**Professional Summary**

* **7+ years of experience** in Information Technology with emphasis on Quality Assurance
* Experience in testing through a full system development and testing life cycle.
* Experience in creating and validating Test Plans, Test cases and Test scripts formulation.
* Experience in Manual, Regression, Functional and Configuration Testing.
* Experience in testing of Web-based and mobile applications in ecommerce, healthcare and financial domain.
* Strong understanding of the Software Development Life Cycle (SDLC), QA LifeCycle(STLC) and QA methodologies like Waterfall and Agile.
* Experience in Black Box testing like Functional Testing, Adhoc , Exploratory testing, Usability Testing, Regression Testing, Integration Testing, Browser compatibility testing, Positive and negative Testing, System Testing.
* Experience testing different versions of Iphones, Ipads, Samsung, Nexus and Windows phones/tablets.
* Performed cross platform testing of mobile application across Android and IOS devices.
* Working knowledge of quality management and business processes
* Experience in Backend Testing of the applications using SQL queries to validate the consistency of data
* Validate web services calls using SOAP UI and SOA Test tools.
* Experience of working with all stages including User Acceptance Testing (UAT).
* Experience with multiple tracking tools for user stories in Agile methodology such as Agile Manager and Version One.
* Ability to capture test cases/test scenarios, perform defect tracking and management and generate test execution metrics and reports using various different tools thru out the working experience. For ex: HP Quality Center, Team Track, Test Director, JIRA, etc.
* Proven expertise in creating Test plans, Test Scenarios, Testing Process, Testing Approaches, and Traceability Matrix and conducted GAP Analysis
* Strong analytical, problem solving, and testing skills
* Excellent communication skills along with verbal and written skills.
* Experience working with business users, IT technical staff as well as senior management

# Technical Skills & Tools

**Application Programs:** MS Office, MS Visio, MS Project, Power Point, SharePoint

**Methodologies:** Agile, Spiral, Waterfall

**Requirement Tools:** Rational Requisite Pro

**Testing Tools:** QTP

**Defect Tracking tools:** HP Quality Center, JIRA

**Change Management tools:** ClearQuest

**Operating Systems:** Windows 2003/2000 server/NT/2000/XP, Linux

**Servers:** SQL Server, SQL Developer, Websphere Application Server

**Web Applications:** XML

**Browsers:** Internet Explorer, Chrome, Firefox, Safari

**Mobile Devices:** Iphone, Ipad, Samsung phone/tablets, Windows phones

**Professional Experience**

**Amtrak, Washington, DC                           Aug 202 – Dec 2015**

**Lead Quality Analyst**

**Project:** Amtrak is a National Railroad Passenger Corporation that provides railroad passenger service. Amtrak web and mobile application provides users the ability to make reservations, modify and cancel reservations, search for stations, and view train status. The mobile application also provides the eTicket feature which the customers can show while onboard without the hassle of printing the tickets.

**Environment:** Windows 7/XP, iOS (4, 5, 5S), Android (Samsung SIII, S4, S5), Windows (Nokia Lumia 920, 928B, 820), Quality Center ALM 11.0, SQL Developer, SQL Server,

**Roles and Responsibilities:**

As a Lead Quality Analyst, my responsibilities included managing the entire testing effort and supporting the ecommerce applications including Amtrak.com mobile rider and conductor applications (iOS, Android, Windows) and managed off shore QA resources. Other responsibilities include:

* Testing applications like dot com Internet Booking (IB), CMS, mobile rider (iOS/Android/WP8).
* Reviewing requirements, wireframes and use cases/flows.
* Interacting with developers, PM and Business for any requirement clarifications.
* Provide testing estimates and conducted test script walkthrough to ensure that testing coverage is adequate.
* Provide daily status updates to the PM.
* Managed team of **3 offshore QA resources**
* Coordinate with offsite team members and plan project testing activities.
* Create documentation such as test plan, test strategy document and final test report as part of deliverables.
* Performing functional, positive, negative and regression testing of the applications and useQuality Center ALM for defect tracking.
* **Performed UAT** with Business and document defects in Quality center
* Involved in **SQL Developer** and SQL Server database testing for backend verification.
* Using SQL queries for verifying the inventory and pricing.
* Capturing web and mobile logs via WinSCP, iphone config utility and eclipse to validate webservice calls.
* Perform testing via devices as well as the SeeTest cloud service.
* Participated in Walkthroughs and Inspection meetings to review
* Executing test scripts on SOA Test for verifying webservices.
* Maintained testing tasks in agile tools such as Agile Manager and Version One.
* **Used Joins in SQL** to join two table from database.
* Involved in cross browser testing for web application.
* Validate data creation in the database through TPF database.
* Coordinate with the third party vendors for any enhancements that require updates.
* Worked with **complex SQL such as aggregate functions, inner joins, and other** queries to validate the data
* Provide documentation and sign offs after successful release deployment.

**Farmers Insurance, LA Aug 2011 - Jul 2012**

**Sr. UAT tester (Mobile/Tablet Testing)**

Farmers Insurance Inc. is a leading global provider of insurance, annuities and employee benefit programs. I worked to ensure the **application meets the business requirements** and is bug free. The application had web-enabled modules such as billing, Account Set Up, Authorization and Discount/Surcharges.

**Environment**: Agile, Requisite Pro, UML, Use Cases, Share Point, SCRUM, MS Visio, MS Excel, SQL, IPad (IPad Air, IPad Mini) and Android Tablets (Samsung, Google Nexus, Kindle fire), HPALM

**Roles and Responsibilities:**

* Onshore Tablet Testing Team working along with Business Partners Directly.
* Understanding the process flows of project/task according to business needs, documenting those for training/reference, defining functionality workflows, asking right questions. Tracking activities handled, coordinating daily activities with business.
* **Lead all the testing effort** and managed 4 QA resources during entire testing life cycle.
* Tested application based on input from the business team and involved in Testing business processes, coordination with various business partners from time to time.
* Facilitated walkthrough sessions of the Test scenarios, test scripts and defects with business managers.
* Held daily meetings with business managers to discuss the project status and planning.
* Involved in test plan creation, test strategy creation, test case writing and review.
* Utilized internal Share point site for reporting defects and maintain project documentation.
* Executed test cases **for UAT Testing,** Staging validation and production validation on tablets and reported results in QC.
* Used Quality Center ALM for Defect reporting, Tracking, Test result documentation and project status reports.
* Worked on training plan and materials for the new joiners joining the Wells Fargo Advisor- Brokerage Application Testing Team. Also mentored the training sessions actively.
* Worked **in Agile methodology**, prepared tasks and stories for sprints, prepared Retro’s and were responsible for preparing Show cases
* Facilitated and documented Requirements gathering sessions among the stake-holders, technical teams and business units
* Using simple Questionnaire sessions with SMEs, conducted gap analysis between as-is and to-be process flows.
* Reviewed the Business Requirements Document (BRD) with the business users, Subject Matter Experts and included representations from the technical team as well
* Created RACI chart and to clarify roles and responsibilities since cross-functional/departmental teams were involved
* Performed the validation of use cases to address the need of the business
* Developed test case scenarios and implemented the test plan
* Worked extensively with the offshore QA team for designing Test Plan and Test Cases for the User Acceptance Test (UAT)

**Texas Medicaid and Healthcare Partnership, Austin, TX Jun 2010 – Jul 2011**

**Quality Analyst**

Texas Medicaid and Healthcare partnership- Texas State developed New MMIS system for centralizing the all-Healthcare related transactions all over the state. The New MMIS project was a large IT project replacing the **Medicaid claims** payment system. Participated in all aspects of testing the New MMIS.

**Environment:** MS Visio, Word, Excel, PowerPoint, Rational Rose, Requisite Pro, Clear Case, Clear SQL, Oracle, J2EE technology, Java, Perl

**Roles &** **Responsibilities:**

* Utilized Scrum to configure and develop process, standards and procedures.
* Prepared the test cases as per business requirement document (BRD) and system requirement document (SRD).
* Worked with scrum team, scrum master and product owner in defining acceptance criteria, story points and estimate tasks using hours, and then selecting user stories for Sprint Backlog
* Wrote FRDs for the defects and enhancements and got approval from business for the developers.
* Worked on Technical design documentation (TDD) of the claims processing system.
* Designed, prepared and implemented test cases for system testing as well as for User Acceptance testing.
* Performed testing of web portal of New MMIS system.
* Conducted integration testing and regression testing with developers in development and off shore QA team, also conducted **user acceptance testing with UAT team**..
* Analyzed and documented system release/deployment issues according to version management, backward compatibility, load balancing of components in production environment.
* Tested User Interface inconsistency and application functionality.
* Developed Reports and Graphs to present the Stress Test results to the management
* Mapped requirements to Test Cases using Quality Center (ALM).
* Use SQL queries to extract data for routine report generation and data validation such as subscriber and dependents information and contract renewal dates
* Performed automated testing in QTP.

**Bank of America, NC Jan 2008 – Apr 2010**

**Quality Analyst**

**Project:** My job involved regression **testing their web-based consumer** mortgage module and validation of mortgage portion of the financial statements from the various branches by including factors like Accounts Receivable/Payable, Credits, Debits and Write-offs.

**Environment:** Windows 2007 / XP, Excel 2007, QTP 9.2, Oracle, JIRA, Java, SQL

**Responsibilities:**

* Analyzed system requirements and work flows to create test cases.
* Created test cases for functionality, system and integration testing and tested the application manually
* Reviewed test cases with business, development and Analysts.
* Performed testing in various browsers such as IE, Chrome and Firefox.
* Involved in testing various modules manually.
* Execution of Test cases on builds and new features, if any. Reporting the bugs found into JIRA.
* Executed scripts on QTP with record and playback functionality of the application.
* Checked for GUI & Functional errors based on specs
* Participated in the daily status calls.
* Create test data for data driven testing using QTP.
* Performed positive testing and negative testing
* Used **SQL queries** to validate data
* Maintained Traceability matrix and Test Matrix.
* Performed Functional Testing, Regression testing, System testing of the project.

**Education**

MBA in IT,India