**Sant Shah**

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**Summary**

* 6+ year of experience in Software Quality Assurance and Software Testing with diverse projects, clients and industry in which I mainly focused on web based applications (Web Services).
* Experienced with testing tools such as HP Quality Center, Quick Test Professional (QTP) SOAPUI and SQL Management Studio Tool 2008
* Extensive hands on experience with all levels of testing including Smoke testing, Functional testing, Integration testing, System testing, Regression testing and Database testing
* Test Planning, Test cycle estimation and Test strategy document creation and defining SQA processes whenever required.
* Strong experience with SOA architecture which include Soap Web Service and RestFul Web Service Testing
* Extensively involved in Backend testing of SQL Queries using Oracle & SQL Server
* Experience in creating Test Plan, Test Case, Test Procedures and Test Metrics
* Proficient in using Quality Center, Test Director, Bugzilla, JIRA to track defects and enhancements.
* Test Plan, Test Conditions, and Test Cases; ensuring adequate testing of software both before and after completion; conducting and documenting UAT.
* Experience in analyzing the FSD (Functional Specification Documents), functional design documents, and use cases to formulate test strategy, test plans, and test cases for manual and automated testing for various applications to ensure proper business compliance.
* Manage UST and Merrill channel high net worth client investment in various alternative investment products.
* Expertise on Exception Handling Mappings for Data Quality, Data Cleansing and Data Validation.
* Expertise in broad range of technologies, including business process tools such as Microsoft Project, MS Excel, MS Access, MS Visio, technical assessment tools, MicroStrategy Data Warehouse Data Modeling and Design.
* Extensive experience using manual testing to troubleshoot systems integration, GUI, Compatibility, User Acceptance Testing (UAT), SOA Testing using web services, functionality, Database and regression testing. Good Expert on Tools like HP ALM QTP, Quality Center
* Implemented RDBMS concepts in SQL SERVER and Oracle using T-SQL/PL/SQL (DDL/DML) to create Stored Procedures, Views, Dynamic SQL, and Triggers in Database Creation, Maintenance, and Testing.
* Experience in Web service testing using SOAP
* Worked in SDLC Methodologies like RUP, Agile, Waterfall and Spiral.
* Hands on experience in Manual and Automated testing using Quick Test Pro(QTP), Load Runner, Quality Center
* Performed Back-End testing on UNIX to check the log files and permission
* Strong analytical and problem solving skills with proven records of organized and timely project completion
* Extensively worked with Performance testing, Functional, Integration, System, Regression and Black Box testing.
* Extensively created and executed SQL queries in Oracle, SQL Server, and MySQL tables in order to validate data at the back end
* Experience in SOA Testing, Agile Testing, Manual testing, System Integration testing, Functional testing, Regression testing, Smoke testing, Black Box Testing and Web services Testing.

**Technical Skills**

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| **Testing Tools** | Quick Test Professional, Load Runner, Win Runner, Jmeter, |
| **Languages** | PL\SQL, SQL, VBScript, Ruby, Java, J2EE, C++, VB, VBA, HTML, XML, SGML JavaScript, Perl Python, Shell Script |
| **Web Tools** | HTML, XML, XSL, AJAX, Flex, Lotus notes |
| **Databases** | Oracle 8i/9i/10g, MySQL, SQL Server 2000/2005/2008, DB2, MS Access |
| **Platforms** | Windows 2000/NT/XP/7, DOS, Unix, Linux |
| **Methodologies** | Rational Unified Process(RUP), Agile, Waterfall, HTML, JavaScript, Web services |
| **Bug Management Tools** | ALM, Rational Clear Quest, Quality Center, Test Director, Bugzilla, Jira, Rally |
| **Test Strategies** | Integration, System, Regression, User-Acceptance, White Box Testing, Black Box Testing, SQA Basic |

**Client: HSBC Bank, NY, NY Jan-2014-Dec 14**

**Sr.** **Test Engineer**

HSBC is one of the largest banking and financial services organizations in the world. Through an international network linked by advanced technology, including a rapidly growing e-commerce capability, HSBC provides a comprehensive range of financial services: personal financial services; commercial banking; corporate, investment banking and markets; private banking; and other activities. The requirement was to test a application for the credit cards division to monitor credit card business. Mainframe web based architecture was developed considering the increasing business volume of the credit card division and user-friendliness.

**Responsibilities:**

* Worked on Cucumber Testing applications and Responsible for preparing weekly status reports and validated the back-end data using SQL queries for data integrity.
* Involved on Cucumber Intuit web portal testing and defined the test scenarios and created the test cases in Test Manager.
* Performed extensive Backend Testing of data validation of applications using SQL queries.
* All the Ruby scripting done using cucumber framework Wrote and executed SQL queries to verify the data updates to various tables and ensure data integrity.
* Experienced with designing and building automation frameworks in cucumber BBD
* Update the JIRA with manual/automated test cases.
* Change the status of JIRA during the testing and also update the story based on functional requirement.
* Involved in Logical and Physical data model for Admin Server Project. Built the DDL and DML Scripts from the Erwin tool.
* Lead Business Intelligence reports development efforts by working closely with Microstrategy, Teradata, and ETL teams.
* Analysis of application requirements and entering of requirements into HP ALM.
* Prepared Data including raw and XML data, SOAP UI messages that satisfies all the business conditions and real world scenarios.
* Defining and performing the Test strategies, associated scripts for the verification and validation of the application ensuring that it meets all defined business requirements and associated functionality.
* Used Load Runner for Restful web service performance test.
* Involved in the testing of Real web services using SoapUI.
* Developed and executed various SQA BASIC scripts using Robot for automated testing of each individual functionality & Regression Testing of the applications. Used Visio for modeling.
* Create/Update automated test cases based on release test cases.
* Reported defects and bugs to development team using ALM.
* Involved in designing and developing Reporting System using MicroStrategy
* Identified the DML and data changes required to accommodate new segment transactions.
* Tested web services by generating/executing SoapUI Requests and validated the corresponding SoapUI Responses.
* Participate in daily Stand Up call and weekly Open/Close meeting.
* Support the UAT team during their testing.
* Assisted with the creation of the training package for “Test Design Process” to train SQA team.
* Wrote SQL Scripts to verify data in the database and verify consistency with application.
* Debug and Review code Written by other team members and working with them in problem solving and implementing new designs in testing framework.

**Environment**: Selenium Suite, Java, Python, Siebel, SQA Basic BRP, DML, MicroStrategy, Restful, J2EE,Agile, HP/ Mercury Quality center, HP ALM, Oracle SQL Server 2008, My SQL, UNIX, JIRA. Sales force SOAP UI

**Client: American Express, Chicago, IL Oct-2012-Dec-2013**

**QA Tester/Analyst.**

American Express is one of the leading Financial Services Company. It provides various Consumer Services like credit cards, Travelers cheques, Travel Investment Products, Insurance, International and online banking. Purchase Express is a complete Web application program designed to meet the requirements of customers who do online payments, view the statements online etc. As a QA Tester/Analyst, major responsibilities include guiding the products through the Software Quality Assurance (SQA) process, design new automated tests, chart test plans for product releases, oversee the review of design and functional specifications, carry out specific test plans etc.

**Responsibilities**

* Worked closely with Development (UI), Product Management and Technical Operations during the development, test, and launch stages of the software development and release cycle (Waterfall and Agile).
* Involved in all stages of Test life cycle Test planning, Test case design, Execution, defect Tracking, Metrics and Status reporting.
* Involved as part of automation team using QTP, developed test scripts.
* Documented all stages of the project, generated documentation using Java API Documentation Generator (javadoc).
* Research data issues found within Microstrategy, Data Warehouse, ODS, and/or ETL process.
* Extensively used DDL and DML Commands in SQL for back end testing.
* Worked with Test Complete to  have access to methods and properties of Java application objects during tests
* Run automated ruby scripts on a Linux machine.
* Involved in testing Web services with a tool called 'SOAP UI'. I used this tool to load WSDL file creates Test cases, run them also used this tool test Staples Restful RSS feed.
* Created AJAX based XML editor as a testing interface
* Performed backend testing for data validation using SQL Queries
* Involved in the testing of Real web services as well as Non real (stubbed) web services using Rest-Client.
* Created an automation framework in Watir and Ruby.
* Add/edit new requirement in Test Management tool HP ALM.
* Validation and verification effort. Wrote SQL queries to validate actual record with expected record data.
* Developed and implemented current website usability documents that are used for the organizational website.
* Design and implement new dimension and fact tables including DML and metadata / ETL integration
* Installing, configuring Application server and components of SOA suite(ESB) for reusability
* Configured data sources, JDBC provider for the WebSphere Environment and ran applications with that configuration.
* Installation of IBM HTTP server and generating plug-in files and clear knowledge of HOGAN mainframe.
* Involved in performing different types of Testing Functional, Integration, System and Regression
* Tested web services by generating/executing Rest-Client Requests and validated the corresponding Rest-Client Responses.
* Used Silk Performer to check the source of performance delay: network or client delays, CPU performance, I/O delays, or issues with database server
* Shared application logs to development team by tailing logs from UNIX environment.

**Environment:** Load Runner , SQA Team Suite ,HP Quality Center , DML, Microstrategy , QTP, HTML, Restful, Agile, HP ALM, XML, MS project, SQL, Oracle 8i, and Windows XP

**Client: National City Bank, Columbus, OH Jul-2011-Sep-2012**

**QA Engineer**

National City has many mortgage options to meet customer needs such as fixed rate mortgage, ARM, Jumbo, and so on. The bank also provides options for securities and for collateral management. The project was to develop a JAVA and HTML based web application that will allow users to maintain and set-up Account Information, payment information, Escrow Analysis and many other business Areas. Documents also had to adhere to the three pillars in Basel II.

**Responsibilities**

* Created test suites and test cases using Web Driver for various scenarios in the application.
* Gathered consolidated requirements for generating performance goals and test plans
* Utilized Load Runner for performance testing to analyze the response times of the business transactions under load
* Analyzed test results – traced and troubleshoot performance bottlenecks.
* Created the UAT Plan and test scripts and participated in UAT.
* Used Rally tool for Scrum and test case management, managed test results and for creating the defects in Dev environment in QA environment.
* Wrote test harnesses(collection of test data with varying input and output conditions) to test APIs and web services
* Analyzed the Batch Process, Work-flow behavior and SOA/ Web Services testing using SoapUI.
* Used JIRA for bug filing and bug triage.
* Performing Backend Testing extensively by writing validation queries on DB database.
* Worked on Testing of middleware web services which uses Restful Web services
* Extensively performed manual and automation testing activities using HP ALM/Quality Center.
* Involved in testing multiple release for new features and regression.
* Verified backend data writing complex SQL queries.
* Performed white box (API tests) on Stored Procedures, verified complex constraints/business rules implemented in triggers through the backend.
* Data Validation, Periodic data check, User input Data, Data elements and various other functional areas of the application.
* Used Rest services, Parsed the xml using Perl scripts in backend.
* Followed project milestones; design, implement, document, and execute tests. Evaluated and communicated results and reported module failures.
* Developed processes, test strategies and test plans on all build releases for the product.
* Cross platform testing done using different browsers and environments.
* Presentation of the QA Status report and the Defect Status reports using JIRA.

**Environment:** Java, Perl, TestNG, Eclipse IDE, Perforce, Restful, HP ALM, Firebug Oracle 9i/Oracle 10g, PLSQL, XML, HTML, DHTML, Load Runner, Quality Center, JIRA, UNIX ,Windows XP.

**Symantec, Mountain View CA Jan -2010-May-2011   
QA Analyst**

E-Store is a customer facing ecommerce portal, provide the capability for the various customer segment like Retail, online, partner and OEM to renew/upgrade their subscription and purchase various Norton product from Symantec store. It provide the facility for the business user to set up the catalog, promotion, sales campaign and trade compliance rules and landing page rule for geo-located customer etc. This project follows service oriented architecture to reuse the various services like Norton account, Payment, Billing, Entitlement, Licensing, Trade Compliance etc across the organization.

**Responsibilities**

* Involved in writing test plan and test cases.
* Conducted Back End Testing, GUI/Web Testing, Positive Testing and Negative Testing.
* Responsible for handling production issues reported by clients and for correspondence with clients related to these issues.
* Responsible for preparing training data and training documents for clients.
* Prepared test data and user acceptance test cases for clients.
* Responsible for producing bug reports that contain detailed instructions on the bug environment, and how to reproduce the problem.
* Task Work flows, subsidized and Qualified Health Programs enrollment testing, Data mapping by calling services to match data, Database data Validation.
* Performed GUI Testing, Regression Testing and UAT
* Performed product based GUI testing
* Modifying Object Repository to help QTP identify GUI objects and enhancing the scripts using VBScript in Expert View.
* Provide AGILE project management controls, project plans, timeline schedules, facilitate RAD sessions, and review software defects

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

**Bank of Texas, Dallas, TX Oct-2008-Dec-2009**

**QA Analyst**

Bank of Texas is the leading financial institution and home to many services such as [credit cards](http://en.wikipedia.org/wiki/Credit_card), [consumer banking](http://en.wikipedia.org/wiki/Retail_banking), banking, finance, investment, [mortgage loans](http://en.wikipedia.org/wiki/Mortgage_loan), [private banking](http://en.wikipedia.org/wiki/Private_banking), [private equity](http://en.wikipedia.org/wiki/Private_equity), [wealth management](http://en.wikipedia.org/wiki/Wealth_management) in Texas. The project revolved around the partnership of Bank of Texas and Visa in venturing mobile payment technologies to create a “digital wallet”. With the launch of this project, Bank of Texas customers will be able to make payments for their purchases in store using their smartphones.

**Responsibilities**

* Analyzing the Test scenarios, preparing Test case documents
* Analyzed the functional requirement documents and prepared the test cases for various modules of the application.
* Database manipulation queries for RDBMS to use for front end and backend validation.
* Participated in developing and updating testing documentation according to Standards and Procedures.
* Performed manual testing to check the stability of the entire application.
* Involved in Black-box, Regression, Functional, Integration, Data Integrity, System and User acceptance testing.
* Converted existing manual test cases to automated test cases and scripts.
* Used Test Director to report and analyze defects and created testing status reports using Crystal Reports.
* Attended weekly project meetings to discuss defects along with Testers, Business Analysts and Developers.

**Environment:**Java, HTML, Struts, Oracle, J Quality Center, QTP, MS Office, MS SharePoint, SQL, PL/SQL, DB2, HTML