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| Summary: |

* Over 7 years of progressive working experience in projects catering to Quick Service, Fast food and Beverage Industry as a consultant in Software QA and Testing with diverse projects, clients and industry.
* Experience in both Manual and Automated testing for POS and E-commerce systems.
* Extensive experience with LINUX platform.
* Experienced in developing Test Plans, Test Cases and Test Script
* Expertise in using Automated Testing Tools such as QTP, HP Service Test.
* Good skills for problem solving and Bug Tracking using HP Test Director, Quality Center and ALM
* Experience in testing SOA, Mobile, Client-Server and Web-Based Applications.
* Extensive knowledge of SDLC (Software Development Life Cycle) such as Waterfall, Agile and Spiral.
* Experience in Positive, Negative, Data-driven, Unit, System, Integrated Testing.
* Performed Back End Testing by executing SQL queries.
* Experience developing QTP automated scripts using Descriptive Programming
* Carried out GUI, Functionality, Integration and Regression testing using QTP
* Used SQL Statements to extract Data from Tables to verify the output Data of the reports

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| Technical Skills: |

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| Testing Tools | HP QTP, HP Service Test, Load Runner, Perfecto Mobile, SOAP UI |
| Bug Reporting | HP Quality Center 9.2, HP Quality Center 10, ALM |
| Scripting Languages | Test Script Language (TSL), VBScript, ANSI C, C#, SQL |
| Data Bases | MS SQL Server, Oracle, MS Access |
| Web Technology | HTML, XML, XHTML, WSDL |
| Operating System | DOS, Window (7,XP, 2000, NT, 9x, 10), Unix, Android, Linux |
| MS Office Tool | MS Office Suit, SharePoint |
| Web Server | IIS, Apache, Tomcat |
| Hardware | Apple iPod, iPhone, Motorola Mobile, iMac Kiosk, POS 700/743,IBM PC |
| Application | Point of Sales, PeopleSoft HRMS, Reflexis Task Management, RFID for Retail |

**Ruby Tuesday, Maryville, TN**

**Industry:-Hospitality**

**Feb 2016-Sep 2017**

**POS QA Analyst**

Ruby Tuesday Inc. is a multinational foodservice retailer that owns, operates, and franchises Ruby Tuesday restaurants.As a QA I worked on the Oracle MICROS Symphony POS implementation project. This implementation ensured continuous system operation and allows the client to be fully resilient and capable of performing mission critical operations in the event of an upstream failure. I was responsible in performing Backend and Front end testing. Also responsible for weekly status meetings showing the progress and the future testing efforts to the QA Manager.

**Responsibilities:**

* Analyzed business and system requirements to prepare detailed test plans and test scripts for different scenarios.
* Developed test scripts to validate accounts and logic in conversion process.
* Compared converted s in the new platform with the data in legacy system.
* Executed test scenarios that supported the old data from legacy system to sure successful conversion of data.
* Participated in Daily Agile Scrum “Stand-up”, Biweekly Sprint Planning and Retrospective Sessions and update the team on status of upcoming User Stories.
* Work closely SCRUM team to create test scripts and test cases to ensure coverage of all areas of the product/feature(s)
* Initiated and crafted project charter by collaborating with senior business analysts and technical architects; facilitated document through the global enterprise dispatch process resulting in an expedited approval of project time lines, resources and scope.
* Worked with SME’s and Business Analysts to analyze business and system requirements for Back of House (BOH) /Front of the House (FOH). This included records of cooks, dishwashers etc. (BOH) and servers, hosts, bussers etc. (FOH) for the POS application.
* Wrote SQL queries to perform the backend testing of the Oracle database running on Linux.
* Collected and managed requirements to develop efficient POS**.**
* Performed End-to End testing of the new platform.
* Manually performed Back-End Testing of the application for SQL on Linux..
* Performed Back End Testing by extensively using SQL queries to verify the integrity of the database.
* Involved in creating and executing SQL queries, using aggregate functions, Group By /Having clause, where clause, Inner/Outer Joins etc.
* Conducted Functional testing using Selenium.
* Administrate test controls like problem reporting and defect tracking using HP ALM.
* Developed and maintained test matrix to reflect the test progress using MS Excel.
* Performed regression tests to verify bug fixes for each release.
* Performed Black box, User Interface (UI), functional, Usability, and GUI testing of web application and validated business rules.
* Performed Positive and Negative Testing to ensure appropriate user authentication.
* Reported bugs using HPALM.
* Exported test cases from excel to HPALM using the MS Excel Add in.
* Enhanced QTP Scripts by using of Check Points like standard checkpoints, Text Checkpoints and validated output values by using Text Area output value check points.

**Environment:** Windows 2000, Oracle PL-SQL, Linux, HP ALM, Active Batch Client, QTP.

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| **Dominos, Ann Arbor, MI****Nov 2013– Dec 2015** **Industry-Food**  **Position-Mobile/E-Commerce QA Analyst** |

As a QA I was working with the testing team on multiple projects including native mobile enhancement project for IOS and Android platforms. As a QA I used Perfecto Mobile tool to conduct mobile testing and also conducted cross-browser and database testing. I also conducted Regression testing for Dominos e-commerce portal [www.dominos.com](http://www.dominos.com). New enhancements were tested for Gift Card section.

Responsibilities:

* As a Senior QA involved in planning to overall testing strategy which includes preparing Integration test plan, gathering requirements and reading the Functional Design documents and preparing Integration test cases for native mobile application testing for IOS and Android.
* Worked with BA’s to craft an extremely through testing process.
* Executed Integration and regression testing
* Worked with business partners to execute UAT testing.
* Used for Perfecto Mobile to conduct functionality testing on different hand-held sets for IOS and Android.
* Involved in Regression testing of e-commerce website using QTP.
* Conducted Cross Browser testing.
* Used SOAP UI for Web Services testing.
* Worked in Agile Testing and participated meetings every day in iterative environment Created and maintained detailed test cases to perform various types of testing.
* Using Agile methodology and engage in an iterative workflow and incremental delivery of working.
* Performed Functionality and GUI Testing manually and using QTP
* Developed and enhanced automation test scripts in QTP using Object Repositories as well as Descriptive Programming to handle dynamic objects
* Created function libraries for custom and reusable functions in QTP
* Executed QTP Scripts from Quality Centers and captured results
* Reviewed extensive SQL Queries with complex multi-table joins and nested queries.
* Involved in reviewing complex SQL queries, views, functions and stored procedures and spotting issues before/during code migration.
* Maintained all the results in Quality Center with detailed screen shots and defects explanation
* Managed requirement traceability matrix
* Handled daily status meeting with the test team and business partners
* Set up defect status meeting with developers and ensured to resolve all high priority defects on time
* Done ad hoc testing and ran some fringe scenario to verify sanity testing of web application
* Prepared documents for pilot and roll out plan for go live into production

Environment: Windows, Linux, Selenium, Chrome, SQL, Perfecto Mobile, Web Services, SOAP UI, HP Quality Center, QTP, MS office

# **McDonald’s, Chicago, IL**

# **Jan 2012-Sept 2013**

# **Industry – Food**

# **Position – POS Tester**

As a QA I worked on the project for yearly capital improvement focused on Point of Sale (POS) systems that include budget planning, purchasing, implementation planning, training (via remote sessions and on-site visits), testing, and go-live support for POS systems.

Responsibilities:

* Assumed project lead role in Point of Sale (POS) credit system conversion after unexpected staffing changes.  Conversion involved moving from an outdated legacy system to a new system that contained multiple redundant layers of service to ensure maximum uptime.
* Provided support to POS group staff, as well as other corporate & park level personnel on all POS systems throughout the enterprise.
* Served as lead contact for McDonalds finance divisions to troubleshoot credit authorization, settlement, and reconciliation issues.
* Implemented a successful supply chain management process within the POS group.
* Worked with multiple vendors nationwide for POS consumable purchases as well as for hardware & equipment for 39 locations nationwide.
* Created version control documents for history tracking purposes in order to notify current or future requirement users of the work status, promoting a good working environment and at the same time avoiding having conflicting information
* Tracked documents through various stages of lifecycle
* Refined the requirements (use-cases) and Business Process Models to detailed level appropriate for technical analysis and system design
* Acquired strong visual modeling and business process modeling skills by frequently attending on-site training
* Performed the Back-End Testing to ensure data consistency and accuracy by writing and executing SQL statements on Oracle Database
* Extensively used SQL statements to query the Oracle Database for Data Validation and Data Integrity.
* Extensively wrote standard and complexSQL queries to perform data validation to make sure test results matched.
* Followed up with reviewers, and approvers to promote document flow through the system
* Interacted with co-workers to decide the best means to generate the various status reports for the project supervisor and manager on a regular basis to convey improvement
* Provided assistance in other concurrent projects, especially in Regression Testing, in order for the team to gain time, before the clients could proceed to the system’s User Acceptance Testing (UAT)
* Effectively logged and managed defects found during project system testing, and successfully interacted with the offshore development team to provide input for system fixes

Environment: MS Access, Word, Linux, MS Project, MS Power point, Share Point, Agile, Visio

# **Burger King, Miami, FL**

# **May 2010-Dec 2011**

# **Industry – Food**

# **Position – POS Tester**

As a tester I was involve led in testing the replacement POS (Point of Sale)Project, worked on Daily Operations, Finance Promotions, Inquiry, Life Cycle Transactions.

Responsibilities:

* Designed, Developed, Maintained and Documented POS Business Applications and interfaces for multiple environments.
* Drove multiple projects with different work streams towards completion of testing, defect resolution, implementation, and support in an Agile/Scrum development environment.
* Comprehensive knowledge of Linux.
* Manually performed Back-End Testing of the application for SQL-Server database.
* Performed Back End Testing by extensively using SQL queries to verify the integrity of the database.
* Involved in creating and executing SQL queries, using aggregate functions, Group By /Having clause, where clause, Inner/Outer Joins etc.
* Executed Functional, Integration and Regression testing of the application using QTP.
* Creation and Execution of Test Scripts using Quick Test Professional (QTP) and analyze results including black box and regression testing.
* Used Various Checkpoints, Output Values to check values of an object in QTP.
* Retrieved records from multiple tables from Oracle Database by using different joins using Toad, and performed backend testing using QTP.
* Used Quality Center to store test cases, report and track defects.
* Good experience as SOAP web services tester.
* Handled testing activities for implementing and rollback procedures while deploying enhancements into production.
* Worked closely with the User Acceptance Test Coordinator, Project Manager and Business System Analysts to understand business processes and develop concrete UAT cases.
* Used Clear Quest for defect tracking.

Environment: Windows XP, VB .Net, Linux, Oracle, SQL Server, Informatica, Quality Center, QTP, Clear Quest, Soap.

**Education**

Bachelors in IT