Experience Summary

* Around 9 years of experience in Software Quality Assurance in both Manual Testing and Automation for Client/Server and Web Based Applications and ability to coordinate with onshore and off shore team members for timely delivery of milestones.
* Diversified technical knowledge in Software principles, system analysis, design, development, writing technical documentation, QA Procedures and Methodologies in different domains including **Banking, Brokerage, Financial, Auto Insurance, Healthcare, Pharmacy, Retail and Migration to Windows7.**
* Experience in testing and writing complex SQL and PL/SQL statements to validate the database systems and for backend database testing.
* Good knowledge in **Medicaid and Pharmacy applications**
* Good Knowledge in **Managed Investments, knowledge of Medicare and Medicaid services, Health Assessment systems, HIPAA** and **compliance issues**
* Strong hands on experience with all levels of testing including **Smoke testing**, **System Integration testing, Regression testing and User Acceptance testing (UAT).**
* In-depth knowledge of testing process and extensive experience in creating automation environment using **Quick Test Pro, Test Director, Quality Center.**
* Experience in different methodologies like **Waterfall, Agile and SCRUM**.
* Understanding of the Software Testing Lifecycle (STLC) aspects such as Writing **Test Strategies, Test Plan, Test Cases, Defect Reports and Traceability Matrices.**
* Extensively performed manual testing primarily integration, system, functional, regression, GUI, and Database Testing.
* Expertise in PL/SQL scripting for backend testing of database.
* Proficient in Business Functional Testing, Integration Testing, Accessibility Testing, System Testing, Recovery Testing and Regression Testing.
* Performed Manual and automated testing using **HP Quality center, Quick Test Professional (QTP), UFT and Test Director, Remedy.**
* Interacting with Client, business Users and Vendors related to business enhancement/understanding and Risk/Issues.
* Integrating ALM with external sources such as Excel to export Test Report.
* Extensive use of defect tracking tools including HP ALM and Remedy.
* Strong understanding of file handling commands using UNIX.
* Experience in using web service validating request and response using **SOAPUI**.
* Expertise in Defect management and Bug reporting using various bug-tracking tools such as **Test Director 7.0 and ALM/Quality center11/10.0/9.2/9.0/8.2.**
* Used Toad for DML operations like Select, Update, Insert, and Delete.
* Worked extensively with XML data and SOAP protocols in **Web services testing**.
* Experience assessing testing processes, creating, implementing testing strategies and SQA strategies using Agile-testing methodology in UAT phase.
* Strong problem solving skills, extremely reliable, quick learner and able to work independently as well

as a team member.

Technical Proficiency

|  |
| --- |
| **Testing Tools: HPUFT 12.02,Quick Test Pro (versions 9.2,10.0,11.0), soap UI 4.5**  **Test Partner 6.0** |
| **Defect Tracking Tools: HPALM 11.0,Quality Center(versions 9.2,10.0),JIRA, Test Director 7.0,**  **Rational Clear Quest, Bugzilla, Remedy** |
| **Operating Systems: Windows XP/NT, UNIX and DOS** |
| **Programming Languages: Java, C, C++, .NET, COBOL, VB Script,**  **and SQL, advanced SQL, TOAD, SQL Developer** |
| **Web Technologies: HTML, XHTML,DHTML, XML** |
| **Protocols: HTTP, IP ,SMTP** |
| **Version Managers: Clear Case 6.0, Visual SourceSafe** |
| **Databases: Oracle 10g,SQL Server, DB2** |
| **Documentation Tools: MS Office, MS Project** |

Professional Experience

**PERSHING A BANK OF NEW YORK MELON COMPANY, Florham Park (N.J) July 2014 – Till Date**

**NETX 360 – CLIENT ON BOARDING**

**SR. QA UAT / LEAD ANALYST**

Client onboarding, the new technology of Netx360 providing to meet the unique needs of front office investment professionals, advisors, etc. User can create new accounts, Prefill with existing accounts do the maintenance of the accounts on AM on COB and to complete all the additional steps necessary to the requirement of their bank and business needs.

**Responsibilities**

* Analyzing business requirements to develop test cases and scripts, setting testing times and consolidating and reporting all results.
* Assisted customers with website inquiries and helped to troubleshoot technology issues.
* Tested enhancements within test environments and once promoted to the production region.
* Followed Agile Methodology includes sprint Meetings &product deliverables
* Developed a user handbook to provide employees with quick reference to assist with customer inquiries and assist training team with inquiries regarding site navigation, content and technology requirements.  This improved the overall customer issue response time.
* Worked on automation Test framework and used the Test framework to automate Functional and Regression testing of project components.
* Used HP Quality Center for Test Case management, Test Case executions, defect Tracking and Reporting Test progress to the Project management teams.
* Extensively involved in testing the application manually for the Functional and Systems Integration test efforts.
* **D**atabase testing by writing PL/SQL scripts to verify data integrity.
* Created user defined functions to reduce the redundant code and enhanced the scripts
* Used Soap UI for the manual testing purpose.
* Through various remediation and troubleshooting strategies I effectively expedited analysis phases of trouble tickets, reducing resolution time for customer technology issues
* Trained new members of offshore testing team on QA principles, testing methodologies, and best practices
* Design/development, implementation, and maintenance of automated and manual test plans.
* Development and specification of standards, methods, or procedures to determine product quality or release readiness.
* Development of test plans to address areas such as load testing, functional testing, regression testing, negative testing, integration testing, error or bug retests, or usability.
* Performed UAT Testing against User Requirements and coordinated with BA, Developers, and SMEs and actively involved in Production phase testing.
* Work closely with developers, business analysts, and customers in developing and testing cutting edge software solutions that are scalable, cost-effective and the highest of quality.
* Tested all the workflows and validated all the changes done by API on the database. updated Supported User Acceptance Testing, Provided documentation/guidance to the end user on test case execution
* Participating in Daily Team Meetings to discuss day to day status reports and the progress of the project
* Creating the defects in ALM and discussing the defects in the defect meeting on daily basis
* Preparing the Weekly Status reports for the releases using ALM.
* Testing all prefill and Sync up scenarios.
* Testing all scenarios for Maintenance of Accounts.
* Uploading the documents in Share Point and PPM.
* Testing the Application for Performance of Response Time and Memory for different scenarios.

**Environment: SQL, Toad for Oracle 11g, Jira, HP UFT 12.o, HP ALM 11.0, Remedy, SharePoint, PPM, Java, UNIX, windows7.**

**CONSUMERS ENERGY, JACKSON (M.I) Aug 2013 – June 2014**

**Desktop Transformation**

**SR.QA ANALYST**

Consumers Energy is a public utility that provides natural gas and Electricity to more than 6 million of Michigan’s residents. Business Technology Solutions prepared to transition all Consumers employees from windows XP to windows 7. The windows 7 upgrade aka Desktop Transformation Project upgraded on all company owned computes to benefit improved capabilities and functionality, faster start up and greater system stability companywide.

**Responsibilities**

* Prepared the list of applications required for Desktop Transformation Project on analyzing the Business Requirements with Business Technology solutions team and development team.
* Categorized the applications in High Domain/Low Domain knowledge applications depending upon their requirements.
* Identifying the core and Base applications and listing in the Metrics
* Understanding and Reviewing the PRF documents located in K-drive
* Preparing the Lean Test Plans and Test Strategies for the applications.
* Identifying the available applications from Software Center and installing the applications. Informing to the SCCM team about the installation failed applications with the error codes.
* Prepared Test Plans and Test Cases for the Functional, System Integration, Component integration, Regression, Usability and smoke testing
* Created Shared Object Repository using QTP and developed reusable library functions and Recovery Scenarios using VBScript.
* Parameterized the scripts with Action parameters, Data table parameters, Environment variables and random numbers.
* Worked with Descriptive Programming to handle the generic properties of the objects and used several runtime-functions to retrieve the properties of the object.
* Created user defined functions to reduce the redundant code and enhanced the scripts
* Updating Test Cases based on Packaging changes/version changes
* Supported User Acceptance Testing, Provided documentation/guidance to the end user on test case execution
* Participating in Daily Team Meetings to discuss day to day status reports and the progress of the project
* Creating the defects in quality center and discussing the defects in the defect meeting on daily basis
* Discussing with the SCCM/Packing team/Users regarding the defects
* Uploading the documents in Share Point
* Executed sql queries **for testing integrity of data in database (Backend Testing)**

**Environment: SQL, Toad for Oracle 11g, HP Quality Center 10,ALM,Remedy, SharePoint, Java, UNIX**

**CVS PHARMACY, WOONSOCKET (R.I) Nov 2012 - July 2013**

**QA Tester**

CVS Caremark pharmacy provides healthcare in the United States across the entire spectrum of pharmacy care. As a Software Quality Assurance Analyst, I worked on their Rx-connect application that is used at over 7500 Pharmacies owned by CVS across United States.

**Responsibilities**

* Responsible for analyzing the Business Requirements with the Business and Developments team to understand the architecture of the application
* Reviewed Application requirements, use cases and detailed system specifications to understand the requirements clearly.
* Developed standard documentation package (Requirements, Specification, Design, Operations, and Quality Testing Plans)
* Analyzed **Business** and Requirement Specifications. Formulated Test Strategy, **Test Plans** and **Test Cases** for the Functional, **Integration**, **end-to-end**, **Usability** and **smoke** testing
* Prepared Test Cases Test scripts, Test conditions based on the Functional Specifications and Technical Design Document ·Worked with all **HIPAA** transactions.
* Writing Test Cases for Functional , UAT and System Testing
* Involved in IVR (Integrated Voice Response) and SMS Testing
* Performed UAT Testing that involved Various Third Party Plans related to Healthcare.
* Involved in DUR (Drug Utilization Review) testing.
* Validating CommTrace for Third Party Plans
* Updating Test Cases based on BSR and Change Requests.
* Written and Executed test cases for POS Testing
* Written and Executed test cases related to Corp Admin Settings for Rx-Connect Application
* Writing complex SQL queries using Case Logic, select, Minus, Sub Queries, Joints and Union in Oracle 10g.
* **Developed SQL Stored Procedures and Queries for Back end testing.**
* Actively Participated Team Meetings discuss the progress of the project
* Set up Test data according to testing needs.
* Responsible for defect management, defect reporting and test management using On-time application
* Coordinated with the development team on a daily basis regarding bugs and issues.
* Assisted in Performance Testing
* Performed SQL queries in the database to ensure Correct Data Retrieval.
* Documented Test Results in SharePoint  and Quality Center
* Reported , Communicated and Tracked Defects and Issues  using Team Track and Quality Center

**Environment: SQL, Toad for Oracle 11g,Jira, HP Quality Center 11, SharePoint, Team Track, RX- Connect, Java, UNIX,**

**Citizens Bank, Providence, R.I Oct 2011 - Oct 2012**

**Web banking Module**

**QA Analyst.**

The application consists of a Web Banking Module. The module provides client account information: account summaries, account details, monthly statements, balance transfers, accrued interest, check ordering, loan application, credit cards, financial services and Online Trading of securities: stocks, bonds, mutual funds. Successfully tested the content, workflows and User Interface of this module, Involved in system and regression testing

**Responsibilities:**

* Worked closely with Development team to assure requirements were met.
* Worked with the project manager for planning, organizing, and communicating project activities
* Worked closely with technical team to understand requirements for implementation.
* Implemented and established the Quality Assurance and Software Testing process to be more effective in dealing with business realities such as changing requirements during development.
* Reviewed requirement documents for accuracy, clarity, and requirement testability.
* Conducted manual testing of new applications and environments were met.
* Evaluated and recommend testing related tools/issue tracking software products such as Quick Test Professional.
* Perform QA activities within the Agile methodologies
* Developed QTP Scripts for WEB applications.
* Used VBScript file to load all the function libraries using Library functions in QTP utilities.
* Developed automated test scripts from manual test cases for Regression testing based on the requirement documents using Quick Test Professional.
* Participate in Enhancements meeting to distinguish between Bugs and enhancements.
* Using Toad (Oracle) to execute and perform SQL query to validate back-end table updates.
* Provide support for full life cycle product/project development
* Performed Sanity Testing, Data Driven Testing & Ad-hoc testing as required.
* Performed System Testing to ensure the validity of the requirements and mitigation of risks prior to formal acceptance.
* Run the Sql Queries for backend testing.
* Participated in User Acceptance Test and identifying corrective actions when there are problems
* Responsible for test plan preparation, execution, and CR & MR management

**Environment:** QTP 10,QC 10.0 , TOAD, Oracle 10g, SOAPUI, C#, Autosys, .NET Framework 3.0, Windows XP/Vista,UNIX.

**Bank of America, Jersey City, NJ Aug 2009 to Sep 2011**

**Trade Application**

**QA Analyst**

Trade application is a front and middle office client/server based trading system that provides Fixed Income Division traders, salespeople, and risk managers with an easy-to-use interface for trading, portfolio management, portfolio risk hedging, single security and entire portfolio risk calculation, EOD and EOM pricing, and a wide variety of analytics. Responsible for testing the batch jobs by using Autosys UNIX flavor and also responsible for syncing the databases for QA and UAT databases.

**Responsibilities:**

* Worked closely with Development team to assure requirements were met.
* Perform application testing in Agile software development methodology
* Responsible for every new release to validate that the new enhancements have not caused any issues when compared to existing functionality Defect tracking and management, analyze & document defect trend across Releases.
* Implemented and established the Quality Assurance and Software Testing process to be more effective in dealing with business realities such as changing requirements during development.
* Timely providing support to UAT team before going 'Go-Live'.
* Reviewed requirement documents for accuracy, clarity, and requirement testability.
* Developed and executed various manual testing scenarios, test cases, test scripts and exceptionally documented the process to perform functional testing of the application
* Involved in developing detailed test plan, test cases and test scripts using Quality Center for Functional and Regression Testing.
* Create and provide QA Metrics (summary and progress report) to management on a weekly basis.
* Apply best practices and improve QA process by performing Monthly QA Forum meeting.
* Validating the data files from source to make sure correct data has been captured to be loaded to target tables
* Writing complex SQL queries using Case Logic, Intersect, Minus, Sub Queries, Inline Views, and Union in Oracle 10g.
* Reported bugs and tracked defects using HP Quality Center
* Created and executed SQL queries in ORACLE and MS SQL server

**Environment:**Quality Center 10.0 ,QTP 9.2,SQL Server 2008, Quick Test Professional 10, SOAPUI, Portal and Web Applications, J2EE App Servers, .NET Framework 3.0, UNIX

**State Farm Insurance Bloomington, IL Aug 2007 - July 2009**

**Auto Insurance Module**

**Quality Analyst Engineer**

Customer Management System is an online web based application and providing Insurance and Financial Services to the Customers. This application has several other modules like Banking, Home, Medical and Liability insurance modules. I was mainly involved in testing of the Auto insurance module.

**Responsibilities:**

* Involved in Preparation of Test Plan based on Requirements documents.
* Reviewed and analyzed requirement document for writing the Test cases.
* Performed Functionality, Integration, Security, System, UAT, Positive and Negative Testing.
* Documented and reported the defects to developers using the Quality center.
* Prioritized the defects and the severity levels using Quality center and discussed with the developers to resolve the issues.
* Responsible for updating existing test cases against the requirements.
* Automated the functionality and interface testing of application using Quick Test Professional
* Participated in meetings to discuss the status and issues.
* Used Quality center for bug tracking and for maintaining the test documents.
* Review of documents like User Requirement Specifications, System Requirement Specifications, and Validation Plans submitted for pre-approval.
* Responsible for creating User Acceptance Test Scripts.
* Involved in complete *manual testing* of the application.
* Involved in the *Change Control* and *Change Management Testing*.

**Environment:** Oracle 9i, VB 6.0,Java,J2EE, WindowsNT, QTP 9.0, Quality center9.0

**State Of Alabama, Montgomery June 2006 -June 2007**

**ALABAMA NPI REMEDIATION for State of ALABAMA**

**Quality Analyst**

Alabama NPI Remediation is for making current Alabama MMIS System to National Provider Identifier based from typical provider number based. This project is a part of making Alabama MMIS application to HIPPA compliant.

**Responsibilities:**

* Wrote test cases for testing the Alabama MMIS application, this test cases belongs various subsystems of the MMIS application.
* Involved in testing of Claims Adjudication & Processing Modules.
* Tested provider Subsystem CICS Online Applications changes.
* Tested the Different types of claims payment process.
* Writing the test cases for HIPAA Transactions and testing the same.
* Tested the NPI fields on the many reports for claims subsystems and Provider Subsystems.
* Tested Inclusion of NPI into 30 Report programs in different subsystems.
* Took responsibilities of testing the Provider Reenrollment with their NPIs.
* Understanding the functionality, Analysis, involved in preparation of Test cases and testing the application.

**Environment:**  Windows NT/2000, MS Office Suite, Sun Accounting System

**Education: B.S- Andhra University; B.S (Tech)-Andhra University**

**Visa Status: Citizen**