environment & Tools:**  ETL, UNIX, Rapid SQL, Quality Center, IIS,Java, Windows XP, SOAP UI, TOAD, Microsoft Visio, Tsys.

|  |
| --- |
| Bank of America Richmond, VA May 2014 – Dec 2015 |
| QA Tester |

The Global Compliance organization has identified a need to enhance and integrate enterprise level compliance processes to respond to rapid regulatory change. Process enhancements to Core Applications Common Threads [new name ERD – Enterprise Reference Data] and ARV (Aggregated Risk View) [new name CEDaR – Compliance Enterprise Data Repository] are necessary to ensure sustainable and effective management of compliance risks.

**Responsibilities:**

* Involved in working with the Development team and Business users to clarify requirements as needed and to ascertain level of effort and feasibility.
* Actively involved in Daily stand-up meetings with Project Manager and team to discuss the updates/issues
* Reviewed and Analyzed Business Requirement Documents, Project Plans and Functional Specification.
* Attended Use Case Review and Design Review Meetings.
* Created Application Understanding Document and updated it accordingly with Iterations
* Responsible to submit daily SIT Status report, weekly status report, Monthly Portfolio status report and SIT Sign-Off Report
* Conducted daily meetings with off-shore resources to interpreted the Project requirements and Plans
* Created a Master Test Plan, Test Scenario and Test Scripts based on the scope and schedule of the project
* Uploaded Test Cases into Mercury Quality Centre and Performed Back End Testing Manually using complex SQL Queries.
* Tested the validity of the data cleaning done by the ETL by writing SQL queries.
* Tested the ETL Informatica mappings and other ETL Processes (Data Warehouse Testing)
* Created ETL test data for all ETL mapping rules to test the functionality of the Informatica mapping.
* Logged the Defects in QC with appropriate Severity and Priority and Conducted Defect Meetings and Team Status Meetings providing testing updates.
* Attended Change Control Meeting for approval of change requests and raised testing concerns.
* Provided daily inputs to the Project Manager on the testing schedule and its time frame.
* Created Test Scripts from use cases and Requirements Documents
* Perform Smoke Test before moving the code to a Stable QA environment.
* Inserted Check Points to check the broken Links, Text, and standard properties of an object using Quick Test Pro.
* Performed GUI, Functionality and Regression Testing in QTP.
* Performed data driven testing using Quick Test Pro.
* Executed Test Scripts for Functionality Testing and reported defects in Quality Centre.
* Validated the Columns , Data completeness for Data Migration by using SQL Queries
* Created and Maintained Traceability Matrix to ensure test coverage of all requirements
* Ensured testing schedules are met during different iterations to ensure a timely release to production
* Develop the Test Scripts for Regression build based on the  enhancements to the application
* Identified, Reported and Tracked Defects in Quality Centre
* Created and Updated Test Execution Matrix and Defect Matrix.
* Provided regular status updates to Project Manager on high priority issues and Testing Progress.
* Coordinated with the Reporting team to make sure that required data is displayed in reports

**Environment & Tools:**  ETL, SQL, Oracle, Quality Centre, Microsoft Visio, Microsoft Project, Toad for SQL, Toad for Oracle, Visual Studio 2008.

|  |
| --- |
| Fifth Third Bank, Cincinnati, OH Dec 2012 - April 2014 |
| QA Tester |

Business Banking Division is one of the major sources of revenue for Fifth Third Bank.

Portfolio Risk Advisor is an application which monitors the portfolio of Fifth Third on a daily basis to identify the risk to ensure the high risk accounts are identified and effective actions taken to reduce the losses due to deterioration of credit.

FCM Interface to BLC is an application which allows the Financial Center Managers to submit an application to Business Loan Center. These applications are automatically imported to Bank2Business application in the which decisioning of the loan is made and communicated to the customer

Bank2Business Data Warehouse is a project to import the data from Bank2Business database to a Fifth third Data Warehouse which is used for scoring by the business. Business uses Business Objects to customize and create reports based on their requirements

**Responsibilities:**

* Authored Process flow charts and business process documents to define system interactivity. Preparing presentations for senior management to update the status of various activities.
* Provided estimates to the Project Manager on the testing schedule and resources.
* Managed development and traceability of testing scripts and scenarios to business requirements
* Coordinated with Release Manger on scheduling builds to test and staging
* Ensured Offshore QA team has the expertise on application knowledge before starting of testing phase
* Provided reports to management on QA phase of project
* Performed Parameterization for using various data to test the application
* Participated in Database migration review.
* Coordinated with all external teams to ensure a smooth execution phase
* Created Test Plan based on the scope and schedule of the project.
* Used SQL to validate data stored and retrieved in the database.
* Wrote complex SQL queries to perform the backend testing of the database.
* Created and added tables to the SQL database when required.
* Defined the Entry/Exit Criteria for the project and ensure these criteria are met
* Ensured timely delivery of deliverables and adherence to deadlines.
* Coordinated with Business and User Acceptance Team during test case creation and execution for UAT
* Reviewed and Analyzed Business Requirement Documents, Functional Specification with System Analysts and Developers.
* Attended Use Case Review and Design Review Meetings and provided feedback.
* Performed Requirement Decomposition to identify High Level Test Scenarios from Specification.
* Assigned and reviewed test cases created by the testing team in Quality Center
* Created and Maintained Traceability Matrix to ensure test coverage of all requirements
* Authorized, Scheduled the migration of code from development to different test environments. Also in charge of code movement within the 2 test environments. This included new releases, patches, etc.
* Performed Smoke Test before moving the code to a Stable QA environment.
* Performed Execution of test cases in multiple cycles including Regression
* Triaged and Tracked Defects in Quality Center and sent daily Defect Report to Project Team
* Organized Defect Review Board meeting with Project Team for daily updates on defects during execution
* Coordinated with development team to ensure timely delivery of builds for new functionality and defect fixes.
* Coordinated with multiple teams to ensure exclusive access during the various phases of testing.
* Created a Regression Test Suite which can be progressively updated for new release of the application.
* Updated the Test Scripts for Regression build based on the  enhancements to the application
* Created and Updated Test Execution Matrix and Defect Matrix.
* Scheduled and coordinated for Performance Testing of the application.

**Environment & Tools:**  Mercury Quality Center, DB2, UNIX, SQL, Advanced Query Tool, Microsoft Visio, MS Access

|  |
| --- |
| Millennium Mortgage Corporation, San Jose, CA Feb 2010 – Oct 2012 |
| QA Tester |

Millennium Mortgage Corporation (MMC) is the largest, independently owned mortgage-banking company, headquartered in Palm Desert, California.

Involved in the testing of an intranet application, used by the loan agents to process mortgage applications, get daily bank rates and qualify customer for particular type of loans.

**Responsibilities:**

* Created a Test Plan based on the scope and schedule of the project
* Provided inputs to the Project Manager on the Testing schedule and time frame
* Reviewed Business Requirement Documents, Functional Specification with System Analysts and Developers.
* Attended Use Case Review and Design Review meetings.
* Created Test Scripts from use cases and requirements documents
* Created and Maintained Traceability Matrix to ensure test coverage of all requirements
* Involved in Back End testing by extracting flat files from server, which were generated by a Batch process to verify Data against Expected results
* Executed Test Scripts for Functional and Regression Testing.
* Executed Unix Shell Scripts for back end testing of the application
* Created an Automated Regression Test Suite which can be progressively.
* Executed the Automated Test Scripts for every new build as a part of Regression.
* Identified, Reported and Tracked Defects in Star Team.
* Generated Test Execution Matrix and Defect Matrix.
* Conducted Defect Meetings and attended Team Status Meetings providing Testing Updates.
* Provided regular status updates to Project Manager on high priority issues and Testing Progress.

**Environment & Tools:**  Mercury Quality Center, DB2, UNIX, Rapid SQL, Rational Clear Quest, Rational Clear Case, Microsoft Visio, Caliber RM