**Shreekit Chapagain**

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**Professional Highlights**

* Over 5+ years of experience in Information technology in which I worked as Software Quality Assurance Tester
* Experience in Manual and Automated Testing for Software Quality Assurance.
* Hands on experience in Agile Scrum framework and waterfall methodology with excellent understanding of entire Software Development Life Cycle (SDLC) with emphasis on testing, to develop and implement test cases and test processes for Client/Server and Web-based applications.
* Extensive Experience in Functional testing, Regression testing, Database Testing, End-to-End testing, Test Automation, Test Planning, RTM, Defect Management, User Acceptance Testing.
* Developed test cases for business processes & transaction of SAP SuccessFactors application.
* Proficient in analyzing business requirements, functional specifications, use case documents, business process diagrams and design documents to understand the functionality and architecture of the application and to ensure customer needs are clear, consistent and testable.
* Excellent knowledge on testing backend data of SuccessFactors application
* Expertise in Problem solving and Defect Tracking Tools like Quality Center and JIRA.
* Experience in back-end testing to query and access Oracle database using SQL
* Experience in web services testing using Service Oriented Architecture tools Soap UI.
* Proven track record of handling Automation projects using Quality Center (QC) and QTP.
* Expertise in preparing Test summary reports by analyzing the test results of Automation tools, QTP.
* Strong working knowledge of QA Methodologies, Processes, Procedures, Validations, Approaches, Best Practices, Guidelines and Standards
* Expertise in using Quality Center/ALM for test planning, creating/executing test cases, to generate defect reports and logs, analyzed test results using result logs and reported defects using defects module of ALM
* Proficient working with cross functional team to identify risk-issues, dependencies and well versed in working on Dev, Test, UAT and Production environments
* Great analytic and methodical skills in solving challenging issues during project life cycle and track record of delivering results within time sensitive deadlines
* Well skilled and certified in SAP, Run SAP Methodology, SAP Solution Manager tool, SAP Netweaver, BASIS Administration, with proven hands-on experience in multiple SAP NetWeaver Products, Databases and Operating Systems.
* Specialized in Configuring SAP Solution Manager tool installation, upgrades, Testing, administration and configuring SAP systems in accordance with business and technical specifications.
* Passion to deliver time-bound solutions meeting the Business requirements
* Excellent communication and interpersonal skills with flexibility and versatility to adapt to new environment and to work on any challenging project

**Technical Skills**

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| Operating System | UNIX, Linux, Windows |
| Methodologies | Waterfall & Agile |
| Database Languages | Structured Query Language |
| Applications | Microsoft Word, Excel, Power point, Outlook |
| Languages | Perl, C (Basics) |
| SAP Components | ECC, SAP CRM, EP, Solution Manager 7.1 |
| Testing Tools | HP QTP/UFT, QC/ALM, SOAP UI. |
| Database Tools | Oracle, SQL Server |

**Professional Experience**

***Charles Schwab, Austin, TX***

***Quality Analyst March 15 – May 17***

Talent Management Suite (TMS): Successfactors an SAP company provides SaaS solutions that allow organizations to develop analyze and manage organizational talent, one of the key factors that affect workforce productivity and operating performance.

I was involved in testing various Successfactors modules: Learning Management System, Performance Management and Compensation Management.

**Responsibilities**:

* Analyzed project objectives to understand the scope of the developed products or systems
* Translating results in terms of metrics and making comparisons with the expected figures
* Submitting final draft of test reports with the project leader and awaiting their feedback
* Involved in testing SuccessFactors modules like onboarding, workforce planning and employee engagement
* Carried out Regression testing and automation testing for the system under test.
* Wrote test scripts in QTP to test different functionalities of SuccessFactors modules and reported the burg if found using Quality Center.
* Execute SQL Queries on Oracle and SQL server databases in order to validate and view successful transaction of data.
* Involved in monitoring the most important Business processes and identify its criticality
* Enabled Metrics, Events alerts for Technical monitoring in SolMan 7.1
* Worked with Projects, Task lists, Logical components, SMSY, RFC connections and work flow
* Outlining quality parameters after consultation with clients and developers
* End to End Solution Manager 7.1 implementation including hardware planning, installation and configuration of monitoring and reporting elements.
* Evaluating performance, efficiency and security levels of Solution Manager solution
* Configuring an alerting concept for the Key Performance Indicators needed for the client by setting the 'Auto Reaction Method.
* Project support & execution for SAP Solution Manager upgrade and ECC Enhancement Pack upgrade
* Responsible for the maintenance, administration and proactive monitoring of the SAP environment

**Environment:** QC, QTP, SQL,Success Factor, VB Script, MS SQL Server 2000, XML, Windows.

***Delta Airlines, Atlanta, GA******Quality Assurance Engineer Jan 2012-Feb 2015***

Delta Airlines is one of the world’s largest airlines flying more than 160 million customers each year. Delta and delta connection carriers serve more than 360 destinations worldwide. The project was to design and implement data warehousing and business intelligence reporting solution for the Reservation Sales department.

**Responsibilities:**

* Participated in analyzing the documents to ensure the requirement captures customer needs and they are unambiguous, complete, feasible and testable
* Worked with team members to create test strategies, test plans and test scenarios for manual testing
* Involved in Regression and smoke testing of the new build and created test cases for features like My Money Map, Statements and Documents, Profile information
* Performed functional testing, GUI testing and worked directly with developers to report discrepancies, resolve defects and perform retest to ensure defect is closed.
* Used Quality center as Test Management, Defect tracking tool and also executed automated QTP test scripts from QC.
* Participated in bug review meetings and brainstorming sessions to discuss on feasible workarounds for unresolved defects
* Involved in weekly status calls and worked on preparing test status reports for higher management
* Tested the final application for its usability features and maintained RTM to map the requirements with scenarios and test cases to ensure all the requirements are validated.
* After successful development and testing of the product, participated in User Acceptance Testing, product release and deployment to end-user

**Environment:** Oracle, QTP, VB Script, SQL, Windows, UNIX, Quality Center, HTML, XML.