**EXECUTIVE SUMMARY**

IT Professional with over 5+**years’ experience** in **Quality Assurance Testing, Analysis and Documentation** of **Web Based** projects, **Client/Server** and **Legacy Systems** in industries such as **Financial Services.**

* Well versed in **manual** as well as **automated testing** using tools like **QuickTest Pro (QTP) , Win Runner, Load Runner, Test Director, Rational Team Test** and **Mercury Quality Center/ALM**
* Proficient in **Manual** and **Automated** testing on **Windows** and **UNIX** platforms.
* Created test cases and wrote test scripts in Quality Center and Application Lifecycle Management (**ALM**)
* **Has Universal Online Banking product experiencer.**
* **Worked with ACI**
* Carried out **Back-End Testing** using **complexSQL queries.**
* Worked on **FIX Protocol** for financial information exchange and worked closely with traders in executing the stocks.
* Efficient with **database** integration testing, in writing **SQL statements** and **procedures** to analyze the data with front-end data.
* Strong experience in developing **Test Plans** and **Test Cases** using requirements and design documents while specifying Testing Overview, Approach, Strategy, Scope, Roles and Responsibilities.
* Extensive experience in **UAT process**, including interaction with users.
* Sound knowledge of **Software Development Life Cycle (SDLC).**
* Knowledge of Quality Assurance methodologies and strategies with better understanding of **Rational Unified Process (RUP)**.
* Expert in **Functional Testing, GUI Testing, Navigation Testing, Interface Testing, Regression Testing**, **User Acceptance Testing, Smoke Testing,  System Testing, Performance testing** and **Stress Testing**.
* Good skills in using HP testing tools such as Quality Center besides Quest and QTP.
* Analytics experience includes: asset liability management, asset strategies (acquisition/disposition/land development), bankruptcy, cash-flow modeling, contract bidding, contract negotiation, credit analysis, due diligence, investment/feasibility analytics, interest-rate hedging, operational expense/cash-flow modeling (yield management), portfolio management, portfolio run-off/liquidation, project finance analytics and modeling, restructuring, risk management, technical analysis, underwriting, valuations, and work-out
* Acute understanding of concepts related to Consumer Lending, Consumer/Business Credit Cards and Consumer loans.
* Proficient with using **UNIX** operating system and **shell scripting**.
* Extensive experience in **Database Testing** and **Data Driven Testing**.
* Analyzed **Enhancement Requests** and **Modification Requests.**
* Well versed in using **Defect Tracking Tools** including **Mercury Quality Center** and **Test Director**.
* Involved in developing and maintaining **Test Matrix** and **Requirements Traceability Matrix** and performing **Gap Analysis**.
* Good Team player with the ability to lead, manage and work independently in a time sensitive environment.
* Excellent communication, presentation, interpersonal and time management skills.

**TECHNICAL SKILLS**

|  |  |
| --- | --- |
| Testing Tools | Win Runner, Load Runner, Quick Test Professional and Rational Team Test |
| Bug Reporting | Test Director, Rational Clear Quest, Mercury Quality Center,ALM |
| Programming Languages | TSL, SQL |
| Databases | MS-Access, Oracle9i, SQL Server 2000 |
| Operating System | UNIX, Windows Advanced Server2000 |
| MS Office Tool | Word, Excel, PowerPoint. |
| Internet Programming/Tools | XML, HTML, DHTML, JavaScript, VB script |

**PROFESSIONAL EXPERIENCE**

**Client: Deutsche Bank, Manhattan, NY**

**Role: QA Analyst**

**Jan2014 – July 2016**

The project was based on enhancement of a web-based application providing customers with online banking access and managing their mortgages. The idea was to enable customers to view their account summary, transactions and account details online. It enables customers to access their billing statements, pay their mortgages, transfer funds and use other online services.

**Responsibilities:**

* Worked closely with Business Analysts and Developers to gather Application Requirements and Business Processes in order to formulate the test plan.
* Has Universal Online Banking Experience
* Developed and maintained innovative, repeatable QA test plans based on functional requirements, use cases, user interface designs, system design documents and domain knowledge
* Created high level strategy documentation and detailed test documents.
* Executed automated test cases and performed Back End Testing in manually.
* Performed Black box testing.
* Scripting the test cases for component and UAT using HP Quality Center.
* Integrated ACI with the current system.
* Logging the defects in HP Quality Center and verifying all the cycles of the defect that I am responsible for.
* Performing UAT, Positive, Negative and Boundary testing using the approved test cases.
* Performed Usability Testing Manually.
* Performed end to end testing.
* Wrote Modification Request for the bugs in the AUT and helped developers to track the problem and resolve technical issues.
* Involved in executing test cases and scripts using QTP, Developed Sub Reports using Crystal Reports.
* Written SQL queries for testing ETL and Reports
* Maintained strong relationships with developers which helped in better execution of test plan.
* Participated in regular meetings with developers for reviews and walkthroughs.
* Manage testing and create comprehensive testing scripts for a project involving the addition of new enhancements in Loan IQ. In addition, create general regression scripts in Loan IQ for use in major software upgrades. Assisted in coordinating the consolidation of global testing across multiple projects.
* Worked with SMEs, business users and technical leads in understanding and documenting their requirements pertaining to the credit card authorization process, approvals, credit risk management and determining interest rates.
* Used SQL Loader to automate the transfer of test data from flat file to database
* Performed Smoke testing, Security Testing.
* Involved in UAT, test plans, documentation of test reports etc using Quality Center and QTP.
* Performed SOA / Web Service testing using Soap UI.
* Created Data for XML Requests in Soap UI.
* Interacted with developers, business analysts and discussed technical problems and reported bug.  Involved in conducting User Acceptance Testing (UAT).
* Performed regression tests with QTP
* Modified test scripts created by the system test team to meet UAT needs
* Supported User acceptance testing (UAT) in preparing the test scripts and test execution.
* Support **Loan** Operations by reviewing critical issues and breaks, utilizing Subject Matter Expertise in **LoanIQ** functionality to determine appropriate solutions based on current business practices. When appropriate, work with development and IT to coordinate challenges that require a more complex solution.
* Extensively used SQL and performed ETL (Data warehouse/Data marts) testing using ETL tools and SQL Queries on RDBMS.
* Created and maintained the Requirements Traceability Matrix (RTM).
* Performed Negative and Positive testing manually.
* Used HP Quality Center for bug reporting, tracking and documentation on the Bug tracking System.

**Environment: Manual Testing, HP QUALITY CENTER, SQL, SOAP UI, QTP, Oracle/Unix, Windows 2000/XP/07**

**Client: TD Bank, Cherry Hill, New Jersey**

**Role: QA Tester**

**Sept 2013 - Nov 2014**

Worked as a Manual Tester for TD Bank, which is one of the nation's leading Banking. It provides customers with variousservices such as online credit card accounts, Checking and Savings accounts, and Online mortgage. The company’s website was developed in HTML, and Java.

**I was working on the ‘Personal Online Banking’ application that helps customers to enroll online and get access to various features such as review account activity, Transfer Funds, Pay Bills and order checks.**

**Responsibilities:**

* Analyze Business, System requirements that are being loaded in **HP Quality Center** tool by BSA.
* Direct/coordinate with BSA in order to manage and update the missing parameters of requirements in QC.
* Involved in creating **Test Plans** for the different aspects of the project according to the business specifications in coordination with the QA lead and project manager
* Responsible for reviewing business requirements, functional specifications, project schedules, documentation and test plans.
* Scripted test cases for component and UAT using HP Quality Center.
* Logged defects in HP Quality Center and verifying all the cycles of the defect that I am responsible for.
* Involved in the analysis of the existing credit card processing system, mapping phase according to functionality and data conversion procedure.
* Wrote SQL queries to interact with back end database and create reports.
* Performed UAT, Positive, Negative and Boundary testing using the approved test cases.
* Involved in creating test cases for regression testing and assist test lead during the testing activities.
* Validated each test step in different TSYS screens after cycling the accounts
* Involved in implementation, production support, and ancillary bank-wide systems. Projects supported include: multiple credit card promotional and pricing projects; customer service and satisfaction, loss prevention, credit, collections, accounting initiatives; security configuration; legal and regulatory compliance; release management and impact analysis.
* Validating Credit Card pricing on the TSYS screen.
* Posting Rewards on the customer account and validate them on TSYS screen and generate the statement to make sure rewards are reflecting to the account.
* Analyze the requirement coverage and traceability to ensure the testing coverage.
* Analyze test cases and defects being loaded in QC by QA teams to ensure the link entities and accuracy of data.
* Worked with writing SQL queries in SQL star plus and Oracle.
* Performed Parameterization using QTP
* Coordinate with QA team to manage and update the missing parameters of test cases and **defects** in QC.
* Performed Manual Testing to test the usability of the application.
* Conducted GUI testing to test the appearance and properties manually.
* Performed **Smoke Testing, Sanity Testing, Functional Testing, System Integration and Regression Testing.**
* Verified the web services for its functionality, reliability, scalability using SOAPUI web services test automation     tool.
* Moderate knowledge of writing SQL queries to access database information.
* Conducted Smoke Testing of different Applications using SOAPUI.
* Performed back-end testing using SQL queries to validate data and perform Data integrity testing.
* Worked with UAT team using QTP and Test Director helping manage and solve software defects
* Data mining on defects, test cases, requirements as required by the team.
* Analysis the testing activities as per the planned forecast for the given projects.
* Analysis the Weekly QA Metrics Reports for to correct the reporting errors.
* Tested each web services using SOAP messages
* Conducted User Acceptance Testing (UAT).
* Modified test scripts created by the system test team to meet UAT needs
* Supported User acceptance testing (UAT) in preparing the test scripts and test execution.
* Getting updates and working with project team members for issues captured through metrics reporting.
* Executed test cases based on requirements using **QTP**.
* Documented and reported bugs using **Quality Center.**
* Actively participated in Status reporting meetings and interacted with Developers to discuss the technical issues.
* Analyze the requirement coverage and traceability to ensure the testing coverage.
* Worked with the team lead to meet the requirements.

**Environment: Quality Center/ALM, QTP, Oracle, SQL, HTML, Windows NT/2000, SOAP UI.**

**Equifax Credit Card Services, Atlanta, Georgia**

**QA Analyst**

**Feb2012 – July 2013**

I Worked as a QA Tester and was involved in Quality Assurance. Equifax Credit Card Services uses the data processing capabilities by using third-party processors - First Data Resources (FDR) - to Support clients' programs. Involved in Testing Application processing, Authorization, Transaction processing, Customer service, Card issuance, Fraud detection and reporting and Activation and retention. This application was based on N-Tier distributed architecture.

**Responsibilities:**

* Involved in the creation of Test Plan and Test Cases based on functional specifications required for Manual Testing.
* Determined user requirements and goals by conducting Different Requirement Review and Walkthrough Meetings.
* Performed Smoke Testing, Sanity Testing and Functional testing of the application.
* Involved in Performance Testing, Stress Testing and Load testing by using Load Runner Tool with QA Team.
* Conducted backend testing on the Oracle/SQL Database.
* Involved in the analysis of the existing credit card processing system, mapping phase according to functionality and data conversion procedure.
* Parameterized Steps, Checkpoints and Variables in the QTP script with the help of the Data Driver property
* Performed backend testing using SQL statements to check database tables for validity of various business transactions and database integrity.
* Performed build verification tests with QTP
* Performed Regression Testing after every defect fix or system enhancement.
* Used the Quality Center for tracking Defects, assign work activities and assess the real status of project throughout the life cycle.
* Documented the test results as per the test strategy.
* Involved in functional and regression testing using QTP
* Involved in performance testing.
* Executed SQL queries to perform the Backend Testing.
* Executed Test Cases Manually and Coordinated with developers on Result and Defect status on regular basis.

**Environment: Oracle, Quality Center, QTP, SOAP UI, SQL and Test Director.**

**Client: National city Bank, Cleveland, OH**

**Role: QA Analyst**

**Mar 2011 – Dec 2011**

National City is the diversified financial holding company, and one of the major financial services company in the Midwest America. Its subsidiaries provide financial services for: corporate and small banking and treasury management, personal banking, investment services, mortgage, and insurance services.

I was involved in the web-based application OTS (Online Transaction System). This application was developed for online transactions like accessing personal accounts, checking balances, loan rates, payment of bills, transfer of funds between its customers and between its bank and other institutions.

**Responsibilities**:

* Worked closely with Business Analysts and Developers to gather requirements in order to formulate the test plan.
* Performed Black Box Testing of the application to better understand the functionality of the application.
* Prepared Test cases according to the requirement.
* Involved in creating test strategies, status reports and test timelines that clearly communicate to business owners the history of UAT testing activities and results
* Defined the Scope of testing for User Acceptance Testing. Developed detailed test conditions. Supported documentation across extended testing team as directed by UAT Manger.
* Adhered to all established processes and procedures for UAT. Completed test cases for frontend and backend applications.
* Created test plan and test cases for back end testing from the business requirement.
* Created and executed SQL queries using **Relational Database**.
* Used HP Quality Center to execute the test cases, track execution against the plan during testing and manage defects from inception to resolution.
* Assisted the business analysis team in preparing the Functional Specifications document
* Prepared Test Plans and Test Cases based on the business requirements
* Performed Functionality Testing of the application manually
* Performed end to end testing manually.
* Performed SOA / Web Service testing using SoapUI.
* Created Data for XML Requests in SoapUI.
* Conducted Smoke Testing of different Applications using SOAPUI.
* Involved in Back End testing using SQL Queries on Oracle Database
* Created SQL queries within UNIX environment to automate the back end testing.
* Performed Security Testing by writing using Positive and Negative Testing approach to ensure appropriate user authentication
* Performed Regression Testing after the defects have been fixed to ensure no further affect on other functionalities.
* Participated in Walkthroughs and Inspection meetings to review

**Environment: Quality Center, Oracle 9i, QTP, Windows 98/2000/XP, HTML, SQL, SOAP UI, Clear Quest, UNIX.**

**EDUCATION:** Bachelor of Computer Application