**Shirish**

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### SUMMARY:

* Over 6 years of Software Testing, Development and Quality assurance of Client/Server and Web based applications using Win Runner, Load Runner, Test Director, Quality Center , Quick Test pro and Manual testing.
* Proficient experience in Manual and Automated Testing of GUI and functional aspects of the Client-Server and Web based Applications on multiple levels of SDLC and Testing Life Cycle (STLC)
* Experience in writing automated scripts, designing Test procedures ,Manual Test cases
* And preparing Quality feed back to QA team & manager
* Proficient in Testing methodologies ,Test Matrices and Trace matrix
* Extensive experience in Functional testing, , Integration testing, Regression testing, GUI testing, Back-end testing, Browser Compatibility testing, Ad-hoc testing, Black Box Testing, White Box Testing, System Testing, Build Verification Testing, User Acceptance Testing.
* Experience with **Mercury Test Tools such as Quality Center powered by Test Director and Quick Test Professional (QTP).**Familiarity with POS terminals such as Hypercom and Verifone.
* Proficient in Unit Test Plans (UTP), Integrated Test Plans (ITP) Extensive experience in User Acceptance Testing (UAT).
* Performed Testing Life Cycle during the various phases of the application. Involved in converting manual test cases into automated scripts using TSL on Mercury Win runner, QTP.
* Experienced in analyzing Functional Requirement Specifications (FRS) and conversant with System Design Specifications (SDS).
* Developed Test cases for manual testing and automated them using Win Runner, Silk, Load Runner, Silk performer and QTP.
* Excellent working knowledge in design & implementation of all QA Test strategy plans for both Manual and Automation as demanded by the AUT
* Extensively used Load Runner for Performance and Load Testing. The Avg. CPU usage, Response Time, and TPS are analyzed for each scenario
* Extensively used Test Director & Quality Center to write Test Cases and for reporting. All the Scripts are maintained using Test Director & Quality Center.
* Extensively uploaded test cases from MS Excel, MS Word to Test Director & Quality Center.
* Experienced in Bug Tracking System and Process.
* Well conversant with scripting languages like Java Script, VB Script, HTML, DHTML, and XML.
* Strong in manual testing, Automated testing in Visual Basic & other protocol of automation tools Experience in testing applications under. Net, Windows.
* Proficient in Database (Oracle, SQL Server) testing skills using advanced SQL, PL/SQL
* Versatile team player with good communication and problem solving skills with all management levels
* High proficiency in Scheduling, Managing resources and activities in QA Teams
* Present and train team members on tools obtained
* Setup and maintain QA Test Lab for testing & maintenance.

**SOFTWARE SKILLS**

* Operating Systems/Languages - Windows 98/ME/XP, UNIX, C, C++, JAVA, SQL, VB 6.0
* **Quality Standards –** Implementation knowledge of ISO 9001 & ISMS (Info.Security Management System)
* **Testing Tools** - Mercury Interactive Win Runner 7.6/8.0, Load Runner 7.8/8.0, QuickTestPro 6.5/8.0, Test Director 7.6/ 8.2, Quality Center 9.0
* **Conversant with Web Technologies -** HTML, ASP, XML, DHTML, VB script, Java script, Java Servlets, JDBC, Applets
* **Credit Card Standards :** ISO 8583-1:1987A
* **Documentation Tools** - MS-Office, MS Project.

### EXPERIENCE

**Client**: **Pacific Western Bank, Beverly Hills, CA June 2014 – Present**

**Role: Sr. QA Analyst/Tester**

PacWest Bancorp is a bank holding company based in Los Angeles, California, with one wholly owned banking subsidiary, Pacific Western Bank. PacWest Bancorp provides working capital and financing for equipment leasing. The company has two subsidiaries, BFI Business Finance and Celtic Capital Corporation, and several divisions, including First Community Financial and Pacific Western Equipment Finance.

**Responsibilities:**

* Prepared Test Plans for each release, written Test Cases and executed them as part of Functional Testing. Prepared Test Reports and Deliverables and submitted for version releases.
* Throughout the project, was involved in giving clarifications on domain and product functionality for the team.
* Regular interaction with the core developers helped us in fixing the defects in less time.
* Played key role in defining test automation procedure and standards, creating Win Runner and Quick Test Professional scripts for all the modules, which reduced the regression cycle drastically and improved the testing efforts for daily builds.
* Created automated Load test scripts using Load Runner.
* Conducted GUI and functionality testing using QTP.
* Conducted data driven testing using QTP to conduct backend testing.
* Used silk performer for Regression Testing.
* Prepared UAT Materials UAT Test Cases to include various steps involved for UAT and to have proper coverage of requirements
* Interacted with the users and logged any defects, enhancements from the UAT and communicated them to the development team
* Used Test Director and Mercury Quality Center for updating the status of all the Test Cases & Test Scripts that are executed during testing process.
* Performed Load and Stress Testing using Load Runner.
* Test and support transaction processing using ISO8583 format.
* Automated confidence tests that run on new builds on regular basis.
* Involved in setting up different configuration environment for compatibility testing and manual testing.
* Upgraded the existing Test Scripts and created new scripts for client application to be able to work for new versions and patches, which improved product quality.
* Evaluated testing results for each potential release build using Test Director, Quality Center and Bugzilla reports, listing summarized bug information in priority sequence, recommended viability of release for production.
* Involve in preparing Trace Matrix to design test cases
* Preparing Weekly action report & QA feed back to QA team & Manager.

**Environment**: Windows 98/2000, Window2003, Window NT, Linux, Solaris IBM Web sphere, Apache Tomcat, IIS 6.0, Web Logic, Java, Quick Test Pro 8.2,UAT, Mercury Quality Center 9.0, Load Runner 8.2, Sun Java, MSJVM, Oracle 8i/9i/10g, SQL Server 2000, DB2, Toad, Bugzilla (Bug Tracker), Visual Source Safe (VSS), Sub Version (SVN Open source tool), MS-Project 2000/2003.

**Client: Wachovia Bank, Jacksonville, FL November 2012- May 2014**

**QA Tester/Analyst**

Developed comprehensive online banking system, which makes Variety of services provided by Wachovia more easy including, transferring money between accounts, set up alerts, view fee detail, view debit card holds, search for information and find help. The system also made self-service activities such as updating user profiles, ordering checks and changing addresses more user friendly and provided simpler and swifter navigation and seamless integration of various money management functions. The system has interfaces with CheckFree s electronic billing and payment services, providing different electronic and wireless alerts and the ability to view check images.

**Roles/Responsibilities:**

* Reviewed requirements together with QA Manager ,Vice President of Human Resources & Business Analyst
* Facilitated four-hour long round table discussion with most HR directors, managers and analysts along with QA manager to get their input [ad-hoc UAT] in the project
* Creating of test plan and test criteria for User Acceptance testing (UAT) and System integration testing (SIT)
* Interacted with the users and logged any defects, enhancements from the UAT and communicated them to the development team
* Reviewed Technical Specs together with the team of two developers
* Wrote Test Plans in MS Word for Manual Testing, System Testing, Integration Testing, Performance Testing, Regression Testing & reviewed their consistency with the business requirements
* Created planning progress graphs in Test Director
* Logged defects in Test Director
* Expertise in using the testing tools such as Mercury Quality Center (QC)/Test Director and Quick Test Pro (QTP).
* Used Test Director for bug tracking and reporting
* Created testing scripts to test functionality of credit card processing software, exclusively dealing with currency conversion and ISO8583 credit card messaging.
* Wrote Test Casesin MS Excel for user registration, access to training material, and activity log-in, reviewed the test cases and finalized
* Reviewed colleagues’ test cases for testing the development of online resume, uploading users’ documents [such as application and resume], browsing through jobs, selecting and applying for the jobs
* Documented the outcomes of all the testing in MS Word and MS PowerPoint
* Developed automated Test Scripts in Win Runnerusing Test Script Language (TSL) for Functional Testing, Regression Testing, Data Driven Testing, Usability Testing, and Verifying Specific content through using Checkpoints
* Prepared PowerPoint slides of all the outcomes [with the focus on defects] and presented to the team of Business Analyst, VP of Human Resources, and the Developers
* At the end of the project period, a few defects with open status were sent back to the developers through VP and BA

**Environment** - Mercury Tools(Win Runner 7.0,UAT, Test Director 7.0/7.5**,** Load Runner 6.5/7.0**,** Quick Test Pro 6.5, Quality Center 9.0), NT/00, XML

**HSBC Bank, NY, NY August2011– August 2012**

**QA Tester/Analyst**

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 develop a system 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.

**Roles/Responsibilities**

* Involved in gathering Business Level Requirements and reviewed manual testing methods
* Prepared Test plans which includes an introduction, various test strategies, test schedules, QA teams role, test deliverables, etc.
* Responsible for writing Test cases to cover overall quality assurance using Test Director
* Performed initial manual testing of the application as part of sanity testing
* Performed various tests such as positive, negative to check business functionality manually
* Performed Black Box testing and conducted Functionality and Regression testing on various phases of the Management software
* The tests also included GUI testing: Testing for validation and display of screens
* Created dummy accounts on our system and verified the account generation process and date integrity
* Prepared UAT Materials, including the UAT Process, UAT Test document which would include step-by step process for UAT as well as all the tests that would cover all requirements.
* Interacted with the users and logged any defects, enhancements from the UAT.
* Prepared complex queries to retrieve data for database testing
* Created and enhanced TSL scripts using Win Runner
* Created various checkpoints in the script using Win Runner
* Created reports using Mercury Interactive Test Director
* Automation of test scripts was done using QTP for test re-usability of different online transaction modules.
* Involved in Regression testing of each build during the various phases of the application using QTP.
* Coding of QTP automation scripts was done by using VB Script.
* Application and network performance testing analysis
* Developed Shell Scripts to automate loading processes
* Writing shell scripts to run batch processes and to run Oracle background\Processes
* Used SQL queries to test the integrity of data by querying the database
* Interacted with the development team to assure that all the defects are addressed in time
* Participated in the team meetings to discuss the issues arising out of testing

**Environment** - Win runner, Test Director,UAT, Windows 2000 Professional, SQL

**PNC Bank, Philadelphia PA January2010 – July2011**

**QA Analyst/Business Analyst**

PNC is a highly diversified and growing financial services organization spanning the retail, business and corporate markets. This application was a sub department of online banking and designed for instant credit approval for online applications. An individual can apply for the credit card online by entering the required details. An instant credit card number, credit limit, expiration date, rewards and a welcome kit are released to the member after satisfaction of the requirements.

**Roles/Responsibilities**

* Interacted with Business and Development team to gather requirements for developing test plan to define the scope, assumptions, dependencies and risks in Silk Test Prepared test cases as per business level requirements to cover overall functionality of the application manually
* Manually tested the forms, generated the reports and also integrated various modules
* Performed Integration testing with different modules and System testing manually
* Manually verified the validity of the failed test cases. Performed Positive, Negative and Black box testing on the application
* Tested the GUI functionality according to the guidelines of the test plans manually
* Involved in Regression testing of each build during the various phases of the application using QTP.
* Coding of QTP automation scripts was done by using VB Script.
* Performed sub-system integration test, system test, functionality test (positive and negative), and re-test and regression test.
* Prepared a test strategy and test procedure to best test the application in a given timeline
* Created Unix Shell Scripts with embedded SQL to test the business logic of the application
* Used SQL for initial backend testing and performance tuning the SQL
* Created test data set to cover boundary value test scenarios, mission critical test scenarios and for negative testing purpose
* Analyzed the test results with Win runner reports
* Created planning progress graphs in Test Director
* Logged defects in Test Director
* Used Test Director for bug tracking and reporting
* Documented the success or failure of the test effort
* Coordinating with the development team to set up test environment for issue escalation and issue resolution process for SIT and UAT testing to enable smooth operation
* Interacted with the users and logged any defects, enhancements from the UAT.
* Created checkpoints to check functionality of objects using Win runner
* Prepared the Test Evaluation summary document after test execution and analysis
* Participated in WALKTHROUGH and defect report meeting periodically
* Strong skills in back end testing using SQL queries, generating reports to ensure data integrity and validate business rules

**Environment** – Silk Test, Silk Performer, UAT, Oracle 8i, SQL, UNIX