**Riddhi Jhaveri**

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**Summary**

* Over 7 years of industry wide experience as a QA Automation Engineer. Also have experience in development/programming part of the applications. Implementation and maintenance of mobile applications using Android.
* Expertise in front end testing (functional and GUI testing), back end testing, White Box Testing, Black Box Testing, Unit Testing, Integration Testing, System Testing, performance testing, stress testing and regression testing
* Experience with Mobile application testing - Iphone, Android, Blackberry
* Expertise in testing client/server and web-based applications. IT experience ranges from banking, insurance and manufacturing industries with strong functional knowledge.
* Proficient in manual testing using Mercury Suite (QTP, Win Runner, LoadRunner, Quality Center formerly Test Director).
* Involved in project planning, coordination and implementing QA methodology.
* Experienced in writing test plans, test cases, test procedures and defect tracking with the test management tool like TestDirector.
* Developed and executed test scripts and data driven tests using Mercury QTP, WinRunner.
* Good knowledge of Software Development Life Cycle (SDLC).
* Experienced in Unit, Functional, System, Integration, Compatibility, Portability, User Acceptance (UAT) and Regression testing using Black-Box (Manual) methodologies.
* Strong skills in back-end testing using SQL queries on RDBMS.
* Good testing experience on SQL server reporting services.
* Expertise in troubleshoot and debugging production problems for quicker resolution
* Strong at analyzing functional specs and detailed design documents and developing test matrices.
* Self-starter with strong work ethic, good time management skills, Establish and maintain productive working relationship with management, clients and team members.
* Expertise in UNIX platforms. (Solaris, and Linux)
* Coordinated walkthroughs with developers and business analysts to prioritize defects.

**Technical Skills**

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| Testing Tools | QTP, Selenium, Win Runner, Test Director, LoadRunner |
| Languages | PL\SQL, SQL, VBScript, Ruby, Java, J2EE, C++, VB, VBA, HTML, XML, SGML JavaScript, Perl Python, JSON Shell Script |
| Internet Standards | HTTP, SOAP UI, XML |
| **Mobile Platforms** | Android 2.2 – 4.4, IOS 6.0 – 7.0.3, Blackberry 5.0 – 7.1 (BIS & BES) |
| Bug Tracking Tools | Rational Clear quest |
| **Methodologies** | Rational Unified Process(RUP), Agile, Waterfall, HTML, JavaScript, Web services, REST full, Visual Studio 2013 |
| Database/Tools | Oracle, SQL Server, Ms-Access, Sybase  TOAD and SQL Navigator |
| Operating System | Windows 2000/XP/2003/Vista/2007 |
| Other Tools | Visio, MS-Office (MS-Word, Excel, Power Point) |

**Client: American Express, Charlotte, NC Sr.** **QA Automation/ (Mobile Testing) Mar-2013- Dec 2014**

American Express Company provides credit- card payment products and travel-related services to customers worldwide. The company's product portfolio consists of charges to consumer and business travel services, including traveler cheques and other prepaid products, network services, merchant acquisition and processing and servicing and settlement, as well as point-of-sale, marketing and fraud prevention. User can deposit funds on the bluebird card into a variety of ways like regular direct deposits from a paycheck, direct deposit from bank, bill pay, deposit money through debit or credit card, spilt bills and many more transactions. The American Express and Wal-Mart stores launched a new debit card called Bluebird Mobile Apps and Serve Mobile App. Through Bluebird and Serve App people can send & request money, RDC transactions, Deposit A Check, Spilit Bills can directly do to the customer's account using a Mobile I-phone, Android, I-pad, Tablets application,

**Responsibilities:**

* Used Quality Center 10.0 and ALM 11 to organize and manage all phases of the software testing process, planning tests, executing tests, and tracking defects for the Bluebird Mobile App and Serve Mobile App.
* Perform Testing in I-phone and Android, Ipad, Tablets Platform for the Bluebird Mobile App and Serve Mobile App.
* Ran functional testing on mobile devices such as iPhone, iPad, Samsung, Nexus and Motorola
* Scripting & execution of Smoke, Regression & Functional test cases for mobile applications on Android, & iOS platforms on various iPhones, iPads and Android using SeeTest and QTP Manual Tools
* Involved in testing mobile Banking Module for "Find Locations", "check accounts" and "pay bills" on iOS, Android and BlackBerry operating system.
* Used Selenium Performed Integration, Regression, and Database testing.
* Involved in writing and testing complex SQL queries.
* Conducted web based application testing.
* Tested the web pages using manual tools like Mercury QTP for image positioning and display quality
* Followed SDLC from Elaboration Phase till Transition Phase, using Agile (Scrum) methodology
* Performed Black Box testing and conducted Functionality and Regression testing on various phases of the Management software
* Performed Load and Stress Testing using LoadRunner.
* Supervised managing/executing functional/system/integration testing, creating/reviewing test cases creating test schedules, SQL packages to support data movement
* Analyzed business and technical requirements and developed specifications for different projects to create detailed test cases/scripts and Developed Test Plan Document.
* Used Business requirements and design documentation to develop test design products: Test Scenarios, Test Scripts and Test Cases.
* Performed Acceptance, Unit, Integration, Usability, Positive, Negative Functional, Sanity and Regression testing during different stages of the application development.
* Worked extensively in Performance testing and Production support.
* Expertise in Performing Stress and Load Testing using LoadRunner.
* Involved in UAT and coordinating with users while performing User Acceptance Test.
* Creating Test Plan and Test cases using Mercury Quality centre.

**Environment**: Selenium Suite, Agile, HP/ Mercury, Android, Java, J2EE, SQL Server, JSON, HP–ALM. Web services, REST ful, Oracle SQL Server, My SQL, Python, UNIX, JIRA. Jenkins , Web logic, Visual Studio 2013,Sales force SOAP UI

**Client: Amtrak, Washington DC QA Automation Tester Sep-2011-Mar-2013**

The project is focused on testing mobile iPhone & Android application for use by Amtrak customers to allow near-real-time access to certain reservation information and processing, schedules, train status, station information, user profile information and marketing information.

**Responsibilities**

* Reviewed business, functional requirements from Business Requirement document with Business Analyst, Developers.
* Responsible for manual web-based and Smartphone testing for a mobile application on a variety of mobile platforms and devices running iOS. Tested throughout the entire lifecycle of a project, including test case development, execution and verification
* Tested the UI of the end product on mobile, PC, Android and Apple platforms to ensure that language translation and currency conversions were displaying as required
* Execute mobile web and mobile app on Android and iPhone platform
* Perform Mobile web testing using simulator
* Executed the test scripts using Selenium validate the actual and expected results
* Created Test Cases after reviewing the requirements & uploaded in QC.
* Perform system testing on a UNIX & Windows environment, employing black box techniques such as boundary value analysis including non functionality testing (Reliability, Scalability and Performance).
* Conducted multiple cycles of System, Functional, Integration, and Regression testing to ensure quality.
* Involved with Quality Assurance tasks for Integrating Amtrak Train Schedules into Google Transit as part of Google Maps.
* Checked the data flow through the front end to backend and used SQL queries, to extract the data from database.
* Worked deeply into Web Services Testing using SOA, SOAP, Soap UI, XML, etc.,
* Extensively used Quality Center for documenting Test Cases, Test Plan, scheduling and executing test sets, collecting test results, logging and documenting defects.

**Environment**: Selenium Suite, Agile, HP/ Mercury, Android, Java, J2EE, SQL Server, JSON, HP–ALM. Web services, REST ful, Oracle SQL Server, My SQL, Python, UNIX, JIRA., Jenkins , Web logic, Visual Studio 2013,Sales force SOAP UI

**Client: Campbell Foods, NJ QA Engineer** **Dec-2009-Aug-2011**

Campbell Soup Company is an American producer of canned soups and related products. The company consists of totally 43 sites that include windows and mobile browser also with the Mobile Application. The QA processes that dealt with all these maintenance sites comprises of Black box testing that includes Newsletter testing, Site Updates testing on different OS, Browsers and Devices. Project is tested and executed on the following devices.

a) I phone

b) Android

**Responsibilities**

* Involved in Design and development of test plans based on high-level and detailed designs.
* Conduct user accepting testing and UI testing for iOS and Android Mobile applications
* Performed GUI Testing on web and mobile applications.
* Troubleshooted mobile application issues.
* Instrumentation of Android and iOS Apps via latest available binary files for different environments of testing
* Conducted usability testing of the mobile features with complex positive and negative test case scenarios.
* Conducted functional, regression, upgrade testing of mobile software.
* Involved in all phases of SDLC and implemented Test management best practices through Agile method working with Globally spread teams
* Using Quality Center for bug tracking and reporting.
* Worked as Agile Tester in Shopping Project wherein interacted with developers on day today basis. Worked with Waterfall Model, Iterative and Spiral Model as well.
* Used Selenium Performed Integration, Regression, and Database testing.
* Validated application data from Oracle by using SQL for Back End Testing
* Worked on Rational ClearQuest for defect submission and tracking.
* Installed and configured performance test lab using HP LoadRunner Software.
* Involved in testing the conversion of the application into web application using XML web services.
* Participating in project meetings, QA status meetings and release meetings.

**Environment**: Selenium Suite, Agile, HP/ Mercury, Android, Java, J2EE, SQL Server, JSON, HP–ALM. Web services, REST ful, Oracle SQL Server, My SQL, Python, UNIX, JIRA., Jenkins , Web logic, Visual Studio 2013,Sales force SOAP UI

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**HSBC, NY QA Analyst Aug-2007-Oct-2009**

The project was to develop a Financial Portfolio Management System to manage, trade, process the orders and trade activities and provide integrated solutions for, Private client portfolio managers, Institutional investment managers, Dealer Brokers, Private banks. The present product, Visual FPM (Visual financial portfolio management system) runs on Windows 2000 / XP platform.

**Responsibilities**

* Involved in developing the test strategy, test plan, test scripts and test execution Requirements for the project.
* Involved in all phases of the QA Life Cycle and SDLC, with timely Delivery against aggressive deadlines.
* Performed through Software and Hardware testing with ‘Water Fall' SDLC method
* Worked with image compression tools to check whether the uploaded images were heavy or not and used Mercury QTP for checking on image positioning
* Worked with QA team with the aid of Rational ClearQuest for the bug tracking and Mercury Test Director for Test Case Management.
* Using SOAP for XML generation and TOAD UI for data validation.
* Executed the test cases and test scenarios using HP Quality center (QC).
* Use HP Quality Center to house all test documentation and report/track all issues and defects (Defect Management)
* Created and implemented performance test scripts using LoadRunner write custom functions and programs to support the load testing efforts
* Experience in Integration, Portability, System and Compatibility testing using Black Box methods (manually).
* Involved in defect tracking and logging the defects using rational clearquest.

**Environment:**Java, Eclipse, HTML, Quality Center, Struts, Oracle, Websphere, C#, Net Framework.