**Swapna Patnam**

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**SUMMARY**

* Over Seven Plus years of experience in Software Quality Assurance & Testing on diversified projects in Banking & Media domain.
* Experience in Manual & Automation test case execution, defect tracking, test plan/test case creation and management, and requirements analysis.
* Extensive knowledge of **SDLC** (Software Development Life Cycle) and **STLC** methodologies.
* Experience in working with Windows, Client-Server, Web based as well as Mainframe related applications
* Experienced in developing **Test Plans and Test Cases** for different types of software testing.
* Proficient in both Manual and Automated Testing Tools such as HP ALM/**QC,** QTP, Win Runner,
* Hands on experience working with different modules of **ALM/Quality Center** such as Requirements, Release, Test Plan, Test Lab, Test Cycle, Defects and Dashboard.
* Self-driven team player with excellent communication skills, strong analytical and reasoning skills abilities.
* Experience with **Mobile Compatibility testing and Mobile application testing – iPhone, Android, iPads/ Tablets, Windows phones using Simulator” Device anywhere".**
* Good experience in **Web Services** testing using **SOAPUI, XML, & WSDL.**
* Knowledge in mobile technologies like **GSM, CDMA, 3G, WAP** applications.
* Experienced in various types of testing including **Sanity Testing, Smoke Testing, Functionality Testing,** Performance Testing, Volume Testing, Unit Testing, Integrated Testing, **System Testing, Positive and Negative Testing, Security Testing,** Stress Testing, Load Testing and Regression Testing of Stand alone, Web Based and Client-Server applications.
* Performed Back End Testing by executing **SQL** queries.
* Strong hands on experience in writing, planning, executing and maintaining test cases using **HP Quality Center**, **JIRA**, **Bugzilla**, **Test manager**, excel document and developing Test Automation Scripts using Quick Test Pro (**QTP).**
* 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
* Involved in maintaining **Test Matrix and Traceability Matrix** and performed **Gap Analysis**
* Performed **User Acceptance Testing (UAT)** manually.
* Participated in design walkthroughs and verified **QC Test Scripts** and results.
* Experience in creating various types of **reports** during **test execution process** such as Test **Execution Status/Summary.**
* A team player with analytical, problem solving, presentation, and interpersonal skills with ability to manage, coordinate and work independently in a time sensitive environment.
* Excellent communication skills and a quick learner of new skills.

**TECHNICAL SKILLS:**

**Product/Testing tools:** Quality Center, Quick Test Professional, HP (Mercury Quality Center) UFT11.5 (Unified Functional Testing).ALM (Application life Cycle Management) Win Runner, LOAD RUNNER.SOAPUI, Rational Clear Quest, and JIRA, CLEAR CASE, SHARE POINT,SVN.

**Languages Environment:** SQL, PL/SQL, SQL Developer, Visual basic, Java, JavaScript, HTML, DHTML, XML, NET, C, and C++

**Operating System:** Windows Vista, WindowsXP, Windows2003/2008r2 Server, Windows7, and Unix/Linux.

**Other Tools:** MS Office , MS Project, SQL, PL/SQL, SQL Developer, Oracle, TOAD for Oracle, for SQL Server, Java, JavaScript, Java Applet, QTP 9.0, QC 9.0, HTML, DHTML, XML,.NET,MS Visual Source Safe Open Source Tools. MS Word (2007), Excel, Oracle 11g.

**Web Browser:** Internet Explorer, Netscape Navigator, Mozilla Fire Fox, and Safari.

**WORK EXPERIENCE**

**Bank of America, Hopewell, NJ Jan-13 – Dec 14**

**Sr. QA Analyst**

Bank of America is one of the world's leading wealth management, capital markets and advisory companies. Bank of America offers a broad range of services to private clients, small businesses, and institutions and corporations. This project involved the Oracle portal implementation. This portal provides all of Bank’s international employees with a single dashboard to perform day-to-day human resources related activities and development of a new HR service center advisory and scheduling system for all of Bank’s US based managers.

**Responsibilities:**

* Reviewed project documentation, created detailed test cases and manual test scripts.
* Executed automated test scripts in **QTP**.
* Maintained Test data and results using Quality Center
* Executed browser / OS compatibility testing ,component testing, integration testing.
* Involved in user acceptance testing, usability testing.
* Tested web service architectures, **SOA** using **SOAPUI**
* Created **SOAP UI** projects for published **web services** to test the interface by providing the necessary parameters.
* Capture the request and response xml for documenting the test case execution in SOAPUI.
* Executed valid and invalid test cases to cover all test scenarios.
* Tested the functionality of the APIs and web services for interfacing internal systems with vendors systems
* Familiar with accessibility test and tested the application for 508 compliance standards
* Tested user interface to ensure it renders consistently across browsers.
* Change the status of JIRA during the testing and also update the story based on functional requirement.
* Work with the business users to have them submit approved **UAT** test cases in the correct format and load them into Quality Center.
* Involved in Automation test cases using QTP
* Analyzed business requirements, system requirement specifications and responsible for documenting functional requirements in ALM/QC.
* Used SQL for querying the Oracle database in **UNIX** environment.
* Review and understand data requirements and create the necessary test data to be used during UAT. Ensure that UAT defects identified are valid and reproducible before creating a ticket for development.
* Used Soap UI for testing SOA and Web Services (SOAP, Restful WSDL).
* Involved in the production support and Release support.

Environment: Microsoft Office Products, HTML,QTP, Oracle EBS HRMS, JIRA, Oracle Application Server 10g, J2EE, JQuery, XML, SQL, Web services, SOAP, UDDI, HP Quality Center(QC)/ALM, WSDL, SQL, Web Architecture, UNIX, APIs

**Santander Bank, Boston, MA Aug 11 – Dec 12**

**Sr. QA Analyst**

Santander Bank (formerly Sovereign Bank) is a leading financial services company in NA. **The project ‘Mobile Wallet’** is related to **Mobile App** developed for the clients for managing their debit/ credit card account from anywhere 24/7. Client’s personal information is protected by advanced encryption technology to help prevent unauthorized access. Modules were distributed among account access, security, account summary and details, transfers, Bank/ ATM locations, FAQs and Help section.

**Responsibilities**

* Analyzed Business Requirement Specifications and System requirement specifications.
* Tested device’s Firmware to test the functionality on Telephony and Touch screen drivers.
* Review of functional test cases for QA functional testing.
* Coordinated with the offshore team for test related activities and updates and reported to lead & QA Manager.
* Extensively utilized Requirements, Test Plan, Test Lab and Defects Modules of Quality Center during STLC.
* Implemented automation for memory leak testing using **Xcode Instruments and See test tool**
* Tested web pages to display the account transactions and details pertaining to that account using DHTML and CSS.
* During the testing activities used Android SDK, ADB shell for keep control and interface with physical Android devices
* Performed browser compatibility and configuration testing on various operating systems such as Blackberry OS, Android OS, and iOS etc.
* Performed browser compatibility and configuration testing on various operating systems such as Blackberry OS, Android OS, iOS etc.
* Wrote UI and functional test cases from scratch for the development of the Remote Deposit Capture based on the behavior of each device iOS and Android.
* Wrote test cases for data analytics from scratch making sure that all the analytics tags are being passed on the **Cloud.**
* Worked with web service validations at different points in the app wherever the web service calls are being made.
* Work in **Agile**, scrum, and sprint environment in order to change the requirements and features set.
* Prepared automated scripts for Maintenance and Regression testing using **QTP**.
* Wrote scenarios and scripts for different Project Change Request (PCR) and PL’s (Patch Level) along the project progression.
* Tested the UI of the end product on mobile devices, iPad, tablets on Android and iOS platforms to ensure that language translation and currency conversions were displaying as required
* Use of Cat log for Android and iOS Configuration Utility tool for capturing and gathering backend data log and sending it to the developers to catch defects and **crash issues.**
* Analyzed the Batch Process, Work-flow behavior and SOA/ Web Services testing using SoapUI.
* Used JIRA for bug filing and bug triage.
* Progression and Regression testing in all the regions; System Integration Testing (SIT), Business Acceptance Testing (BAT) and Productions Acceptance Testing (PAT).
* Performed Mobile automation testing using **Appium** for native and Hybrid application to automate the process.
* Negative and Positive testing of Web services on the UI level making sure that it is fetching the correct data.
* Used XCode organizer to monitor crashes during test and report crash logs.
* Identified defects and Reported through Jira.
* Worked with Automation tem to create a regression suite with **Selenium** Webdriver.
* Monitored Proper allocation of defects as per their Priority and Severity and communicating it to the business in the project go-no-go calls.
* Involved in Test Estimates and metrics and circulated daily test dashboard to development team.
* Validating all the memo posts before the hard posting of transactions/deposits in the Host system.
* Major part of the testing done on devices but also worked on browser level testing in different SIT, BAT and PAT environments.
* Participated in daily defect call and troubleshooting of issues with the developers.
* Involved in downtime tracking for all environment hurdles and keeping track of issues as per hours lost and script execution impact and communicating it to development team.
* Actively participated in Walkthroughs and Daily status report meetings.

Environment: HP Quality Center(QC)/ALM,SQL Server, JAVA, XCode, JIRA, Appium, WinSCP, J2EE,  QTP, Selenium, Web services, Mobile Devices for iOS, Android and Windows mobile OS 7, Blackberry OS, UNIX.

**TD Bank, Lexington, SC Mar 09 – July 11**

**QA Analyst**

TD Bank is one of the leading banks of North America fulfilling its customer’s financial and banking needs. As a QA analyst, worked on the project **Mobile Remote Deposit Capture (MRDC**) for TD Bank. Currently the Bank has a Mobile App out in the market and is introducing the very popular MRDC feature to its app. MRDC gives customers the convenience to take a picture of a check from anywhere, anytime and deposit it through their mobile device. App being released for iOS and Android users; has various security layers being implemented by different Web services.

**Responsibilities:**

* Involved in preparing Test Plan and Test Cases based on business requirements.
* Created Traceability matrix to keep track of changes in requirement to that of the testing efforts.
* Identified high-level requirements for documenting detailed business requirements using
* Performed browser compatibility and configuration testing on various operating systems such as Blackberry OS, Android OS, iOS etc.
* Wrote UI and functional test cases from scratch for the development of the Remote Deposit Capture based on the behavior of each device iOS and Android.
* Worked on the Mainframe system for data creation, validation and manipulation for MRDC testing.
* Manipulation of flags on the Mainframe system and validating the expected behavior in the UI.
* Worked on iOS, Android BlackBerry and Windows 7 devices for progression and regression testing.
* Wrote test cases for data analytics from scratch making sure that all the analytics tags are being passed on the **Cloud.**
* Worked with web service validations at different points in the app wherever the web service calls are being made.
* Worked on different versions of iOS , Android devices and Windows7 Phones.
* Work in **Agile**, scrum, and sprint environment in order to change the requirements and features set.
* Prepared automated scripts for Maintenance and Regression testing using **QTP**.
* Validate & wrote test cases based on business rules and documents like SRS, MCD, Wireframes, Visual Design, etc.
* Used Xcode to monitor, log and report defects to developers in iOS platform.
* Progression and Regression testing in all the regions; System Integration Testing (SIT), Business Acceptance Testing (BAT) and Productions Acceptance Testing (PAT).
* Negative and Positive testing of Web services on the UI level making sure that it is fetching the correct data.
* Used XCode organizer to monitor crashes during test and report crash logs.
* Performed device testing and also worked on browser level testing on different SIT, BAT and PAT environments.
* Participated in daily defect call and troubleshooting of issues with the developers.
* Involved in downtime tracking for all environment hurdles and keeping track of issues as per hours lost and script execution impact and communicating it to development team.
* Actively participated in Walkthroughs and Daily status report meetings.

Environment: HP Quality Center/ALM, SQL Server, JAVA, XCode, WinSCP, SOAP UI, J2EE,  QTP , Mobile Devices for iOS, Android and Windows mobile OS 7, Web services, Blackberry OS, UNIX.

Windstream Communications, Little **Rock, AR Nov 07 – Feb 09**

**QA Analyst**

Windstream is a leading telecommunications & entertainment services co. which offers phone, broadband, and digital TV services in rural areas of 16 states in Central America. The project Device Management Services (DMS) was a user friendly interactive web application related to the server side of Customers home/ remote STB

**Responsibilities:**

* Developed Test Plan as per business requirements
* Extensively conducting Back-End Testing using which involves complex SQL Queries
* Testing Applications to ensure they comply with Business specifications
* Setting up projects in Test Director, writing test cases, executing them and performing bug tracking
* Attending daily defect meetings with Developers, Business Users and Management
* Working with Modus and **XML** files to simulate Home Delivery of Cable boxes and cards in QA
* Provisioned Cable boxes after each Release on customer’s outlets
* Run the scripts on multiple environments (QA, **UAT** and Production) to ensure that requirements were still met.
* Worked with the business team to perform Database testing of integrated **IVR applications** such as transfers, real-time reporting, web reporting etc. using tools like Test Director.
* Reviewed extensive **SQL Queries** with complex multi-table joins and nested queries.
* Involved in reviewing complex **SQL queries**, views, functions and stored procedures and spotting issues before/during code migration.
* Performed Backend testing for data validation using **SQL Queries**.
* Performed negative and positive testing using **SQL Queries**
* Debugged the Database for accuracy of data using Test Director.
* Using XML to simulate production timers / logic in QA
* Performing GAP Analysis to verify that test cases matches to the user requirement
* Participating in the team for **User Acceptance Testing (UAT).**
* Performed Integration testing, System testing and Regression testing.

**Environment: Windows,** QTP, Test Director, Web Logic, C, C++, MQ .Net, XML, HTML, Java, Oracle, SQL/PL, Java Script, Perl,