**Rehan Siddiqui**

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Around 8 Years of extensive experience in IT field with emphasis on Business Assurance. Worked on testing client/server and web based Applications using both Manual and Automated Tools. Dependable and Good team player with excellent communication skills and ability to work independently along with strong problem solving, learning and interpersonal skills.

**Summary:**

* Around 8 Years of diverse experience in I.T. with emphasis on in **Business Assurance and Software testing** using various Testing Techniques: both Manual and Automated testing tools.
* Expertise in creating **Test Plans** and writing **Test Cases**.
* Strong knowledge of the **Systems Development Life Cycle** (**SDLC**)
* Extensive knowledge and hands on experience on **Agile Design Methodology**
* Detailed understanding of QA methodology to ensure Business control.
* Expert in **Backend Testing** with **SQL** statements.
* Experience in using **Oracle** **and SQL Server** Database.
* Expertise in Functional Testing, Web Testing, GUI Testing, Security Testing and Integration Testing.
* Business Assurance experience in Manual and Automated testing using industry leader HP tools **Business Center**/**ALM** [QC], Test Director [TD], Quick Test Pro [QTP], LoadRunner and WinRunner.
* Participated in Performance, Load and Stress testing using Mercury Performance Center.
* Good experience as SOAP web services tester.
* Extensive knowledge in testing web services via soap using the source testing tool SOAP UI AND LOAD UI.
* Extensive knowledge of **Win Runner, Load Runner, Quick Test Pro (QTP).**
* Expertise in **bug reporting** or **defect tracking using** **Test Director** and **MQC**.
* Have tested software applications that were multi-tier Stand-Alone, Web-based and Client/server.
* Solid knowledge of healthcare claims and HIPAA 4010
* Extensive knowledge of Various Industries like: Shipping and Logistics, Healthcare, and **Pharmaceutical** industries.
* Knowledge of White Box Testing, UAT and other testing techniques.
* Experience in briefing the development team about the Testing process.
* Expertise in MS Office, MS Access and MS Project
* Performed the integration of **QTP scripts into QC ALM**
* Knowledge of Networking Topologies.
* Having good knowledge on guidewire products like policy and billing center applications.
* Hands on experience of working on various operating systems like: Windows, Linux, and Unix.
* Expertise with Iterative development methodologies like **Agile-SCRUM,** Rational Unified Process (RUP), XP (Xtreme Programming), **ASAP & JAD** (Joint Application & Development)
* Expertise in maintaining of **Test Matrix** and Traceability Matrix.
* Involved in Gap Analysis to ensure the testing efforts.
* Ability to identify root causes and derive corrective actions to meet short and long term business requirements using resourceful approaches.
* Excellent Communication Skills to help interface with both technical and non-technical audience.
* Excellent **Analytical** skills and **Team Player**.
* Involved in Assessing Test Co-ordination and Improving Testing Methodology.
* Ability to be a quick study and take initiative to learn new software tools.

**Manual Testing Expertise:**

* Expertise in Documenting and preparing Test Plans manually.
* Executed test scripts using manual testing methodology.
* Establishing manual testing and troubleshooting methodology.
* Implementing Manual Test Step Constructs.
* Performed Risk Analysis and Test analysis
* Manually tested modules for compliance with functionality requirements.
* Performed Sanity, System, Smoke, Integration, Backend and Acceptance testing manually.
* Performed back-end testing manually on the Oracle database by writing complex SQL queries.
* Collaborate with developers as needed to solve the root cause of defects.
* Manually performed Security Testing of the application by using Positive and Negative Testing

**Technical Skills:**

**Testing Tools:** Win Runner, QTP, Load Runner, Rational Tools

**Reporting Tools:** RationalClear Quest, MQC and Test Director

**Testing Languages:** TSL, SQA Basic, VB Script

**Operating Systems:** Windows 95/98/00/NT/ME and UNIX

**Databases:** Oracle, SQL Server, and MS-Access 97/98/2000

**Software Tools:** MS Office Suite

**Other Languages:** C, C++, HTML, and XML

**Miscellaneous:** RUP, **Agile** Methodology, SDLC, UML

**Professional Experience:**

**CNA INSURANCE, Chicago, IL Jan 13 to Present**

**Sr. Business Analyst**

CNA is the 7th largest U.S. commercial insurer and the 14th largest U.S. **property & casualty insurer**. We provide insurance protection to more than 1 million businesses and professionals in the U.S. and internationally. CNA offers a complete line of standard casualty products from management and professional liability to commercial automobile protection. The application in this project was to develop **property and causality** agent locator for the online customers. Customer can get detailed information about the agent in the near by location online.

**Responsibilities:**

* Involved in the **Review of Requirements** **Specification** with functional manager and technical specialists of the application
* Provided status reports and created deliverables.
* Mentored and acted as a first line supervisor to lower level staff
* Design and execute **Test Plans** and **Test Cases**, generate Test Scripts and Test scenarios.
* **Prepared Test cases**, according to the business specification and wrote test scripts and maintained them.
* Identifying the Defects and logging them in **ALM** 11.0.
* Implemented the whole life cycle of QA methodology starting from planning, capturing, creating, executing reporting and tracking the defects using **Test Director**.
* Performed **Regression and Functionality** using QTP.
* Inserted different checkpoint.
* Knowledge of **master servicing** system which includes combining Cashiering, Financial Reporting , Accounting and Investor Reporting functions,  Servicer Administration,  Loan Administration, Delinquency Control.
* Involved in ensuring Business Assurance at all phases of Software Development Life Cycle (SDLC) and followed **Agile** SCRUM Methodology for the whole End to End Process the OfficeMax E-Commerce application.
* Performed the integration of QTP scripts into QC **ALM**
* Used Mercury **Business Center** to track, analyze defects.
* Execute automated SOAP and conducted POST API testing.
* Extensively used Soap UI to create Test Suite and write test case scripts for making various types of request to the API web services.
* Implemented Load testing using Soap UI and Load UI tools.
* Analyzed test planning data using reports and graphs generated in **Business Center**
* Worked on **Business Center** in setting up and Customizing Project entities for Defect Module Screens.
* Managing the requirements and assigning priorities using HP **Business Center** **ALM**.
* Designed, Communicated, and enhanced QA testing plan for the application.
* Connected to SQL Plus in UNIX and created and executed complex SQL queries.
* Performed back-end testing by extensively using SQL commands to verify the database integrity.
* Involved in the primary services, reporting responsibilities to the trustee, and may provide liquidity to the trust through servicing advances.
* Worked on the mainframe policy management system to verify the decks after the nightly cycle.
* Tried to retrieve the policy xml’s from phoenix and portal and compared for the changes involved.
* Maintained **Agile** test ware to synchronize the test case from SOAP UI to HP **Business Center**.
* Wrote UNIX shell scripts and Crons to backup daily test data and disk clean up.
* Automated the back-end testing for reusability by writing **UNIX Shell Scripts.**
* **Used UNIX shell scripts** for monitoring the servers during testing sessions.
* Extensive knowledge in testing web services via soap using the source testing tool SOAP UI AND LOAD UI.
* Created and maintained **SQL Scripts** and **UNIX Shell scripts** to perform back-end testing on the oracle database.
* Tested validity of the data cleaning done by **Ab Initio** by writing **SQL and PL/SQL Scripts**.
* Performed **Manual** and Automated testing on **UNIX** environment.
* **Manually** performed testing of GUI and Functionality of the application.
* Conducted **System, Integrated** and **Regression** testing to the application.
* Performed **Sanity** and **Smoke** testing on the application manually.
* Wrote and Enhanced test cases and test scripts to meet new functional requirements as per the new business requirements.
* Worked with business user to define roles and permissions for different users on guidewire and tested their authentication on ldap server and verified the permissions thru regression test suite
* Involved in creation and maintenance of **Test Matrix** and **Traceability Matrix.**
* Conducted **Security Test** on the application manually.
* Manually Conducted **Positive** and **Negative** testing.
* Used Mercury Business Centre to track, analyze defects.
* Analyzed test planning data using reports and graphs generated in Mercury Business Centre
* Worked on Mercury Business Centre in setting up and Customizing Project entities for Defect Module Screens.

**Environment:** Window 2000/2007 Microsoft office Suite, (word, Excel, PowerPoint MS Project, Microsoft outlook, MS-Visio), VB, Oracle, Windows 2000, QTP, Business Centre, Unix, PERL ,**Agile**, Oracle, XML, HTML,

**Esurance, San Francisco, CA May 2012 – Dec 2012**

**Business Analyst**

Esurance is one of the fastest growing auto insurance companies in the United States. It is a leading provider of property casualty insurance, surety products and of risk management services to a wide variety of businesses, organizations and to individuals. The project involves implementing of PLW (personal lines warehouse) by collapsing auto and property databases.

Worked on Esurance Property and Causulty accounts project. Where we can manage client’s insurance accounts online and manage their insurance claim anytime, anywhere it’s convenient. We can do everything from checking positions and viewing client’s activities. Conducted Functionality Testing on **Property and Causulty Package module** which comes with costumer account.

**Responsibilities:**

* Participated in requirement, test plan, test strategy, test cases and test scripts after analyzing business and software requirement artifacts.
* Followed the RUP to emphasize on real time communication over written documentation and to minimize risk by implementing software development in short time boxes or iterations
* Worked with Issues and Risks involved with the project based on the RUP methodology.
* Implemented Load testing using Soap UI and Load UI tools.
* Documented changes and implemented procedures for these changes as discussed in Change Request meetings for EIB.
* Worked on Property and Casualty insurance product account Statements in Daily and monthly basis based on the BRD's.
* Developed Test Plans, Test Cases to test the Screens and workflows for Business Assurance
* Involved in both Manual and Automated testing.
* Provided test team status reports on weekly basis to the project manager
* Tested user interface and navigation controls of the application using Quick Test Pro
* Worked with Functions and Library Files in Quick Test Pro
* Inserted Checkpoints to check for broken links, Text and standard properties of an object using Quick Test Pro
* Handle exceptional situations in test scripts using Recovery Scenario Manager in Quick Test Pro
* Managing the requirements and assigning priorities using HP **Business Center** **ALM**.
* Experience working with **Agile** methods in **Agile** environment
* Familiarity with **Agile** software development lifecycle (iterative and incremental), UML design documentation.
* Created and maintained SQL Scripts to perform back-end testing on the oracle database.
* Developed and executed test cases test Scenarios and followed-up defects using **Business Center**.
* Developed automation test scripts for regression testing on the application using QTP
* Used Smart Identification to distinguish Objects that are difficult to identify by using default identification
* Handle dynamic Objects using regular expression in Quick Test Pro
* Performed Integration testing, System testing and Regression testing.
* Enhanced test scripts using various utilities provided in Quick Test Pro like check points, Data driver wizard for testing multiple data input.
* Used Mercury **Business Center** to track, analyze defects.
* Analyzed test planning data using reports and graphs generated in **Business Center**
* Worked on **Business Center** in setting up and Customizing Project entities for Defect Module Screens.
* Participated in weekly team meeting to update on status reports from individual team members.
* Conducted Bug review meeting to discuss resolution of issues

**Environment:** Manual Testing, QTP, Load Runner, **Business Center**, IIS, Java, RUP, XML, Windows 2000, Unix, VB Script, Oracle, Web Logic, MS Office Suite.

**Mercury Insurance Corporation, Atlanta, GA June 11 – April 12 Business Analyst**

Mercury Insurance Corporation is a leading provider of property casualty insurance, surety products and of risk management services to a wide variety of businesses, organizations and to individuals. My project was related to a comprehensive online auto insurance application processing.

Worked on Integration project for testing, the application which was also a web application where I tested the application for accounts to verify the orders related to the **Property and Casualty insurance** products, orders are placed correctly by login in with a Single Sign on login page. Single Sign on user Login is basically allows the Users to login in to web application through login page, verified the user login functionalities according to the given requirements and also web application functionalities once after the User logged in.

**Responsibilities:**

* Analyzed and reviewed the Use Case documents.
* Responsible for coordinating and performing functional and date-related testing
* Wrote Test Plan and Test Cases based on Business Requirements and Use Case documents.
* Conducted manual Black Box testing to better understand the functionality of the Application
* Performed Security Testing of the application manually using Positive and Negative Testing to ensure appropriate user authentication.
* Conducted Functionality Testing and Regression testing during various phases of the development manually and using QTP.
* Used functions in QTP to smartly identify some specific object into the application.
* Inserted variety of check points (Object Check point, table check point, test check point, etc) to match the object properties captured during the recording session with the objects properties captured during the run session using QTP.
* Performed System, Functional, and Regression testing using QTP for application releases.
* Conducted Data Driven Testing using Parameterization.
* Used Ramp Up and Ramp Down options to simulate real time scenarios.
* Performed the Back-End testing manually by writing SQL statements to retrieve data from Oracle Database.
* Performed the integration of QTP scripts into QC **ALM**
* Extensive knowledge in testing web services via soap using the source testing tool SOAP UI AND LOAD UI.
* Created and maintained SQL Scripts to perform back-end testing on the oracle database.
* Wrote SQL Inner Joins, Right and Left Joins to check for relationship between tables within a database as well as for the communication/data flow between those tables.
* Used HP **Business Center** for defect tracking.
* Used Gap Analysis to rectify gaps in the requirements and test case mapping in the Traceability Matrix.
* Created Test Matrix to keep tabs on the testing effort.
* Organized, managed, documented and tracked changes and defects using the **Business Center**.
* Involved in Usability Testing to ensure user friendliness of the Application Under Test (AUT)
* Modified test scripts created by the system test team to meet UAT needs
* Assisted in designing and performing user acceptance test evaluations that ensure adherence to the company's Business assurance standards meeting company and/or external requirements and specifications for user acceptance testing.
* Involved in creating test strategies, status reports and test timelines that clearly communicate to business owners the history of UAT testing activities and results
* Escalate testing issues to management immediately in order to obtain assistance with resolution.
* Participated in Walkthroughs and Inspections involving the development and testing teams.

**Environment:**  QTP, Load Runner, **Business Center**, IIS, Java, RUP, XML, Windows 2000, Unix, VB Script, Excel, Oracle, MS Office Suite.

**CVS Pharmacy, Woonsocket, RI** **August 09 - June 11**

**QA Engineer**

## I worked as a QA Engineer on CVS Pharmacy Store expanding application. The application was used to host the intranet web application. The application enabled all CVS stores and their business partners connect and interact online. This intranet based application orders prescription online, get product information and availability in any business partners stores, record and retrieve doctors and patients history information, pass the insurance claims for the patient verifying insurance policy number with corresponding issuing agency. The system was also keeping employee information and details of work schedules. It is also providing the information and expert health solution online.

**Responsibilities:**

* Worked closely with Business Analysts and Developers to gather requirements in order to formulate the test plan.
* Assisted the business analysis team in preparing the Functional Specifications document
* Defined and promulgated test cases based on the requirements outlined in the test plan as part of the development cycle.
* Importing preexisting Microsoft Word and Excel-based manual tests and exporting test results for analysis in preferred third-party tools.
* Formulated detailed Test Plan, Test Cases and Testing Procedures, which included Test Cases/Scripts, capturing Test Results and capturing and resolving Test Anomalies.
* Conducted Manual Testing for checking the flow of the application functionality.
* Performed configuration/ compatibility and user interface testing manually.
* Conducted GUI Testing, Integration Testing and System Testing of the application.
* Analyzed the test scripts to check if it has covered the minimum functionalities, which to be in compliance with 21 CFR Part II regulations need set by the FDA.
* Tested the Security Privileges of the application for the users.
* Conducted Regression Testing on the system.
* Participated and lead multiple software projects using a variety of development methodologies including **Agile** Methodologies (Extreme Programming - XP) and RUP.
* Coordinating activities with team members to support the **Agile** development methodology.
* Identify Key Elements for an Iterative approach using **Agile** Methodology.
* Implemented Load testing using Soap UI and Load UI tools.
* Involved in writing complex SQL queries to check the data integrity
* Analyzed User and Functional requirements to point out gaps between used SQL queries to extract the data from the database.
* Performed Smoke and Sanity testing manually.
* Performed System, Usability and Integration testing Manually
* Performed manual backend testing on the Oracle Database using SQL queries.
* Reviewed SQL Queries with complex multi-table joins and nested queries and reviewed complex SQL queries, views, function, and stored procedure.
* Performed Security Testing in QTP using Positive and Negative Testing to ensure appropriate user authentication
* Involved in Analysis of Traceability matrix, Test matrix, and GAP analysis in MQC.
* Used HP **Business Center** for bug tracking and reporting, also followed up with development team to verify bug fixes, and update bug status.
* Performed Regression Testing after the bug fixes to ensure no further affect on the application.
* Participated in Walkthroughs and Inspection meetings to review.

**Environment: Manual Testing,** Windows XP, Load Runner, QTP, IIS, MQC, C++, Oracle, UNIX, and SQL.

**Global pharmaceutical, Chalfont, PA June 08 – July 09**

Quality/Business Analyst/Validation Engineer

## Global pharmaceutical is a pharmaceutical and related healthcare company. It develops innovative, value-added products that improve the Business of life of people around the world and help them enjoy longer, healthier, and more productive lives. This intranet application helps manage the drug-trials process and launching new treatments for the market. I was also involved in testing the application as well as executing the test scripts, and validating them with the 21CFR Part 11.

# Responsibilities:

* Worked closely with Business Analysts and Developers to gather requirements in order to formulate the test plan.
* Assisted the business analysis team in preparing the Functional Specifications document
* Formulated detailed Test Plan, Test Cases and Testing Procedures, which included Test Cases/Scripts, capturing Test Results and capturing and resolving Test Anomalies.
* Conducted Manual Testing for checking the flow of the application functionality.
* Performed configuration/ compatibility and user interface testing manually.
* Execute automated SOAP and conducted POST API testing.
* Extensively used Soap UI to create Test Suite and write test case scripts for making various types of request to the API web services.
* Implemented Load testing using Soap UI and Load UI tools.
* Conducted GUI Testing, Integration Testing and System Testing of the application.
* Analyzed the test scripts to check if it has covered the minimum functionalities, which to be in compliance with 21 CFR Part II regulations need set by the FDA.
* Performed SIT and UAT on the Application.
* Tested the Security Privileges of the application for the users.
* Conducted Regression Testing on the system.
* Responsible for preparing the Testing Progress report for the higher management.
* Ensured all support activities are captured into the internal tracking system.
* Involved in writing complex SQL queries to check the data integrity
* Analyzed User and Functional requirements to point out gaps between used SQL queries to extract the data from the database.
* Performed Smoke and Sanity testing.
* Performed System, Usability and Integration testing Manually
* **Performed** Backend Testing Manually **by** **writing** SQL queriesin the SQL PLUS for various joins.
* Reviewed SQL Queries with complex multi-table joins and nested queries and reviewed complex SQL queries, views, function, and stored procedure.
* Performed Security Testing in QTP using Positive and Negative Testing to ensure appropriate user authentication
* Involved in Analysis of Traceability matrix, Test matrix, and GAP analysis in MQC.
* Used HP **Business Center** for bug tracking and reporting, also followed up with development team to verify bug fixes, and update bug status.
* Performed Regression Testing using QTP
* Participated in Walkthroughs and Inspection meetings to review.

**Environment:** Windows XP, LoadRunner, QTP, HP **Business Center**, C++, Oracle, UNIX, and SQL.

# Kaiser Permanente, Fairfax, VA Feb 05 – Apr 08

# Analyst

Kaiser Permanente has developed an application for Managing and processing Claims, Claims Management and Reconciliation (CMR). Patient's information, history about disease and medication is collected and stored in the CMR system. Similarly, information about participating hospital and physicians is also stored in the same system. Whenever any claims come to the company they reconcile with their records, which help them, manage and process claims faster and efficiently. I Worked as QA Tester/Analyst in this project. Performed back end testing checked the data flow and data validation, performed manual as well as automated testing. This project includes lot of modifications in the Claims Validation Process

**Responsibilities:**

* As a QA Tester responsible for creation and execution of **manual/automated** test scripts.
* Conducted **manual black box testing** to better understand the functionality of the Application.
* Reviewed test assignments, developed test plans and scripts, and conducted test as assigned.
* Developed test procedures and test cases.
* Executed test scripts manually and reported the defects.
* Executed automated SOAP and conducted POST API testing.
* Extensively used Soap UI to create Test Suite and write test case scripts for making various types of request to the API web services.
* Implemented Load testing using Soap UI and Load UI tools.
* Modified and Automated test scripts using QTP.
* Manually Tested HIPPA Transactions & Code Sets Standards
* Followed Workgroup for Electronic Data Interchange (WEDI) standards for testing that need to comply with the HIPAA transaction sets.
* Worked on 276/277 HIPAA Transactions and Code Sets.
* Created EDI files for test cases and verified those files, debugged the errors and corrected them according to the addenda for respective HIPAA implementations
* Troubleshoot new releases and production issues.
* Updated, maintained, and promoted Test Plans and Scripts to Configuration Management for version control.
* Documented problems found during test using Test Director and communicated recorded problems to the responsible QA or development personnel.

**Environment:** QTP, Load Runner, Test Director, UNIX and Windows NT, HTML, Oracle, IIS