**Rishika**

**8 years** of experience in manual and automation testing as well as hands-on experience working in Development & Testing Methodologies such as Agile, waterfall, Backend testing and ETL Testing.

**Core competencies include:**

* Software **Quality Assurance** with around **8 Years** of diverse Information technology experience in various domains like **Retail** and **Banking** with emphasis on GUI **Testing**, **Manual Testing**, **and Back end ETL Testing.**
* Effective team member with excellent Verbal and written communication skills. Self-motivated and ability to work under pressure as an individual or as a Team Lead and can work over time with 24X7 supports.

**Professional Summary**

* Defined Testing Methodologies, Test Plans and Test Cases and lead a test team driving towards achieving efficient test execution methods and tracking.
* Built **strong clientele relationships**, facilitated communication channels with client and management team.
* Good Experience with defect tracking tools like **Quality Center, Rational Clear Quest.**
* Experienced in the use of **agile** approaches, including Extreme Programming.
* Experience in coordinating with cross-functional team members to ensure that software QA standards and ‘testability’ of requirements are met throughout all phases of development. Experienced in working with large sets of data in a Data Warehouse/Data Store supporting Data Marts during ETL Testing, Data Mapping and Source to Target Mapping with multiple sources. Experienced in providing full technical support of the continuous maintenance of **POS service tools.**
* Extensive work experience in **Functional Testing, Backend Testing, Regression Testing, Performance Testing, Integration Testing, Usability Testing, and Database Testing**. Expertise in Performing **POS testing** for the various application in the project.
* Experienced in performing all test activities such as planning and control, choosing test conditions, designing test cases and checking results, evaluating exit criteria, reporting and test closure.
* Extensive experience in verification and validation to ensure intended product delivery.
* Extensive Experience with **Sql and PL/sql** Programming knowledge.
* Hands on experience in **Keyword Driven and Data Driven Frameworks.**
* Excellent Hands on Experience with multiple databases like **Oracle, SQL Server,** and **MSAccess**.
* Excellent skills in **UNIX**, **PL/SQL Queries**.
* Experience interacting with **Business Analyst/Leads/Developers/Project Managers/ Project Directors/Technical Analysts** to analyze the user requirements, functional specifications and also for missing Functionality.
* Experienced in **Supporting Multiple Projects** simultaneously while maintaining strong quality focus on each and ability to meet deadlines.
* Excellent **analytical skills, documentation skills, communication skills, presentation skills**, **strong problem solving skills** and a **very good team player**.

**Technical SKILLS:**

|  |  |
| --- | --- |
| **Testing Tools** | Quality Center, QTP 9.2,9.5,LoadRunner8.2/9.2,soapUI, TOAD. |
| **Defect Tracking Tools** | TestDirector8.0/7.x,QualityCenter 9.5,RationalClearQuest,  Tracker. |
| **Databases** | MS Access, DB2, Oracle7/8i/9i/10g, and SQL Server 6.5/7.0 |
| **Operating Systems** | Windows NT/XP/2000/98/95, UNIX (Solaris, Linux), MS DOS. |
| **Programming Languages** | C Java, C, C++, Visual Basic, SQL, and PL/SQL. |
| **Internet Skills** | HTML, DHTML, XML, VbScript, JavaScript, and TSL Script. |
| **ETL Tools** | **Informatica**(8.6.1, 9.1), ODI (12 c) |
| **Web Servers** | Web logic, Web sphere, Apache/Tomcat, Java Web Server, I planet. |
| **Automation Tools** | Quick Test Professional, Cucumber. |

**Professional Experience**

**National Bank, Indianapolis, IN Jan-15 to till Date**

**ETL Tester**

National Bank offers a complete menu of loans, deposits, investment management and trust. The Project is about Transaction Tracking which is basically developed for a bank sector. This system keeps the track of loan booked against each customer for the transaction done each month. This system holds all the details of the transactions done by the customer from the loan booking till the loan liquidation. Also, system generates Reports for all kinds of enquiries, like the Billing, Monthly statements made by the customer.

**Responsibilities:**

* Involved on testing the new functionalities based on test cases and coordinated with development team in fixing the issues. **Test ETL data** warehouse components. Executing backend data-driven test. Create, design and execute test plans, test harnesses and test cases.
* **Stand up meetings with Scrum Master is on daily basis where in the time frame and progress of the scrum is decided.**
* **Performed Stress test on various web applications and ensured its compatibility with operating systems like browsers Safari, Firefox, Chrome, IE 9 and IE10**
* Tested Mobile app on Android, IOS, Windows phones on Safari, Chrome, Firefox and IE.
* Test automation for web application (SWAP module) using Cucumber.
* Coordinated with Project Managers and Developers and analyzed all tests conducted on various products and components. **Develop automation scripts in Quick Test Professional (QTP) to automate smoke and regression testing. Automate test data load for every build cycle.** Proficient in ETL (Data Warehousing), SQL queries and data quality testing, Data warehouse/ETL.
* Extensive testing **ETL** experience using **Informatica 9.1/8.6.1/8.5** ( Designer, workflow Manager, workflow Monitor and server Manager) and business objects.
* Ensure that all the test cases are designed, developed and updated in JIRA and also defects tracked, reviewed, analyzed and compared using JIRA.
* Tested critical bug fixes including critical fixes and coordinated with developers in release of bug fixes meeting tight timeline
* Involved in Release support - Release to QA, involved in environment setup, testing the release process. Used Orchestrate (ETL) tool for extracting, transforming and data loading.
* Analyze and understand the process of Ecommerce in selecting the product, reviewing, updating and deleting while processing a transaction.
* Involved in Backend Database testing in Oracle using SQL.
* Concentrated and involved more in System Integration testing, functional testing and system testing along with testing the few medium priority functionalities
* Involved in testing the data integration, system integration and business workflow between the different screens mostly with Integration Testing.
* Involved in reviewing the test cases and executing the same and performed manual testing.
* Writing **SQL queries** for various scenarios like count test, primary key test, duplicate test, attribute test, technical data quality, business data quality.
* Maintaining test **case results** with test performed on**, test case id,** performed by tester and maintaining defect log
* Creation and management of **test plan**
* Design and development of **test strategies**
* Design and development of **detailed test cases**
* Design and development of **manual test scripts**

**Environment:** QTP, QC, Java, Oracle, ETL(Informatica)SQL, PL/SQL, Agile, Business Intelligence, JIRA, XML, Visual Source Safe, Cucumber, UNIX, Windows 2000/NT.

**DIRECTV CA (Los Angeles) Jan -14 to Dec -14**

**ETL Test Engineer**

DIRECTV delivers satellite-based television services to U.S. customers in homes and businesses. DIRECTV operations include some of the world's most advanced technologies in the delivery of a seamless viewing experience. The project Tracking Activation Offer System TAOS is an offer management system to issue credits and track commitments.

**Responsibilities:**

* Review and analyze Business and Functional Requirement of the System including the delivery of Use Cases for core modules
* Involves in the design and implementation of Test Environment for the following platform: Red Hat Linux, and MS Windows (2000 and 2003 Server, XP). Developed test cases and wrote SQL Queries to validate the Completeness, Integrity and Accuracy of Data within an ETL process testing cycle.
* As the Test Engineer, to oversee the execution of the functional, regression, performance and UAT testing of various functionalities like member enrollment, benefit administration, billing, and reimbursement, and claims productivity, claims adjudication to ensure consistency and also to make the system user-friendly and error-free for its customers
* Involved in designing and maintaining **technical and functional** documents
* Driven Development, written and executed Cucumber Scenarios for all Story Cards for all Agile Iterations.
* Experience in White Box and Black Box testing with a complete Quality Assurance cycle-from testing, defect logging, and verification of fixed bugs.
* Extensive working experience in System Testing, Functionality Testing, Regression Testing, Integration **Testing, UAT**, Database Testing.
* Provide support of the business in UAT and Production Readiness Testing; Responsible for the management of all the test assets, including test plans, test cases, test scripts, test data, and test reports. Created ETL test data for all ETL mapping rules to test the functionality of the Informatica Mapping, also created and executed various Test Scenarios and analyzed the test results for Load Testing.
* Maintaining the **test environment and deploying** the scripts into test environment.
* Developed automated scripts to sync up the date with production data.
* Responsible for Team meetings, **Test Conditions**/ **Case Development**, **Cycle Structure** and **Test Execution** Schedule.
* Responsible for managing the test cases for the various Offers Types to accomplish all the business rules and requirements (BAU)
* Organized and conducted **User Acceptance Testing** (UAT) to solicit early feedback on the interface and system usability
* Conduct reviews and structured walkthroughs of **Test Plan**, **Test Scripts** and other **Testing Materials**. Created **ETL** test data for all **ETL** mapping rules to test the functionality of the SQL Server Integration System Mapping.
* Managed requirements, test case, scripts and defect reporting through **HP Quality Center**.
* Extensive experience in Creation and Maintenance of Test Strategies and Test Planning
* Establish Software **Quality Assurance** and Testing Methodology
* Provided production technical and functional support and solved many high priority issues.
* Worked on Performance Tuning to optimize SQL Statements and resolved critical performance issues.
* Involved in designing and maintaining technical and functional documents.

**Environment**: Oracle 10g, PL/SQL,ETL, Business Intelligence, SQL JAVA, J2EE, Cucumber , OA Framework, HPQC, Windows XP, UNIX, Unix.

**Toys "R" Us & Babies "R" Us, Wayne NJ Mar-13 to Dec -13**

**QA tester**

**Point of Sale (POS)**

Toys R Us is the world’s leading dedicated toy and baby products retailer, offering a differentiated shopping experience through its family if brands. It currently sells merchandise in more than 1550 stores in the United States and more than 700 international stores in 33 countries, consisting if both licensed and franchised stores.

Hands on experience working on **Tax Batch System** for Test Stores the Project Point of Sales (POS) was developed for products sold from stores and online. This software is mainly used in stores to make sales, to gather the product information, refund credit as per the refund policies for the products purchased by the customers. This also gives information about the store inventory.

**In-Store Pick Up (ISPU)**

In Store Pick Up (ISPU) solution will allow the customer to select products on the online store and pick them up at the local brick and mortar stores close to them. Development of ISPU will enhance the customer experience and improve conversion rate through web/store integration.

**Global E-Commerce (G E-Com) - Store Locator/DGC/POS Feeds**

Toys ‘R’ Us and Babies ‘R’ Us wants to expand their **Store Locator** capability with a rich customer experience to the consumer. Identify nearby retail stores closest to the consumer. Rank Stores by proximity while displaying local retail store information. View Interactive maps and driving directions using Google interactive map service.

It has also a SharePoint 2003 implementation, which it wants to migrate and also use the new capabilities of SharePoint use it as a platform for Business process applications involving InfoPath, Workflow Foundation apart from using it as Portal, Collaboration and Project sites.

**Responsibilities:**

* Reviewed the Business/ Functional/ System Requirement Specs, High Level Design Documents, and Detailed Design Documents.
* Good experience in planning and assigning the Project to team members and helping them with issues and concerns.
* Involved In testing International markets: **Canada, Germany, Austria (C.E) and France**.
* Involved in testing the full functionality of **POS** (Point Of Sale system) from end to end.
* Interaction with Business Analysts and Developers to resolve the issues that rose during the testing phase.
* Worked on **IBM Web Sphere Host On-Demand** to validate the transactions getting updated at the Store and Server level
* Worked on **Store Applications** to validate all the online apps including **Rewards/Loyalty**, **Instant Credit, CSIS, EJ, Employee Maintenance, GFS, Registry**, and **Refund Authorization Database (RAD)**.
* Extensive experience creating items with **Generic Messaging** to get complex flows in a transaction
* Highly skilled in validating **Data Collects** for all different transactions and reported when issues found. Performed Validations on Data Extraction Logic, Data Transformation Logic, Data Loading Logic, ETL Error Logs and Data Quality.
* Used GFS Table Viewer **GFS Order Management** to create and validate the **GFS/LWY** orders.
* Extensive knowledge in creating coupons and promos for all different types of items and departments in **Campaign System**
* Good Knowledge working on **Exception Reports**.
* Exported Test Cases from **Excel** and Requirements from **MS Word** to **Quality Center**.
* Performed all phases of **end-to-end** testing which includes **User Acceptance testing**, **Functionality** testing, **Regression** Testing, **GUI** testing, **Negative** testing and **System** testing.
* Used **Quality Center**to organize and manage all phases of the software testing process, including planning tests, executing tests, and tracking defects.
* Used **Parameterization** in **QTP** extensively to perform **Data-Driven testing.**
* Extensive knowledge and experience of using **Web Services.**
* Involved in Testing with all the SharePoint Sites that had **Team Site**, **Wiki Site**, **Decision Meeting Workspace Site, Collaboration Site** and **Publishing Site**.
* Tested **Web Parts, Lists, Dashboards** in various scenarios in adding and checking for the existence, modifying using **SharePoint Designer** and checking for existence of Master Page, Connecting two different Web Parts for all **Built-in** as well as **Custom Developed** Web Parts by SharePoint Developers.
* Defects were tracked, reported and published on **SharePoint Site** the defects.
* Performed **Database Testing** using **IBM Web Sphere, AS400**, **SQL and Oracle10g**.
* Involved in **integration Testing, Functional Testing, Regression Testing, Bug Isolation Testing and User Acceptance Testing.**
* Involved in Performance testing and Production support.
* Generated Reports using **Crystal Reports.**
* Interacted with developers and business Users to communicate the defects.

**Environment:** HP Quality Center 10.0, HP QTP 10.0, VBScript, ASP.NET C#, SharePoint 2003/2007, SharePoint Designer 2007, SOAP, WEB SERVICES, SQL Server 2008, Crystal Reports, Business Intelligence, ETL, Oracle9i/10g, Unix, and Windows XP/2000/2003 Server.

**Reliance Info Comm, Chennai, India Dec-08 to Jan -12**

**Test Associate**

This application implements a new billing system. The purpose of this project is to provide a web based application for the customers to view their bills, pay bills, check their payments, e-bill enrollment, generate consolidated bills, sort their bills and print the bills in PDF format.

**Responsibilities**:

* Reviewed **Business Requirements Documents** and the **Technical Specifications. Analyzed software requirement specifications (SRS) to understand the business requirements and reviewed master test plan.**
* Carried out procedures to ensure that all information systems products and services meet organization standards and end user requirements. Monitored the defect tracking process, trouble shooting and **generating customized graphs** and **reports** for the client.
* Developed **Requirement Traceability Matrix (RTM)** to track the requirements during the QA testing Phase using Test Director.Initially performed **manual testing for functionality testing** and developed **automated execution of test cases using QTP for Regression Testing.**
* Created **Standard checkpoints and Synchronization Check Points** by using **QTP** for validations and Performed Data Driven Testing to work our scripts for multiple set of data.
* Assisted in **creating Test cases** in **MS Excel.**
* Included **Positive** and **Negative** flow while writing Test Cases.
* Tested for Bulk loading of the Customer Information and generated SQL Queries to check for data validity and integrity.
* Extensively worked on **manual testing**.
* Provided clear and concise feedback to Development team on recurring errors both on an individual and team basis with the aim of minimizing the defects that can be there in final release.

**Environment**: Manual testing, SQL, Visual Basic, Oracle, Windows NT/2000