**Sony Chakradhar**

**PROFESSIONAL SUMMARY**

* 7+ years of Quality Assurance experience in **QA Automation Engineering in different IT Industries.**
* Experienced in writing & executing test cases, reporting & tracking defect, preparing test report and build test automation suite automation tools like **Selenium Web Driver**
* Experienced in functional testing, reviewing and analyzing business requirements and writing detailed **Test Plans, Test Cases** and **RTM** (Requirement Traceability Matrix)
* Good expertise in creating and executing test scripts, test cases and data sets on the basis of product release features, client requirements, technical documents
* Hands on experience in various software development methodologies like **Agile** and **Waterfall** model.
* Experienced in managing defect life cycle using **HP Quality Center/ALM** and **Jira**
* Experienced in managing agile project by creating story/defect, assigning task & tracking defect using **Version One** & **JIRA**
* Extensively used **ALM /QC (Quality Center)** to write & execute Test Cases, and track Defect
* Experienced in Verifying, Validating and performing Functional, Performance, System, Integration Scalability, White Box testing, User Interface and Regression testing of Application Software
* Developed automated scripts for **Regression testing**, **debug and enhance** the scripts, run **scripts**, wrote user-defined functions etc.
* Thoroughly conducted compatibility testing to support IE7+, Edge, FireFox, Safari, Opera, and Chrome.
* Experienced in testing **Mobile Application** both in Emulator/Simulator and Real Devices. Tested mobile customized website using Chrome User Agent.
* Good experience with SAP SuccessFactor tool.
* Expert in automation script development using different automation tools like Selenium WebDriver (Eclipse, Java, TestNg/JUnit)
* Wrote complex **SQL query** by joining multiple tables according business logic for data validation
* Experienced in Back-End testing to ensure data consistency on front-end by writing and executing **SQL queries**
* Good knowledge of Medicaid/Medicare claim processing
* Extensive experience in gathering Medicaid and Medicare plan requirements from the client
* Strong Knowledge on MS Office suite (Word, Excel, PowerPoint), MS Project, and MS Access
* Proficient knowledge in various types of Software Testing such as System Testing, Black box testing, Positive Testing, Negative testing, Performance Testing, Stress Testing, Load Testing, Volume Testing, Data Driven Testing, Back end Testing and Regression Testing
* Good working knowledge of major Operating Systems such as Windows 98, 2000, XP, Vista, 7 and UNIX
* Has good knowledge of web technologies like Web Services, SOAP, XML, HTML, VB Script, Java
* Solid understanding of ANSI X12 5010
* Maintaining the Traceability matrix and defect tracking using different tools like ALM Quality center, Quality Center and Clear Quest
* Excellent Knowledge of HIPAA
* Excellent communication and writing skills with the ability to adapt to new and dynamic environments
* Ability to multi-task, prioritize and work with time constraints while paying attention to details.
* Excellent communication, problem solving skills, coordination, documentation, project planning and interpersonal skills equally capable of working efficiently under pressure, manage multiple projects and cross train sub-ordinates in other Functional areas

**SKILL SET**

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| --- | --- |
| **Programming Languages** | C, C++, C#, Visual Studio, SQL, PL/SQL, VB, Shell Scripts, Java, Java Script, HTML, XML |
| **Operating Systems** | Multiple Windows, Mac Operating,Windows 2000, Windows Server 2003, UNIX, Linux, Solaris |
| **Databases** | SQL Server 2005/2000, Oracle 9i,10g, SQL Server, DB2, MS Access |
| **Testing Tools** | ALM/Quality Center 11.0, Performance center, JIRA, Selenium |
| **Defect Tracking Tools** | Quality Center, Clear Quest, Bugzilla |
| **Web Services Testing Tools** | SOAP UI 4.5, 4.6.3 |
| **HCM** | SAP SuccessFactor ( Workforce Analytics and Planning, Employee Central, Performance Management, Goal Management, Employee Profile, Recruitment ) |
| **Business Modeling Tools** | MS Visio, Power point, Excel |
| **Imaging Tools** | Adobe Photoshop, Snag It 12.0 |

**PROFESSIONAL EXPERIENCE**

**American Airlines, Ft Worth, Texas June 2017 – Present**

**UAT Tester/ QA Analyst**

**Description:** American Airlines, Inc., headquartered in Fort Worth, Texas. It is the world's largest airline when measured by fleet size, revenue, scheduled passenger-kilometers flown, and number of destinations served.

**Responsibilities:**

* Created end user training documentation and trained end users during UAT testing
* Created formal documentation for HPQC migration project as a part of transition and did entire IT department wide
* Worked in the areas of SAP Materials Management, SAP SuccessFactor, Finance (Billing), Procure to Pay and Order to Cash
* Provided support for a large HR project involving enhancements and integrations to **SuccessFactor**
* Process candidates through recruiting and on boarding systems and researched problems with data and executed corrective actions
* Validated accuracy of data sets and correct for downstream system accesses
* Conducted and managed system testing including enhancements, updates and changes
* Ensured business requirements, applications delivery, and user acceptance testing are completed within SuccessFactor
* Record and document results and compare to expected results in HP QC
* Ensured requirements of the functional specification documents by preparing **Test Cases** & **Test Plans.**
* Developed **Test Plan, Test scenarios, Test cases, Test** detailed test plan and test scripts in HP quality center
* Provided daily / weekly testing status report to end client
* Worked with HP ALM during integration, regression and UAT testing cycles
* Worked on test scenarios for Hire to Retire involving new hire onboarding training
* Developed test strategy documents and worked on getting approval from senior management
* Managed vendor SLAs and ensure outsourced testing activities are performed to the appropriate standards
* Ensured that testing methodology is driven by a culture of continuous improvement using data driven techniques
* Participate in Daily **Agile Scrum** “Stand-up”, **Sprint Planning** and **Retrospective Sessions** and update the team on status of upcoming User Stories in **Jira**
* Used Quality Center extensively to organize and manage the phases of the software testing process, including planning tests, executing tests, and tracking defects
* Ensured development teams are following the defined process and adhering to development standards
* Worked with offshore team on daily basis for production issues and handling multiple projects.
* Managed bug tracking, ensuring that bugs are tracked and assigned, resolved and tested using the defect tracking system.
* Analyzed and assessed current QA and testing processes, practices and procedures
* Defined quality metrics and optimized continuous improvement of QA and testing procedures
* Ensured development teams are following the defined process and adhering to development standards
* Created and executed test cases within a web service environment like EC tracker, current master scheduler

Application and web applications

* Worked with developers onshore/offshore to understand enhancements/changes.
* Guided the business customer and IT team to provide forward thinking solutions that not only meet the requested business requirements, but are sustainable and deliver long term value
* Supported Aircraft network, master scheduling and reallocation process.
* Day-to-Day production support and assisting business customer on need basis.
* Time Management: Work Schedules, Substitutions, Absences, Counting Rules, Attendance and Absence Quotas, Quota Generation Rules, Processing Types, Wage Type Generation Rules
* Created different scenario for making sure that functionality is not impacted by the changes. Created daily status reports and handled defect management.
* Data Maintenance& testing of defects of new vendor requirements
* Implemented QA Project Execution process, Test Strategy, QA Reference Page, QA Kickoff Meeting, Test Plan, Show-Me, QA project status

**Environment:** C#, TFS, Quality Center 11, QTP, .NET, Visual Studio, Soap UI, Selenium, Java, JIRA, Oracle, SQL, PL/SQ., Web Services, SnagIt , Agile, SharePoint

**United Health Group, Hopkins, MN July 2016 – May 2017**

**UAT Tester/ QA Analyst**

**Description**: Worked as a Quality Assurance tester for United Health Group, one of the largest healthcare providers. I was involved in testing healthcare applications that deals with Provider Contract. This project involves in NDB Data Analysis, Data Acquisition and implementing End to End solution of ETL jobs to load Cirrus Application. Data stage is the ETL tool used in creation of ETL codes using agile methodology. This ETL project is a totally new application developed from requirements phase till reporting. Currently project is in UAT phase and is expected to go live soon. The Error records are stored in Cognos reporting DB. Successful contracts are transformed into JSON files and are loaded in target Cirrus Database.

**Responsibilities:**

* Maintaining knowledge of Medicare and Medicaid rules and regulations pertaining to the Facets configuration and evaluating the impact of proposed changes in rules and regulations.
* Performed Smoke Testing, End-to-End Functionality Testing, Adhoc Testing, Regression Testing, Integration Testing and User Acceptance Testing (UAT)
* Designed and Documented Test Procedures, Test Requirements, Test Scenarios and Test Cases for End-to-End functionality testing.
* Extensively involved in testing Facets Member/Subscriber, Provider modules.
* Involved in FACETS Implementation, involved end to end testing of contract module.
* Ensure UAT test readiness by performing smoke testing on UAT environment and verify successful code deployment.
* Interacted with business analysts and developers in **Agile** Development and **SCRUM** process throughout the entire project.
* Implemented **SDLC**, which included requirements, specifications, design, analysis and testing
* Experience in Analytical and Feasible study of Manual Test Cases to Automation Scripts.
* Experience in Develop, Execute & Review the Automation Script with Selenium & Perfecto Automation Tool
* Involved in daily client standup meeting with client for business requirements analysis and defect prioritization for existing high and critical defect found in production as well as enhancement
* Generated the different defect reports to help business user during the UAT testing
* Helped them to modify the exiting data for better result during the UAT testing
* Prepared Claim, Member, Provider Test data for Test cases
* Tested the Members, Providers, Facets Workflow and Claims in Facets
* Identified the bugs and kept track of the defect report using **HP ALM**, and also analyzed the root cause for defects
* Played primary role as QA in collecting and analyzing requirements by interacting with client and business analysts and discuss with Development team separately to identify the testing scope as well as development (Coding) scope for those requirement.
* Wrote test cases and developed test scenarios based on BRD, SRS, FDD and Use Case Documents.
* Involved in Web Services Testing using **SOAP UI** to track request and response SOAP messages
* Wrote SQL queries in Toad for backend testing, Verification and Validation.
* Worked on **HIPAA EDI 834** use cases and collaboration templates according business requirements.
* Responsible for designing Test Steps, Requirement Mapping to Tests, Executing Tests manually, Defect Logging and Defect Reporting.
* Performed cross platform and cross browser Testing.
* Raised defects and assigned to Development teams with appropriate severity levels.
* Worked closely with developers to resolve the technical issues to meet the dead lines.
* Tested user interface and navigation controls of the application using **SOAP UI.**
* Tested the **HIPPA EDI 834, 837/835** transactions according to test scenarios and verify the data on different modules
* Extensively worked with Off-shore team and coordinated the testing process

**Environment:** HP ALM, Network Database (NDB), XML, Rally, MS SQL, Windows, Mac OS, SOAP UI 5.2.0, XML Spy

**McDonald’s Corporation, Oak Brook, Illinois July 2015 – June 2016**

**Sr. QA Analyst**

**Description**: McDonald’s is the leading global foodservice retailer spread over 118 countries with more than 31,000 restaurants serving more than 58 million people each day with revenue of $23.5 billion. McDonald’s ISP (In-State Processor) systems which is Unix based platform is implemented in 14000 restaurants and McDonald’s is working onto Migrate all available modules from ISP system to web based system under e\*RS project. Currently, the e\*Restaurants functions e\*HR, e\*Labor, and e\*RDM are being used in about 3000 stores in the US and planning to implement this functionality in more than 2000 stores by end of year 2015. A full functionality has to be migrated from ISP by the end of year 2017 in 14000 stores. I was involved in LMDL (Local Machine Domain Logon) project. LMDL eliminate the practice of using single shared logins by using eIDs for individuals administered on a McDonald’s corporate database.

**Responsibilities:**

* Validating **UNIX** based **ISP** (In Store Processor) and **POS** (Point of sales).
* ISP regression testing, especially focusing on the ISP functionalities affected by new LMDL features.
* Interaction with the customer team to understand the functional/non-functional requirements.
* System understanding of the existing applications and working closely with Business and technical stakeholder to manage ongoing changes.
* Implemented automation using Selenium WebDriver/Grid, JAVA and Maven
* Configured Selenium Web Driver, TestNG, Maven tool and created selenium automation scripts in java using TestNG prior to agile release
* Identifying and documenting **test scenarios** and **test cases**, writing the **test scripts**.
* Analyzed modules and designed test scenarios and test scripts in **UNIX** environment.
* Impact analysis of new requirements and change requests.
* Execute System test cases, involved in UAT and defect tracking till closure.
* Involved in SOAP and Restful web services using SOAP UI
* Participated in Services team for the execution of **service related testing**.
* Involved and participated **Offshore Knowledge transfer sessions**.
* Interaction with the customer for Process Improvement activities.
* Coordinate and interact with key business users and set appropriate expectations
* Proactively participate in the discovery/design sessions to ensure that the design of the functionality is complete from the QA perspective and the application can be effectively tested.
* Interaction with IT and Business team to understand the functional/non-functional requirements.
* Involved in discussions with functional, development and user groups to familiarize with requirements.
* Identify and report on Requirement gaps.
* Experience of writing, debugging, and evaluating code in C / C++, C#, .Net
* Log and maintain **Clear Quest** defects reported during System testing, integration testing and UAT.
* Participated in **Regression testing** after each build to make sure that the bug has been fixed and the application is running properly.
* Tested applications compatibility on different platforms (Windows, Mac OS), performed browser compatibility testing in different browser versions (IE8, IE9, Firefox, Safari and Chrome) and Mobile Devices (iOS, Android, Windows Phone).
* Review Test Design / Review Test Scenarios documents for coverage and accuracy.
* Create and conduct internal QA review of the Test Execution Plan.
* Participated in Daily Stand Up meeting.
* Executed Test cases manually, validate **test results**, determine **defects**, record and **report defects**.

**Environment:** Rational Clear Quest, SOAP UI, UNIX, MS Office, HTML, JIRA, AGILE, Selenium, SharePoint

**AT&T Inc., Irving, TX. Jan 2011- June 2015  
QA Analyst**

**Description**: AT&T is one of the nation’s largest wireless companies. AT&T offers a comprehensive range of wireless and wireline communications services bringing the freedom of mobility to consumers, businesses and government users. The Customer Bill pay application provides a secure web site, wherein customers could establish new forms of payment, make recurring payments or make single payments for their bills, view past bills and also view the current bills. As a QA Analyst, I performed automated as well as manual testing on AT&T Billing modules. I was involved in multiple projects using different testing tools.

**Responsibilities:**

* Created **Test Plans**, **Test Scenarios**, **Test Cases**, Expected results for the **System Testing** of web application.
* Mapping of requirement with the corresponding test scripts to ensure testing coverage.
* Managed small team of QA’s and provided testing updates to the team.
* Identify any **potential quality issues** per defined process and escalate potential quality issues immediately to management.
* Performed the browser compatibility testing for employee stock portal (IE6, IE7, Firefox, Safari, Google chrome)
* Worked extensively with multiple versions of browsers Chrome, IE and Firefox to test the application’s compatibility. Conducted mobile apps testing across the web.
* Conducted updating and data configurations for multiple apps released weekly.
* Triaged mobile device applications issues.
* Collaborated with all teams within the **agile** environment.
* Tested the Import Data functionality, which involved importing the data from **XML/Excel** files and validating the correctness of the data in the **back-end**
* Using Test Cases performed Manual Testing like **Positive Testing** and **Negative Testing**.
* Responsible for conducting smoke, functional, UI, regression testing as well as ad-hock testing of the web application and mobile application.
* Involved in **User Acceptance Testing**, **GUI Testing**, and **Regression testing** on different versions of the application.
* Carried out Manual Testing with UNIX Shell scripts, SQL scripts, etc.
* Wrote complex **SQL query** by joining multiple tables according business logic for data validation and to obtain test reference data, detect data caching issues and ensure data consistency.
* Used HP **Quality Center** for the defects tracking purpose and discussed severity level defects in the meeting with the project team.
* Analyzed business requirements, wrote and implemented the Test Plan, various Test cases and Test Scripts in **VBScript** to test various functionalities using the automated tool **QTP** and also wrote manual Test Cases according to functional documents and requirements.
* Used **Python** to launch QTP scripts from command line for continuous integration testing.
* Performed **Sanity**, **Smoke** and **Ad Hoc** testing on SIT and UAT environments and reported issued to the team.
* Carried out **Integration tests** to check the interfacing between sub modules.
* Performed **Integration testing** to test the functionality of the modules.
* Installed, configured **SOAP UI** to test web services using WSDL file given by Development team.
* Performed smoke, functional and regression testing on SIT, UAT and PROD environments.
* Analyzed **requirement updates and mapped them** with the respective manual Test Cases.
* Performed **Black Box testing** to check the functionality of the application.
* Participated in Daily Stand Up meeting
* Creating issues on **JIRA** and assigning the bugs to the junior engineers.
* Helping the junior engineers in writing the results on **JIRA**
* Good working knowledge of ASAP methodology and expert in analyzing \'AS IS\' & \'TO BE\' status of the client and suggesting the solutions best suited for the implementation **Scripts** and **Traceability** Matrix.
* Conducting defect triage meeting, internal and external reviews as well as formal walkthroughs and participated in status meetings
* Guided team to build industry best practices into **QA Test processes** and evaluated quality risk for product releases, changes, and fixes.

**Environment:** HP ALM, SOAP UI, Selenium, MS Office, Java, HTML, QTP, Java, Agile, Python, JIRA