**TANZINA HAQUE**

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**Status: US Citizen**

**SUMMARY**

* Over 8+ years of diverse experience as Quality Analyst & Tester and contributing to Software Development Lifecycle in Testing, Data Validation, Defect Management, AGILE Solution Delivery and accountable for SQA strategy.
* Possess strong skills in performing GUI & **Functionality Testing**, **Performance testing, User Acceptance Testing, Systems Integration Testing, Functional/Regression Testing, Data Migration, Interface, Data Integrity, End-to-End testing** of Web and Client/Server based applications.
* Developed **Test plans**, **Test Scenarios** and **Test Scripts** for **Manual** as well as **Automated testing** for various business applications to ensure proper business compliance.
* Developed Test Scripts for **manual testing** and creating defect reports using HP ALM Quality Center.
* Extensive experience in creating and understanding user stories (AGILE) and participated actively in backlog grooming sessions.
* **Responsible for supporting enterprise software solutions based on Microsoft stack, Open stack, iOS, SQL Server, Oracle databases, system installs and configuration and supporting Production environments**.
* Excellent skills in overall Defect Management/Problem Solving, which includes reporting and tracking defects using **HP Quality Center (ALM).**
* Proficient in conducting manual and automated testing with hands on experience using testing tools such as Quality Center, Application Lifecycle Management **– ALM, QTP and Selenium.**
* Experienced in all phases of the **Software Development Life cycle (SDLC)** including requirements gathering, design, development, testing and deployment and contributed to both **AGILE** and **Waterfall** methodologies in product development phase.
* Experienced in conducting manual and automated testing with hands on experience using testing tools such as **Quality Center, Application Lifecycle Management – ALM** and **Quick Test Pro.**
* Expert in the preparation of Requirement Traceability Matrix (RTM) and Test Execution reports.
* Experience in documenting Test methodology, Test strategy document, plan, scenarios and **Test cases**.
* Experience in testing web applications from Service Oriented Architecture using SOAP UI and XML data.
* Experience in **Black Box** testing, **White Box** testing **Smoke** testing, **Regression** testing, Integration testing, End-to-End testing, **User Acceptance testing** **(UAT)** and planning release work items with Sanity checks.
* **Used TFS (Team Foundation Server), QC (ALM), JIRA, Rational for defect logging and tracking.**
* Proficient in writing **SQL** queries to perform data validation and data integrity testing using TOAD.
* Assisted with the development and maintenance of the quality assurance methodologies.
* Performed defect tracking and reporting, used Quality Center (ALM 12) for Test and Defect Management
* Efficient in delivering tasks, team player with good communication and interpersonal skills.
* Performed Functional, Interface , Positive and Negative Testing.
* Performed rigorous manual testing before a release.
* Developed test case template and implement the template within the testing team to write test cases in a systemic basis.

**TECHNICAL SKILLS**

**Testing Tools:** Quick Test Professional (QTP) or UFT 12.5, Selenium webDriver, SOAP UI Pro

**SDLC:** Prototype Model, Agile, Waterfall practices

**Defect Tracking Tools:** Rational Clear Quest, Quality Center, Bugzilla, JIRA

**Languages:** SQL, VB Script, Java, C#, HTML, XML, JS, Python

**Operating Systems:** UNIX, Windows, Mainframe,

**RDBMS:** SQL Server, Oracle, DB2, Teradata, Sybase

**Miscellaneous:** Office 365, Citrix, Tomcat, XML, JSON, XHTML, JAXB, CSS

**PROJECT PROFILE**

**QSSI, MD| May 2016– Present**

**Position: Quality Analyst**

Quality Software Services, Inc (QSSI), a subsidiary of UnitedHealth Group. QSSI is an established CMMI® Level 4 organization with a proven track record delivering a broad range of solutions with particular expertise in Security & Privacy, Software Engineering, and Health IT. QSSI are GSA Approved for SIN 132-62, HSPD-12 System Integration Services and maintain a Top Secret Facility Clearance. QSSI Federal contractors for CMS.GOV

**Responsibilities**:

* Participated in Business Requirements workshops with Subject Matter Experts (SMEs) and Business. Reviewed Business requirements, IT Design documents, issue logs, and prepared the Test Plans and test cases for all assigned project releases.
* Involved in various meetings with **Business analysts** and **developers**, Assessed & analyzed user stories, **Business Requirements (BRD), Functional Requirements (FRD)** and participated in Sprint planning, Review Sessions & Scrum Meetings.
* Reviewed **design documents & business requirements** to learn the function and scope of the application.
* Involved in Development of the **Test Cases** and **Test Scripts** using Hybrid Framework**.**
* Exported test cases into **UFT** and maintained the same in the Test Plan module.
* Worked with developers to resolve Issues and Production Incidents using **UFT.**
* Responsible for test management using **UFT**.
* Validate EDI Claim Process according to HIPPA compliance.
* Test HIPPA regulations in Facets HIPPA privacy module.
* ICD10 Field Expansion: Migration of HealthCare ICD9 to ICD10 diagnosis codes which is the key aspect in healthcare domain.
* Performed integration and functional testing for different applications. Developed automated test cases for all manual test cases provided.
* Implemented automation using **Selenium Web Driver, Java, TestNG** and **Maven**.
* Manage DevOps and Infrastructure Teams supporting tools and infrastructure for 100+ developers on 3-5 concurrent releases.
* Manage implementation of the company’s first repeatable, traceable, documented, and packaged product ensuring quality upon delivery.
* Implement the first release tracking and reporting providing full visibility into software releases.
* Manage re-architecture of Jenkins and integration with Confluence for release management and documentation assets. Re architect a Maven based system reducing build times.
* Manage implementation and installation of server class hardware with migration companies’ assets from desktops around the office.
* Manage hardware request and support from developers and infrastructure.
* Manage all CM tools (JIRA, Confluence, SVN, Maven, Jenkins, ANT, Git, GitHub, and Visual Studio) and their usage / process ensuring traceability, repeatability, quality, and support.
* HCR (Health Care Reforms): Very new transaction which is has high volume of flow in the healthcare platform. Ensure that all the test cases are updated in the Quality Center along with Master test plan.
* Developed **Test Scripts, Test Cases** and **Test Data** as per business requirements and automated them using **Selenium**.
* Run Defect **Triaging** and review the **Test Plan**, **Test Scenarios**, and Test Cases with Project team.
* Involved in creating, updating and executing of test cases according to requirements.
* Developed and maintained automated regression test cases in Selenium Web Driver using Java programming language, **MAVEN** and **TestNG**.
* Configured **Maven** for **Java** automation projects and developed Maven **project object model** (POM)
* Involved in Integration testing and Backend Testing the SQL queries are written for testing the retrieval of the data from the database and tested the Procedures and Functions.
* Performed by writing SQL statements to review the returned data to ensure that the correct data was retrieved and processed.
* Performed Functional, Security, Positive and Negative Testing.
* Performed rigorous manual testing before a release.
* Developed test case template and implement the template within the testing team to write test cases in a systemic basis.

**Environment**: Java/J2EE, Jira, SQL Server 2008, Agile, Confluence, UFT, HP ALM, UNIX, Quality Center, SQL Server 2005, Oracle DB, MS Applications, XML,HTML

**United Parcel Service (UPS), MD | Nov 2014 – Apr 2016**

**Position: Software Tester**

The ecommerce portal has features for the customers to get them registered, manage accounts, access products catalog, check the order status, manage product history, view and use store/online coupons, buy gift cards, earning points by joining the benefits program. The application is developed using Java/J2EE technologies with SOAP and RESTFUL services.

**Responsibilities:**

* Involved in developing **Test Cases**, **Test Plan** for application.
* Involved in preparing detailed and reviewed Test cases to cover all the requirements.
* Extensively worked with developer in reviewing the requirements.
* Extensively Involved in Peer reviewing the Team members test scripts also **Triage** meeting.
* Extensively involved in functional testing and verify the application according to the user perspective.
* Reviewed Business Requirement Documents and Functional Specification.
* Interfaced with subject matter experts and developers to resolve the problems while executing the test scripts and Test cases.
* Experienced to Wrote Regression and Functional Test Cases and migrated all in **HP ALM**.
* Experienced on **HP ALM** to report defects and test results. Created script to pull the metrics from **HP ALM** like elapsed time for defect cycle.
* Reported the bugs, Email notifications to the developers using the **HP ALM** and Monitored **HP ALM**.
* Analyzed the Discrepancies, severity, tracking system and reporting through **HP ALM**.
* Experienced at version control and defect management at **HP ALM**.
* Used SQL to query the DB to verify application front end input value.
* Experienced to HP ALM as the test repository and used it for executing the test cases and scripts and logging & generating various reports and graphs for further analysis. Kept recorded defects in **HP ALM.**
* Used **SQL queries** to access data from different database tables.
* Automated scripts were developed using **Unified Functional Testing** (**UFT**) to perform functional and regression testing.
* Responsible for creating and enhancing Test Scripts by Creating Checkpoints, Synchronization points and Output values using **HP Unified Functional Testing (UFT)**.
* Developed **Unified Functional Testing** (**UFT**) automation scripts using library functions, Data driven tests and Regression tests.
* Involved in both Manual Testing and Automated testing using the automated tool **Unified Functional Testing** (**UFT**).
* Experienced to Created user defined and custom functions using **VB scripting**.
* A minimum of 5 years experience as a business analyst. **Usability/ user experience** expertise a plus.
* Experience and proficiency in **preparing planning documents and written reports.**
* Writes**detailed functional test plans** to ensure system changes work properly, existing processes remain unaffected, and the needs of the users are met.
* Experience with**MS Office** (MS Word, Excel, PowerPoint, and Project)

**Environment:** Windows, Selenium web Driver, ASP.NET, SOAP UI, SQL server, Mozilla, J2EE, Jenkins, SVN, Agile, Web, HP ALM 11.5, HTML , Oracle On Demand, MDM, Web Services API, Siebel, HP UFT 11.5 / QTP 11.0, .NET, People Soft.

**Anthem Inc., RI| Feb 2012 – Sep2014**

**Position: QA Analyst**

This project is to streamline, simplify and standardize the online channel for member, users with industry leading capabilities to cater upcoming reforms. The purpose of this initiative is to define a member Portal solution at Anthem that is available today that provide this capability in parts. Through this Anthem intends to achieve an industry standard.

**Responsibilities:**

* Involved in developing **Test Cases**, **Test Plan** for application. A minimum of 5 years experience as a business analyst. **Usability/ user experience** expertise a plus.
* Experience and proficiency in **preparing planning documents and written reports.**
* Involved in preparing detailed and reviewed Test cases to cover all the requirements.Extensively worked with developer in reviewing the requirements.
* Extensively Involved in Peer reviewing the Team members test scripts also **Triage** meeting.
* Extensively involved in functional testing and verify the application according to the user perspective.
* Reviewed Business Requirement Documents and Functional Specification.
* Interfaced with subject matter experts and developers to resolve the problems while executing the test scripts and Test cases.
* Experienced to Wrote Regression and Functional Test Cases and migrated all in **HP ALM**.
* Experienced on **HP ALM** to report defects and test results. Created script to pull the metrics from **HP ALM** like elapsed time for defect cycle.
* Worked closely with developers in reproducing bugs reported
* Reported the bugs, Email notifications to the developers using the **HP ALM** and Monitored **HP ALM**.
* Analyzed the Discrepancies, severity, tracking system and reporting through **HP ALM**.
* Experienced at version control and defect management at **HP ALM**.
* Used SQL to query the DB to verify application front end input value.
* Experienced to HP ALM as the test repository and used it for executing the test cases and scripts and logging & generating various reports and graphs for further analysis. Kept recorded defects in **HP ALM.**
* Used **SQL queries** to access data from different database tables.
* Automated scripts were developed using **Unified Functional Testing** (**UFT**) to perform functional and regression testing.
* Responsible for creating and enhancing Test Scripts by Creating Checkpoints, Synchronization points and Output values using **HP Unified Functional Testing (UFT)**.
* Developed **Unified Functional Testing** (**UFT**) automation scripts using library functions, Data driven tests and Regression tests.
* Involved in both Manual Testing and Automated testing using the automated tool **Unified Functional Testing** (**UFT**).
* Experienced to Created user defined and custom functions using **VB scripting**.
* Worked closely with developers in reproducing bugs reported.

**Environment:** Windows,VB.NET, ASP.NET, SOAP UI, SQL server, Mozilla, J2EE, Jenkins, SVN, Agile, Web, HP ALM 11.5, HTML , Oracle On Demand, MDM, Web Services API, Siebel, HP UFT 11.5 / QTP 11.0, .NET, People Soft.

**Virginia Department Of Social Service| Aug 2009 – Nov 2011**

**Position: Quality Analyst**

**Responsibilities:**

* Developed and executed test plans and test cases based on business requirements and functional specifications.
* Involved in using Quality Center for managing the defect. Performed manual Back-End testing by writing SQL Queries for validating user information in the tables.
* Created Test Cases in Mercury Quality Center.
* Used Quality Center as defect tracking and reporting tool.
* Worked on backend testing using SQL queries and web services testing.
* Extensively used SQL/PL-SQL statements to verify the data in the database.
* Strong Experience Atlassian tool administration knowledge on JIRA and Confluence.
* Strong Experience JIRA Administrator with experience customizing JIRA projects with various schemas, complex workflows, screen schemes, permission schemes, and notification schemes required and users while working in a JIRA environment.
* Strong Ability to construct custom dashboards using various filter types in JIRA.
* Experience Work with JIRA filters, reporting, dashboards, workflows, fields, and JIRA administration.
* Strong Ability to construct Confluence pages and integrate **JIRA** projects with Confluence pages.
* Strong Experience in performing Atlassian installations, migrations, and plugin installation.
* Experience Engage with end-users to capture and document functional and operational requirements.
* Performed Functionality Testing and Integration testing using **QTP** (Quick Test Pro).
* Determined test approaches for various testing strategies like Functional, System, Regression, Usability testing, Alpha, Beta testing and executed using **QTP (Quick Test Pro).**
* Worked extensively as Test Lead with the QA (Quality Assurance) team for designing and evaluating Test Plan, Test System, Test Data and Test Cases for the application
* Performed manual and automated testing and maintain documentation on different types of Testing like Black Box, Regression, Integration, System and Acceptance testing.
* Responsible for QA test suite development, execution and analysis.
* Performed System and Integration testing by executing test cases.
* Organized test procedures and executing tests in Web and Client/Server Environments.
* Created test scripts for various testing stages like Functional Testing and Regression Testing.
* Analyzed system specification and developed Test plans for System and Integration Testing
* Developed test scripts according to the program specification given.
* Planning and executing QA tasks for the projects managed using Agile/Scrum.
* Reported defects found during test cycles and track the defects and retest fixed modules.
* Involved in Peer Reviews.

**EDUCATION:**

Bachelor in Business Administration

Major: Management Information System (MIS)

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