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| **TWINKAL** |
| **Professional Summary**   * **7+ years** of extensive experience in **Software Quality Assurance** and testing on **Web and Client/Server** applications using **Manual** and **Automated** tools. * Strong knowledge in Software Development Life Cycle (**SDLC**). Experienced in full life cycle of system development. * Strong expertise in Retail, Oil and Gas comp, Investment **Banking, Mortgage, Credit Card** industries. * Worked Extensively with **Manual** and **Automated** Testing. * Experienced in writing **Test plans**, **Test cases**, developing, maintaining test scripts as well as documenting all phases of **QA process**. * Worked on writing selenium script using Visual Studio platform. * Experienced in Mainframe application. * Solid knowledge in testing **Client Server** and **Web-Based applications**. * Extensive experience in Bug Tracking Tools such as **Quality Center** and **Test Manager**. * Worked in **Agile, RUP, Waterfall** Development environment and well versed with **SDLC** methodology. * Expertise in utilizing HP testing tools like **QTP** and **Quality Center** for carrying out QA activities. * Performed Back End Testing by executing **SQL** queries and by using Tera Data database tool. * Performed Data-Driven Testing using **QTP**. * Conducted **System Testing, Integration Testing, Regression Testing and User Acceptance Testing (UAT).** * Good team player with the ability to lead, manage and work independently. * Excellent analytical abilities and have proven ability to perform multiple tasks in a high-pressure environment. * Excellent in communication and presentation skills. Experience working with business users, IT technical staff as well as senior management * Experienced in preparing and executing Test Plans, Test Cases, Test Reports and Documentation for Manual and Automation testing.. * Expertise in Black Box approach with various types of testing like Smoke, End to End, UAT and Regression testing. * Performed Backend and Database validation using complex SQL queries including but not limited to Joins, Sub queries, Nested queries and aggregate functions. * Good working experience with UNIX to view log files, perform FTP and execute shell scripts for various testing purposes. |
| **Technical Courses / Certifications**   * Certification in Verification and Validation engineering. * SQL Certification Course. * Bachelor in Computer Science, VA * Computer Networking course   **Technical Summary** |

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| **Operating Systems** | Windows NT/2000/2003/XP/VISTA/7, Apple Mac OS,UNIX, Linux, Solaris |
| **Languages** | Visual Basic, Java, SQL, XML, HTML |
| **Databases** | ORACLE, SQL SERVER 2005/2008, DB2, MS-Access |
| **Scripting Languages** | Perl , Shell Scripting, ASP.Net, VBScript, HTML/XML |
| **Automation tools** | QTP 8.0, Win runner, Load runner 9.2 |
| **Application Servers** | Oracle Application Server, Seibel 7.8, Sales force(Cloud computing) |
| **Web Servers** | Apache HTTP Server, Microsoft IIS, VMware, MQ Series |
| **Software Configuration Tools** | IBM Rational Clear Case, Cognos, Microsoft Visual Source Safe |
| **Bug Tracking Tools** | Quality Center10.0 / 9.0 |
| **Reporting Tools** | Crystal Reports, Business Objects (BO) |

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| |  |  |  | | --- | --- | --- | | **Kroger** | | **Oct 2015 – Till Now** | | **Role: QA Lead / Business Analyst** | |  | | This Project is part of Online shopping (clicklist).ClickList is an online ordering service in Kroger. Customers can Order Groceries Online & Pick Them Up at point of sale. | | | | **Responsibilities:**   * Develop business architecture using requirements such as scope, processes, alternatives, and risks * Analyze client’s business requirements and processes through document analysis, interviews, workshops, and workflow analysis. * Communicate client’s business requirements by constructing easy-to-understand data and process models. * Provide input into developing and modifying systems to meet client needs and develop business specifications to support these modifications. * Developed **Test strategies,** writing **Test Plan, High level Scenarios** and **Test Cases** by reviewing the Software Business Requirements. * Conducted System Testing, Integration Testing, Regression Testing. * Performed Smoke Testing, Functional Testing, Integration testing System testing, Regression testing. * Working on automation using selenium 2.5 automation tool integrated with intelliJIDIA. * Responsible for writing the System Test Cases, and to map the System Test Cases and Procedures to software requirements on ALM (Quality Center v 11) **.** * Responsible for analysis and feedback of every Project documents. * Creating defect and tracking defect using TFS. * Need to provide project estimates. * Escalate SS issues and coordinate with operation team to **ensure environment stability for test execution** * Involved in attending and contribute to release, project and defect meetings taking ownership of tasks resulting from the meetings. * Actively Participated in the Daily Status Calls with Client, Offshore Team and Business Groups to update the project related details * Performed Front-End Testing and Back-End Testing to ensure data consistency. * Actively participated in enhancement meetings and was responsible for weekly status updates, troubleshoot new releases and production issues. * Performed Ad hock testing * Actively involved in **Agile** software methodology for the project from requirements through delivery of the project. * Performed **Manual** Testing on the application. * Performed **Smoke testing** in Production environment when new code is released to Production. * Moderated **Daily Defect Review** meetings with Development Team to review the defects raised by QA team and status of the existing / open defects.   **Environment:** ALM, IBM Mainframe, Windows 2000, Oracle, SQL, UNIX, XML, Putty, Windows and Web Methods. | | | |  |  | | | |
| |  |  |  | | --- | --- | --- | | **Meijer, Grand Rapids, MI** | | **Dec 2013 – Sept 2015** | | **Role: Test Lead** | |  | | This Project is part of main public facing Meijer.com website. This provides online discount coupons to millions of users. Mperks is a digital couponing system which gives access to Meijer customers to access the coupons online and clip it for redeeming directly at Point of sale. | | | | **Responsibilities:**   * Conducted System Testing, Integration Testing, Regression Testing and User Acceptance Testing (UAT). * Developed **Test strategies,** writing **Test Plan, High level Scenarios** and **Test Cases** by reviewing the Software Business Requirements using Test Manager * Draft and maintain business requirements and align them with functional and technical requirements. * Facilitate monthly meetings with clients to document requirements and explore potential solutions. * Performed Smoke Testing, Functional Testing, Integration testing System testing, Regression testing. * Responsible for writing the System Test Cases using TFS and Test Manager * Working on automation using selenium 2.5 automation tool integrated with visual studio 2013. * Handling three different projects (mPerks/Hub/Call Center) * Executing automated scripts using Visual Studio. * Responsible for analysis and feedback of every Projects documents. * Escalate SS issues and coordinate with operation team to **ensure environment stability for test execution** * Involved in Defect tracking and reporting using TFS and to ensure the critical bugs are fix based on severity and priority. * Team Player with Good communication and inter personal skills. * Involved in attending and contribute to release, project and defect meetings taking ownership of tasks resulting from the meetings. * Actively Participated in the Daily Status Calls with Client, Offshore Team and Business Groups to update the project related details * Performed Front-End Testing and Back-End Testing to ensure data consistency using SQL server and Tera Data. * Actively participated in enhancement meetings and was responsible for weekly status updates, troubleshoot new releases and production issues. * Actively involved in **Agile** software methodology for the project from requirements through delivery of the project. * Performed **Smoke testing** in Production environment when new code is released to Production. * Moderated **Daily Defect Review** meetings with Development Team to review the defects raised by QA team and status of the existing / open defects. * Coordinate and assist with the development and identification of test cases / scripts in accordance with Industry standards * Performed Ad hock testing | | | | **Environment:** | ASP.net, IBM Mainframe, Visual Studio 2013,Windows 2000, Oracle, SQL, UNIX, XML, Tera Data, Windows and Web Methods. | | | **Chevron, Houston, TX** | | **Jan 2013 – Dec 2013** | | **Role: Test Lead** | |  | | cleardotiLogistics is a web-based software that is capable of scheduling, tracking, and reporting for multiple methods of transportation of both personnel and material, that simultaneously supports both onshore and offshore operations . The iLogistics system enables interfaces to various internal and external chevron departments/vendors with value added processes from the field to company offices. | | | | **Responsibilities:**   * Conducted System Testing, Integration Testing, Regression Testing and User Acceptance Testing (UAT). * Engage client to gather software requirements/business rules, and ensure alignment with development teams * Involved in Project coordination with Vendor and BU * Developed **Test strategies,** writing **Test Plan, High level Scenarios** and **Test Cases** by reviewing the Software Business Requirements. * Performed FAT from vendor site (India, Trivandrum) * Performed Smoke Testing, Functional Testing, Integration testing System testing, Regression testing. * Responsible for writing the System Test Cases, and to map the System Test Cases and Procedures to software requirements on ALM (Quality Center v 11) **.** * Responsible for analysis and feedback of every Project documents. * Need to provide project estimates (E0, E1 & E2). * Escalate SS issues and coordinate with operation team to **ensure environment stability for test execution** * **Ensure structured Testing and Review**, and manage change requests, Productivity, quality, schedule and to ensure that team **follows SEPG processes and standards** * Involved in attending and contribute to release, project and defect meetings taking ownership of tasks resulting from the meetings. * Actively Participated in the Daily Status Calls with Client, Offshore Team and Business Groups to update the project related details * Performed Front-End Testing and Back-End Testing to ensure data consistency. * Actively participated in enhancement meetings and was responsible for weekly status updates, troubleshoot new releases and production issues. * Involved in Validating JDE transaction through Iconsul . * Performed Ad hock testing * Actively involved in **Scrum** software methodology for the project from requirements through delivery of the project. * Performed **Manual** Testing on the application. * Performed **Smoke testing** in Production environment when new code is released to Production. * Reported and tracked defects usingALM (Quality Center v 11). * Moderated **Daily Defect Review** meetings with Development Team to review the defects raised by QA team and status of the existing / open defects. | | | | **Environment:** | Quality Center, QTP, IBM Mainframe, Windows 2000, Oracle, SQL, UNIX, XML, Putty, Windows and Web Methods. | |  |  |  |  | | --- | --- | --- | | **Citi Group, Blue Ash, OH** | | **Sept 2011 – Jan-2013** | | **Role: Test Lead** | |  | | cleardotR-USA is the name of the entire program under which Citi has an ambitious plan to make a Global Banking platform. There are multiple projects under this program. The project involves a testing of new application that deals with financial planning of new and existing consumer banking and small business customers. For Consumer customers, the tool features modules that would be used to help customers plan for their child's education, savings and retirement. For small business customers, the tool captures the financial needs of customer and automatically recommends products and services based on various algorithms. | | | | **Responsibilities:**   * Conducted System Testing, Integration Testing, Regression Testing and User Acceptance Testing (UAT). * Performed Smoke Testing, Functional Testing, and Regression testing of the application **End to End** testing. * Responsible for writing the System Test Cases, and to map the System Test Cases and Procedures to software requirements on **Quality Center 10.0.** * Responsible for analysis and feedback of every Project documents and change requests (PCRs) * Need to provide project estimates (E0,E1 & E2) along with sizing for any change requests * Perform and monitor Test script creation, Test Execution and set priorities for the team. * Escalate SS Issues and coordinate with operation team to ensure environment stability for test execution. * Ensure Structured Testing and review and manage change requests, Productivity, quality, schedule and to ensure that team follows SEPG processes and standards. * Involved in attending and contribute to release, project and defect meetings taking ownership of tasks resulting from the meetings * Actively Participated in the Daily Status Calls with Client, Offshore Team and Business Groups to update the project related details * Performed Front-End Testing and Back-End Testing to ensure data consistency. * Actively participated in enhancement meetings and was responsible for weekly status updates, troubleshoot new releases and production issues. * Involved in validating data by Mainframe CITY SMART. * Performed Ad hock testing * Involved in Validating Graphs and Reports via BI Portal and Cognose Application. * Involved in Wealth management application with Citi. * Developed **Test strategies,** writing **High level Scenarios,** and **Test Cases** by reviewing the Software Business Requirements. * Actively involved in **Scrum** software methodology for the project from requirements through delivery of the project. * Performed **Manual** Testing on the application. * Performed **Smoke testing** in Production environment when new code is released to Production. * Reported and tracked defects using **Quality Center**. * Moderated **Daily Defect Review** meetings with Development Team to review the defects raised by QA team and status of the existing / open defects. * Coordinate and assist with the development and identification of test cases / scripts in accordance with SEPG standards | | | | **Environment:** | Quality Center, QTP, IBM Mainframe, Windows 2000, Oracle, SQL, UNIX, XML, Putty, Windows and Web Methods. | | | |
| **Bank of America, Charlotte, NC** | **Aug 2009 – Oct 2011** |
| **Role:**  **QA Analyst**  **Commit Application** |  |
| COMMIT application is used to track the problems reported by customer and other parties on behalf of customers and to resolve those problems. It is a problem management system. The COMMIT application resides on a shared platform and proprietary .NET framework (3.5).  **Responsibilities:**   * Developed **Test strategies** and **Test Cases** by reviewing the Software Business Requirements. * Responsible for writing the System Test Cases, and to map the System Test Cases and Procedures to software requirements on **Quality Center 10.0.** * Actively involved in **Scrum** software methodology for the project from requirements through delivery of the project. * Developed test scripts in **VB script** for Data Driven tests. * Performed **Manual** Testing on the application. * **Modified and executed** the **XML** messagesthrough SOPUI and verified the acknowledgment. * Performed **Functional** testing, **Integration** testing, **Regression** testing and **End to End** testing. * Performed **Smoke testing** in Production environment when new code is released to Production. * Reported and Tracked Defects using **Quality Center**. * Used **SOAPUI** to test the Create, Accept, Resolve, Close tickets etc functionality via **Web services** on the **COMMIT** application**.** * Reported and tracked defects using **Quality Center**. * Moderated **Daily Defect Review** meetings with Development Team to review the defects raised by QA team and status of the existing / open defects.   **Environment:** Quality Center , Windows 2000, Oracle, SQL, TOAD, UNIX, XML, Putty, Windows and Web Methods | |
| **Safeway Inc, Pleasanton, CA Nov 2008 – July 2009**  **Role: QA Analyst**  Safeway Inc is headquartered in Pleasanton, CA. The Group's principal activities are to operate food and drug chains through 1,743 Retail stores. The project was to develop a new system for improving the point of sale performance. It focused on inventory tracking and optimal stock maintenance. The application required integration of the centralized database to the point of sales system.  **Responsibilities:**   * Reviewed and Analyzed the Business requirements to create Test Plan and Test Cases. * Gathered the Test data requirements and prepared the SQL queries to create Test Data. * Developed and executed Test Cases and followed-up defects using Quality Center. * Performed Backend testing on the application by developing SQL queries. * Involved in both Manual and Automated testing. * Developed cases and VB scripts using Quick Test Pro for Functionality, Security and Regression Testing * Executed the automated Test scripts in QTP and analyzed the results. * Involved in writing complex SQL queries to extract the data from Oracle database * Conducted Data integrity and Data validation tests. * Responsible for conducting Integration, End-to-End testing to make sure business work flow is sufficiently replicated. * Investigating software bugs and reporting to the developers using Quality Center. * Interfacing with developers to resolve the technical issues. * Assisted the Newly joined test team members to understand the application. * Moderated Daily Defect Review meetings with Development Team to review the defects raised by QA team.   **Environment:** QTP, COBOL, CICS, JCL, DB2, QC, Clear Quest, Java, SQL, UNIX, MS Access, DOORS, Oracle, Internet Explorer, Shell Scripts, F- Secure, Windows XP, MS Office. | |