**SUMMARY:**

* Motivated and dynamic professional with GO-AND-GET-IT-DONE attitude with over 6 years of experience as a QA Test Lead/Analyst/ Engineer in Analysis, Design, Testing and Implementation of various applications.
* Good experience on SOA Testing, Web services testing using CA LISA and technologies like WSDL, SOAP, XML, XPath.
* Excellent understanding of complete Software Development Life Cycle (SDLC), Software Testing Life Cycle (STLC) and various software methodologies including **Agile (SAFe),** Waterfall etc**.**
* Experienced Quality Assurance Engineer with extensive knowledge in automated and manual software testing techniques, tools, methodologies and approaches.
* Strong in Automation Testing Lifecycle (STLC), which includes preparation of test cases, execution of test cases, automation of test cases, reporting of bugs, defect report maintenance.
* Well versed with the Documentation, Test Plan, SDLC, STLC Processes, Analyzing Test Results and Creating Defect Reports and Metrics preparation.
* Strong abilities in software testing involving setting up of test environment, creation of test scripts / cases, execution of GUI, functional, regression & integration tests and tracking of defects using various tools
* Performed Test Management which includes preparing test cases/test suite/test log/test reports using HP Quality Center.
* Expertise in Testing and verifying results for Synchronous and Asynchronous Web Service Requests using Tools -CA LISA and SOAP UI
* Have hands-on experience testing REST & SOAP Web services.
* Experienced in Oracle apps testing for Cisco Applications.
* Good experience on test management tool HP ALM/Quality Center
* Good exposure in functional testing tools like QTP
* Expertise on System and Integration Testing, Web services testing, Functional testing, Regression testing, Smoke Testing, Adhoc testing, Production Verification testing of various projects.
* Expertise on manual testing using different database tools like TOAD, SQL Server.
* Good knowledge on various processes, phases, templates, and standards of Software Testing.
* Expertise on developing Test Strategy, Test Plans using requirements and design documents.
* Expertise in writing and defining Test Cases, developing and maintaining test scripts, analyzing the results of scripts, coordinating with the team members in fixing the bugs/issues.
* Possess knowledge in UML standards. Involved in preparation of Use case diagrams, Class Diagrams, Sequence diagrams.
* Excellent analytical, problem solving and communication skills with ability to be an effective team player and work under severe time constraints.

**PROFESSIONAL EXPERIENCE :**

**ALLSTATE Insurance, Northfield, IL Nov 2013 to Present**

**Sr. QA Tester**

Project: Integrated Customer Services

Worked on **Ecommerce** website for ICS platform, designed to deliver a set of composite data services that will be made available to business applications across the Allstate application portfolio. The custom Composite and Foundational data services to manage peripheral customer data (i.e. - preferences, interactions, campaigns, web logon etc.) will be delivered using a Service Oriented Architecture approach.

**Responsibilities**

* Provided test team status reports on weekly basis to the project manager.
* Involved in manual and automated testing.
* Actively participated Agile and scrum meetings, review and developed test scenarios.
* Followed Agile Methodology to emphasize on real time communication over written documentation.
* Create Test related documents such as Test Plan, Test Scenario, and Test Cases throughout the STLC and got sign off from BA, SA and other stake holders
* Followed Agile **(SAFe**) Methodology to emphasize on real time communication over written documentation.
* Performed manual and automated testing of Service Oriented Applications, taking a leading role in test automation of various services which were developed on Tibco Platform.
* Involved in Test Case Execution of the application using iTKO LISA and Reported defects in HP Quality Center.
* Performed testing using WSDL.
* Involved in Project Review meetings
* Optimized existing and developed new automated regression suite in data-driven approach
* Review Test Cases, Test Results to ensure completeness and accuracy of testing.
* Creation of Weekly Status Reports to highlight project issues, risks and testing status.
* Created Web Services regression test suites using **iTKO LISA**.
* Prepared Automated Production Scripts using **iTKO LISA**.
* Successfully completed a Proof Of Concept (POC) for web recording of an web application using **iTKO LISA**.
* Virtualization of third party services to ensure zero cost test executions using VSE in LISA.
* Performed Functionality testing during the various phases of the application and analyzed the results
* Develop Integrations to related systems to exchange requirements, test plans, and defect information
* Provided professional services ranging from the mapping of business processes, data Integration between systems, technical development, and on-site software training for clients
* Conducted System Testing, Regression testing, GUI Testing and Cross Browser compatibility testing during the releases and interacted with the developers to resolve any technical issues
* Performed Performance Testing using **iTKO LISA**
* Reduced environment downtime by 20% by implementing Service Virtualization using **iTKO LISA** tool
* Executed test cases through Quality Center and reported defects in QC.
* Conducted GUI, Backend, Data Driven and Security Testing.
* Conducted regression testing on new builds/versions.
* Developed and executed test cases test Scenarios and followed-up defects using Quality Center.
* Tracked defects using Quality Center.
* Arranged weekly team meeting to assign testing tasks and acquisition of status reports from individual team members.
* Conducted Bug review meeting to discuss resolution of issues.

**Environment**: Windows XP, TIBCO,HP Quality Center, **iTKO LISA**, JAVA, XML,DB2 Mainframe, Oracle.

**T-Mobile, Washington, DC Nov 2011 to Oct 2013**

**Webservices Tester**

T-Mobile Wireless is one of the leading Telecom service provider company. The project was to modify the existing billing system and ensure that the Customer Payment Module functions as per the Requirement of processing payment and sending confirmation to customers.

**Responsibilities:**

* Worked in Agile environment.
* Attended daily standup meetings and walk through meetings with BA and developers to get details on user stories.
* Developed Test plan and test cases and executed the test cases.
* Worked on SOA - **WebServices** Technology, Validated Request and Response XML using **Restful** tool.
* Added properties, property transfer to validate multiple **WebServices** calls for **RESTFul** Services.
* Tested **APIs (both RESTful and SOAP)** manually as well as through automation using SOAP UI.
* Written positive and negative test cases based on requirements, and specifications, flow charts, process diagrams and executed them.
* Involved in compatibility testing, integration testing and user acceptance testing.
* Performed test cases for END to END testing.
* Managed test cases, defects in **Quality center**
* Performed Manual Testing to check usability of the system.
* Executed SQL Queries to verify and validate Data.
* Worked on SOA - **WebServices** Technology, Validated Request and Response XML using **SOAP UI** tool.
* Automated the tests for functional/regression testing **using Parasoft SOAtest**
* Manipulated data by executing various **DML** statements
* Filed defects using Quality Center as the defect management and reporting tool.
* Collaborated with Project Manager and QA Lead to monitor and communicate status.
* Created Test plans, Test cases executed the test cases manually.
* Extensively used SQL Queries for Database Testing.
* Created Test Scenarios for User Acceptance Testing.
* Perform Handset Testing on different devices to test the m dot site compatibility.
* Involved in preparing Exit Reports, Test Execution Status Report, and Graphs.
* Involved System Integration Testing, Regression testing and User Acceptance Testing and used Quality Center for Bug tracking and Defect Reporting
* Involved in **API** testing with both **SOAP UI** and Restful web.
* Participated in Team Meetings and Discussions with the developers on daily basis
* Assisted Project Lead on various activities such as working with providers and developers to resolve issues related to testing or connectivity
* Involved in production support and worked on solving the issues with the developers and providers Created documentation for knowledge transfer to Technical Support Group
* Worked with several vendors on regularly in troubleshooting the connectivity issues and other.
* Bugs are reported using defect-tracking system.

**Environment**: **Webservices**, **Parasoft**, **RESTful, DML, API, ALM** Quality Center, SOAP UI, SQL Server, JavaScript, RESTful, C#, .Net

**FINRA, Rockville, MD May 2010 to Oct 2011**

**SOA Tester**

FINRA is the independent regulator for all regulation and dispute resolution of the financial and investment securities industry. SOA Service-oriented Enterprise program is an Integration effort to Integrate disparate applications such as eFOCUS, MRDT, Corp Actions, TIPS, FSF, FMS, ESB, BEP, Request Management on the principles of standard service contract, common enterprise system bus for messages transfer and BEP (business process model) for increasing Interoperability using SOA XML paradigm, secured metadata/content storage and management in EMC Documentum, web services and rest services and complex user interface framework such as GWT.

**Responsibilities**:

* Involved in Business Requirements review, drive sprint Planning meetings, AGILE/ SCRUM Effort Estimation based on Story Points for the project releases
* Develop Integration and Functional Test Strategy / Plans, Design Test Cases, System Test Acceptance Reports, Bug Reports & other Test deliverables
* Identify Automation needs and suitable automation tools.
* Develop Automation Test Strategy with long term goals for easy development, adaptation and maintenance
* Hands on Development of automation scripts using SoapUI/Groovy scripts.
* Identify and recommend Automation Best Practices for the test team and pass on recommendations to development group to assist in easy maintenance
* Responsible for Test Strategy/ Test plan/Scripts walkthrough's with Business Analyst, Development Manager/Architects and QA
* Support QA testers in designing and creating Test Bed with mock up data mimicking production data
* Test Activities Scheduling, Work Distribution and Tracking using management traceability matrix
* Develop SQL and DQL Scripts for data validation against Oracle and Documentum platform
* Used JIRA, Quality Center and StarTeam for configuration management and to track and manage defects to closure and supported Business Analyst during Test results validation
* Track Scrum goals using Wiki dashboards and Burn down charts
* Support management for compliance with the Internal Audit Standards
* Support management for resource identification for various projects

**Environment**: **Webservices**, **SOAP UI, JIRA,** Quality Center, SQL Server, JavaScript, C#, .Net

**Shoplet.com, Chicago, May 2009 to Apr 2010**

**UAT Tester**

Shoplet.com is a leading provider of integrating products, solutions and services. The company provides office supplies, printer paper, technology products, Ink and toner supplies, and furniture to businesses and consumers. 'Bundle' an enhancement feature introduced on the **online Website application** allowed products to be bundled together and sold as a package on Shoplet.com.

**Responsibilities:**

* Created test plans and wrote Manual test cases
* Followed the Agile Methodology to emphasize on real time communication over written documentation.
* Use agile systems and strategies to provide quick and feasible solutions, based on agile system, to the organization
* Set-up, co-ordinate & conduct system & **UAT** testing with Business Analysts and end-field users after the applications were all set
* Performed rigorous manual testing such Functional Testing, Smoke testing, Integration testing, **UAT** Testing, Backend Testing, Regression Testing, End to End Testing and System Testing
* Logged defects in **UAT** Environment.
* Execute Functional testing, GUI testing, System Integration testing and Regression testing.
* Perform Functional testing of primary item and all the secondary items sold in the bundle to verify that the images, bundle description and product attributes are proper.
* Perform Integration testing between bundle **SKU, Shopping Cart, Checkout and Order Confirmation modules to ensure that user is able to add items to cart.**
* Queried the database to cross-validate data obtained through the checkout process and the system displays order confirmation page.
* Use QC as the test repository for executing test cases and reporting/tracking bugs
* Walk through meetings with business analysts to resolve technical issues and meet client requirements.
* Coordinated with the development team on a daily basis regarding the bugs and issues.
* **Cross browser testing using IE, Chrome, and Firefox.**
* Utilized available resources to improve individual effectiveness and increase efficiencies in the QA process.
* Performed browser compatibility and configuration testing for various operating systems.
* Used Quality Center bug tracking tool to analyze & capture bugs, track and manage dashboard any type of updates for project release.
* Performed manual testing to conduct backend testing using and SQL Queries
* Reviewed extensive SQL Queries with complex multi-table joins and nested queries.
* Responsible for client interaction and reporting during UAT.
* Used Quality Center to report and track bugs and impediments.

**Environment**: **Quality Center, Java, SQL, XML, J2EE, Quality Center**