Sant Shah

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**Professional Summary**

* Around 7 years of strong experience as Sr. QA Analyst in the field of Software Testing
* Experience in testing of client/server and web-based applications (web-sites and portal testing) with Manual and Automation approaches using QTP
* Expert in creation & implementation of Test Plans &Test Strategies and Test scenarios from given requirements & discussion with business stakeholders
* Involved in Production Support in reproducing/verifying the Production issues in JIRA for multiple projects
* Agile development process as a scrum team member from requirements analysis and design up through final feature acceptance and deployment
* Experienced in Quality control tools like Test Director, HP Quality Center, HP Quick Test Professional, IBM Rational Clear Quest and ITKO LISA.
* Extensive knowledge of the Order Management (OM) & Supply Chain Management (SCM) starting from the Point of Sale (POS) to SCM which include Warehouse Control System(WCS),Retail Control System(RCS),Transport Control System(TRCS).
* Experienced in testing the web services, SOAP, REST Frame Work, and SOA (Service Oriented Architecture) both manually and using LISA, SOAP UI tools
* Good Exposure on POINT OF SALES (POS), Change Management and Order Management System (OMS).
* Also working in client’s place at onsite to Manage and coordinate with all business stake holders from planning, execution of the project from all perspective.
* Strong understanding and practice of various SDLC (Agile, SCRUM, Waterfall) process
* Hands on experience in Preparing the test data in XML for WSDL, SOAP, REST, and for SOA testing using Altova XML Spy tool.
* Extensive experience in WCS and OMS platforms.
* Well versed with different Defect tracking tools: Test Director, Quality Center, JIRA, Rational Clear Quest, Bugzilla
* Involvement in rigorous QA cycles of various releases including Deployments on Servers
* Well acquainted with complete Software Development Life Cycle (SDLC) and exposure of all stages of Software Test Life Cycle (STLC) and Defect Life Cycle.
* Experience in QTP - Developing, Debugging and executing the Automation scripts.
* Experience in working with Business Analysts to understand the business critical functions and workflows define in BPT module of ALM/Quality Center.
* Working experience in agile methodology, V model, Waterfall model and Spiral model
* Proven ability to work efficiently in both in team environment and as individual contributor with excellent analytical, interpersonal and communication skills

**Technical Skills**

* **Testing Tools:** Quality Center, Selenium IDE/ RC/WebDriver/ GRID, ITKO LISA, Firebug, IE Developer tools, QTP
* **Programming Languages:** HTML, Java Script, CSS, SQL and PL/SQL
* **Bug Tracking Tools:** Jira, Rally, Quality Center, IBM Rational ClearQuest, Bugzilla
* **Web Services:** WSDL, SOAP, RESTFUL, SOAP UI, Chrome REDT API Tester
* **Development/Productivity Tools:** Eclipse, TOAD, PL/SQL Developer and SOAP UI
* **Databases:** Oracle 10g/11i DB2, MS-SQL Server, JDBC
* **Applications:** IBM Clear Case, SVN, Notepad+, MS Office and IBM Clear Quest
* **Operating Systems:** Red Hat Linux, UNIX, Windows 7/8, MAC, DOS

**Professional Experience**

**Gap Inc, San Francisco, CA May 2013 - Present**

**Sr. QA Tester**

Gap Europe is planning to open Gap and BR stores in Italy – with at least one Flagship store of each brand planned to open in Sep/Oct 2010 and more to follow in 2011. I was involved testing the functionality of the E-commerce POS application. It’s built using E-Commerce framework, which provides robust ordering capabilities. I was responsible to validate the changes implemented for Gap Italy does not adversely affect existing functionality across all applications and brands. Regression Test Cases were executed to support this objective

**Responsibilities**

* Created Procedure for writing and reviewing Test Objective, Manual Test Scripts, and Automation Test Scripts
* Knowledge and experience in User Acceptance Testing (UAT) by creating and executing test scripts.
* Developed several database queries in VB script for getting loan numbers and loan underwriter status from the central database.
* Create test cases for WCS and upgrade them for Mercury.
* Involved in end-to-end test of Sales and Non sales data in downstream applications, key and poll is the process where sale data originating from stores POS flows to the backend applications
* Involved in Completely Web Service/API testing through Soap Xml using SAOP UI tool executed the test scripts in SOAP UI using SOA architecture.
* Participated in design discussions for System management as part of OMS: Creating users, assigning roles, entitlements, history logs, customized labels and user preferences.
* Regression testing. Also identified re-usable scripts for sake of building the test automation framework.
* Developed and executed test cases test Scenarios and followed-up defects using ALM/Quality Center.
* Created and executed the test cases to test the functionality of the application.
* Compare and contrast WCS and Mercury from tool point of view.
* Developed manual and Quick Test Professional automated test scripts for functionality and regression testing.
* Involved in supporting the real-time users during the User Acceptance Testing (UAT) phase and contributed in successfully delivering the application within the deadlines.
* Help develop and propose Sterling OMS-centric processes, policies, and standards.
* Worked in Agile environment with monthly scrum’s and weekly scrum meetings
* Delivered Sign off's for Functional Testing in QA, Staging and Production environments.

**Environment**: HP Quality Center, VB Scripting, ALM, SOA,SOAP UI, WCS, JavaScript, OMS, ITKO LISA, Scrum, Oracle, SQL, PL/SQL, Visual Basic, J2EE, Web Logic, Visual source safe.

**Target Corporation, Minneapolis, MN Jan 2011 – April 2013**

**QA Tester**

Target Corporation has over 1400 stores in 47 states and is among the biggest players in the retail sector in the US. The client needed a secure, robust, and flexible platform to support all of their POS devices. The solution was required to result in cost savings, improved sales tools, easy integration with mobile devices, smooth integration between disparate systems, and electronic audit trails

**Responsibilities**

* Attended daily SCRUM meetings by following agile methodology
* Used Agile and Scrum methodologies and involved in scrum meetings as per requirements.
* Experience in Manual Testing environments - Test Director and Mercury / HP Quality Center
* Strong experience creating automation scripts using VB script
* Performed the Backend integration testing to ensure data consistency on front-end by writing and executing SQL queries on the Database.
* Worked with the exchanges for market data redistribution sign off and approvals for clients setup on client’s proprietary OMS
* Mercury is their new web application used for online shopping experience after WCS.
* Used SOAP UI tool to test SOA based architecture application to test SOAP services and REST API.
* Experienced in using SQL queries on RDBMS database for backend testing
* Performed End-to-End Manual Testing of web-based and client-server applications for web testing.
* Executed test cases through ALM/Quality Center and reported defects in ALM/Quality Center.
* Worked closely with Business during User Acceptance Testing (UAT) phase in providing and drafting Business testing cases, reviewing System Testing test cases & results.
* Tested the web API's using fiddler and tested the SOA web services using SOAPUI.
* Involved in reviewing complex SQL queries, views, functions and stored procedures and spotting issues before/during code migration.
* Managed and analyzed defects and provided defect summary to stake holders
* Updated test reports, test summary reports, defect and build reports

**Environment**: Windows Azure, Jira, QTP, ITKO LISA, Quality Center, WCS, OMS, SOAPUI, Agile, SQL Server 2008.

**EBay, San Jose, CA Feb 2009 – Dec 2010**

**QA Tester**

Company is into Online Auctions, Email, and E-commerce with the Internet. The Internet serves as a platform for e-commerce transactions and Multimedia Advertising. eBay online application, with many other partners like PayPal, Rent.com, etc., enables trade on a local, national and international basis.

As a QA Tester, I worked specifically on Online Help System for the customer retail shopping. This system was designed to help online customers with all the basic needs for selling and/or buying items on eBay.com

**Responsibilities**

* Designed and reviewed Test Plans and Strategies including generation and execution of test scripts and data.
* Worked extensively in designing the Test Plans, developing the Test Scripts and Test Cases and executing for both Manual and Automated Testing.
* Experience in creating function libraries using VB script and Automated Test Scripts in QTP
* Used Test Director for running automated and manual tests and for defect reporting.
* Good experience performing Database Testing using SQL Queries and procedures.
* Performed tests on various features of Agile development process
* Worked on recording SOAP traffic to monitor, analyze, record the traffic between client and server applications.
* Designed, developed, documented, and executed manual/automation test scripts using QTP
* Extensively used the VB Script to develop highly optimized scripts.
* Reviewed extensive SQL Queries with complex multi-table joins and nested queries.
* Executed manual and automation test cases and verified results with expected results.
* Creation of test requirements, test plans, test sets using Manual as well as Automation concepts.
* Performed data driven testing and parameterization using VB script in QTP.
* Analyzed the system requirement and technical specifications to create and execute test case for HIX project.
* Defects were tracked, reviewed, analyzed and compared using JIRA and Quality Center

**Environment**: Web Driver, Agile/Scrum, SOAP UI Eclipse IDE, Firebug, ITKO Lisa Microsoft SQL Server 2008, Toad, Jira, Perforce, Windows, XML, Selenium IDE

**Best Buy, Minneapolis, MN March 2008 – Dec 2009**

**Software Tester**

As a Fortune 500 company, and one of the nation's leading providers of consumer electronics, Best Buy strives to offer value to investors, businesses and consumers. Best Buy has over 600 stores and employs more than 40,000 associates. Company decided to change its Point of Sale (POS) system to Replacement Point of Sale (rPOS) system. The project was implementing a new system for improving the Point of Sale performance. I worked on E-commerce application, which was available in Japanese, English and French Versions; I was responsible for executing functional test cases on the English Version and communicating issues for resolutions. Specifically, this role included testing the English version of Best Buy’s website. As a QA Tester of the IBM System Testing team of the rPOS Project, worked on Credit Card transactions, Daily Operations, Finance Promotions, Inquiry, Life Cycle Transactions

**Responsibilities**

* Analyzed the Business Requirement Documents and Use Case Documents.
* Wrote the Test Plan, Test Scenarios, Test Cases, and Test Scripts and manually executed the Scripts successfully.
* Performed the traceability matrix between Requirements and Test cases.
* Extensively executed SQL queries on SQL server tables in order to view successful transactions of data.
* Tested application under the agile, scrum and sprint development and process.
* Experience in working with Test Management tools like HP ALM.
* Participate in the daily SCRUM meetings, as well as all other meetings required to support the project’s Agile development methodology
* Performed manual tests and created SQL queries for data verification
* Involved in defect tracking, impact analysis and maintaining traceability matrix.
* Used Test Director for Defect Tracking and to analyze the variation between the expected and actual results.
* Closely worked with the Business Analyst and Development Team, to understand the system logic, and issues/defects resolving and closing.

**Environment**: Windows 95/Win NT, UNIX, Scrum, DHTML, HTML, Oracle, Test Director