**Waheed Hadi**

**SUMMARY:**

6+ years of progressive working experience in Software QA and Testing with diverse projects, clients and industry, seeking an opportunity to utilize my analytical skills and experience in Software Quality Assurance and Testing in a progressive environment .

* Quality Assurance Analyst experienced in strong analytical skills, evaluation and high degree of initiative.
* Managed, directed and coordinated of all aspects of project - Estimation, Scope, Planning, Scheduling tasks and Milestones, Tracking and Monitoring.
* Extensive experience in Software Development Life Cycle (SDLC) phases such as Requirements Analysis, Test Planning, Test Design and Execution, Test Estimation.
* Experienced in Software Testing and Quality Assurance, with expert level skills in strategic areas into Functional Testing, Integration/System Testing and Regression testing having executed on both Client/Server and Web based applications.
* Experienced in implementation of Test plans and expertise in designing, creating and execution of test cases and scripts.
* Extensively involved in Smoke, Functional, Black box, Regression, Back-end (Database Testing), Security, UAT, Load, Stress, and Volume testing.
* Extensive experience in developing detailed design level test scenarios and individual test events and scripts based on multiple user groups and detailed user interface design requirements.
* Extensive experience in developing, reviewing and managing requirements traceability (requirements, application components, test cases, test case execution results).
* Extensive experience in defining and executing test data acquisition, including production data set selection and extraction and test data generation, as well as manual data preparation.
* Experienced in HP Application Life cycle Management (ALM) - design test steps, requirement mapping to tests, executing tests manually, defect logging, defect reporting.
* Designed, Developed, Maintained and Documented POS Business Applications and interfaces for multiple environments.
* Performed Back End Testing by executing SQL queries.
* Used SQL Statements to extract Data from Tables to verify the output Data of the reports.
* Well versed in using Defect Tracking Tools including Quality Center/ALM
* Provided support for program defects in existing POS applications.
* Provided assistance with program enhancements to the existing POS applications.
* Experienced in preparing the test execution reports, daily summary reports and Minutes of memorandum.
* Ability to document and track defects using HP ALM and Target Process.
* Expert in Querying and Testing RDBMS such as Oracle and SQL Server for data integrity
* Expert in creating automated test scripts using HP Unified Functional Testing (UFT).
* Expert in test data creation and stored in xml file format and supplied to the automation test suites.
* Excellent analytic aptitude, time management and verbal & written communication skills.
* Ability to triage software defects providing development staff with adequate information for remediation.
* Ability to adjust priorities to multiple demands and unanticipated events as wells as adjust decisions and actions to new information.
* Ability to be flexible in response to changing circumstances or conditions
* Successful problem solver also able to identify and integrate the critical elements of a situation, make correct inferences from data and determine correct solution.
* Ability to work well in team environment under deadlines within a dynamic environment.

**TECHNICAL PROFICIENCY:**

Methodologies SDLC, RUP, Agile Scrum, Waterfall

Testing Tools: HP ALM, Quality Center, Quick Test Professional (QTP)

Bug Reporting Tools: HP Quality Center

Databases: Oracle, MS Access, MS SQL Server

Operating Systems: UNIX, XP, Vista, Windows 7

Scripting Languages: VB Script

Others: MS Office Suite- Word, Excel, MS Visio, MS Project

**EXPERIENCE:**

**Penn National Insurance, Philadelphia, PA**

**Feb 2016 – Present**

**QA Analyst**

Penn National Insurance has expanded into a broad variety of business over the years; their focus is property-casualty insurance, personal auto and home owner’s insurance. The project's scope was to build an Internet based application for online claims management, which would allow customers to submit online claims for Worker's Compensation (Property and Casualty) and the Non-Worker’s Compensation (Employer Liability, General Liability and Automobile Liability).

**Responsibilities:**

* Formulated detailed Test Plan, Test Cases and Testing Procedures, which included Test Cases/Scripts, capturing Test Results and capturing and resolving Test Anomalies.
* Performed configuration/ compatibility and user interface testing manually.
* Have experience designing and writing training manual templates, design formatting, project planning and writing technical documents.
* Assisted in preparing UAT plan/scripts and assured project manager has taken steps for alignment of Operational Quality Checklist.
* Analyzed functional requirements and evaluated Guidewire technical designs.
* Tested and implemented Guidewire solutions and apps for relevant components. Performed UAT manually in coordination with UAT team to ensure the correct business logic.
* Conducted GUI/Usability Testing and Black Box Testing as per specifications.
* Strong experience working with Guidewire , Policy Center , Billing Center and Claims applications.
* Involved in writing complex SQL queries to check the data integrity
* Ensure that products and changes are fully documented.
* Testing of Guidewire UI, rules and integration processes
* Analyzing and documenting detailed program information working and interacting with software developers and members of various other dependent departments
* Analyzing User and Functional requirements to point out gaps between used SQL queries to extract the data from the database.
* Extensively used Selenium Web Driver 2 to test the web application including recording, playback and debug individual test cases,
* Perform parameterization of the automated test scripts in Selenium to check how the application performs against multiple sets of data Contributed in developing Automation Framework that uses Java, Selenium WebDriver and TestNG.
* Performed Smoke, Sanity testing, Positive and Negative Testing.
* Performed Security testing and Backend testing Manually.
* Participated in conducting System testing and End to End Testing Manually.
* Extensive UAT Testing Manually.
* Performed Usability and Integration Testing Manually.
* Used Test Director for bug tracking and reporting, also followed up with development team to verify bug fixes, and update bug status.
* Documented bugs found out during the process of testing.

**Environment:** UNIX, Oracle, HTML, IIS, JAVA, HP ALM/Quality Center, JIRA.

**Progressive Insurance, Columbus, OH**

**June 2014– Dec 2015**

**QA Analyst**

Progressive is the national leader in property & causality insurance sales. Worked on the builds and enhancements of Progressive's Internet applications for Special Lines; The Special Lines Internet applications allow customers to complete on-line insurance quotes and purchases for motorcycles and boats, and quotes-only for motor homes and travel trailers. Participated in the design and execution of test plans related to system enhancements and rate changes.

**Responsibilities:**

* Prepared and implemented Test Plans and Test cases.
* Interacted with Development team and Management team on a daily basis.
* Conducted Performance testing using Rational Robot.
* Analyzed the test results in Rational Log Viewer after running the scripts.
* Reported and managed the defects using Rational Clear Quest
* Inserted Selenium commands like actions, accessors and assertions.
* Used Get commands fetch various important information about the page/element in Selenium .
* Used navigate commands allow you to refresh, go-into and switch back and forth between different web pages in Selenium.
* Participated in weekly progress meetings, walkthroughs and inspections. Used Rational Inspector to determine the object properties. Viewed both manual and automated test results for numerous tests and generated reports on the progress of test execution. Collected the sampling testing document using Crystal Report.
* Performed Load, Stress and Performance Testing using Load Runner.
* Created virtual users in Load Runner for Performance testing and analyzed the reports based on the different scenarios
* Involved in reporting and tacking the defects using Quality Center.
* Written Unix Shell scripts for data validation. Performed Data Validation using SQL queries. Developed and implemented detailed test plans and test cases using Rational Test Manager.
* Used Unix Shell Scripts and SQL commands to match the customers’ records table against the staging table. Used Crystal Report to send the weekly testing status report to the team member.
* Performed sanity and smoke testing on the application under test. Used SQL commands to check that the update is uploaded into the staging table first.
* Wrote complex SQL queries and Unix Shell commands to perform the back end testing of the oracle database.

**Environment:** Windows 2000, HTML, MS-SQL Server, Oracle 9i, Rational Team Test, IIS, UNIX, Crystal Report, Java/J2EE.

**Kohl’s, Boston, MA**

**Nov 2012– May 2014**

**QA Analyst**

Macy’s is a chain of American department stores with its flagship store in Herald Square, New York City, which has been billed as the “world’s largest retail store” since completion of the Seventh Avenue addition in 1924. At Macy’s, I worked as a Sr. business analyst on E-Commerce Application Order Management System that was part of the supply chain which plans, implements and controls the efficient, effective forward and reverse flow and storage of goods, services and related information between the point of origin and the point of consumption in order to meet customers’ requirements. This E-Commerce application was targeted to maximize efficiency through automation, and to achieve excellence in customer care.

**Responsibilities:**

* Worked on AGILE Environment with daily scrum meetings, grooming sessions and planning.
* Planned and reviewed the Test cases for Functionality, Performance and for the Mobile payment application.
* Interaction and Status Reporting with stakeholders, business managers, users to understand and document business requirements and functional specifications.
* Worked as the onsite coordinator and handled multiple projects.
* Experience in Functional Testing, Agile Testing, Smoke Testing, Regression Testing, Integration Testing and UAT support.
* Responsible for developing manual test cases in Quality Center/ALM and executing tests according to software test processes and procedures.
* Involved in testing the front end attributes of the POS system which included the Touch screen, Barcode scanner, Receipt printer and the Back office.
* Wrote SQL Statements and verified the values in the Merchandising System (Back office) against POS UI.
* Expertise in developing Test Estimations, Test Plans, Test Cases/Scenarios, Test Procedures, analyzing Test Results, Test documentation and Test Metrics.
* Tested various POS (Point Of Sale) transactions such as payment processing, cash management and reporting features.
* Well experienced in software development life cycle and agile methodology including analysis, testing and implementation of software applications.
* Used Quality Center/ALM for bug tracking and reporting, also followed up with development team to verify bug fixes, and update bug status.
* Project Planning and Estimation, Backlog Analysis to provide correct estimate and prioritize feature delivery. Manage defects and incident management process.
* Experience with QA Methodology, QA Matrix, SDLC and QA Validations to ensure the Quality Assurance Control.
* Validated the transaction data import from POS, verified the transaction types and audit rules.
* Co-coordinating with offshore team members to manage work allocation and meeting daily targets.
* Total management of Defect reporting and Test Execution status for all phases /cycles in testing.
* Participate in defect triage meeting.
* Analyze and publish test result by uploading them to the QA SharePoint portal.
* Hosting Business walkthrough of test cases and application demo.
* Creating DSR, WSR & Test cycle summary report
* Involved in all value innovation activities and creating test closure report for each build.

**Environment:** Windows Android, iOS,Quality Center, Windows XP, Agile, MS Office 2007, MS SQL Server, QTP, SQL, Oracle.

**Walt Disney World, Orlando, FL**

**Jan 2011– Oct 2012**

**QA Analyst**

As a consultant, performed Quality Assurance Testing and analysis in support of a massive company-confidential project affecting all Walt Disney World properties throughout the United States . Analyzed business needs and formal requirements, and created Functional, Regression, and Integration test scripts for a large variety of Point of Sale (POS) systems. Conducted hundreds of tests on a myriad of systems, identifying defects and verifying their resolution .

**Responsibilities:**

* Analyzing Business Needs, System Requirements, and Functional Requirements.
* Creating Functional, Regression, and Integration test scripts for a large variety of POS systems.
* Mentoring junior Quality Assurance Testers, bringing them up to speed in minimal time.
* Testing and debugging new GUI functionalities to be installed in Disney POS systems.
* Writing and Executing Test Scripts of different releases, and validating the actual results against the expected results.
* Introduce test case title format, test case description format and test case writing standards for the e-commerce quality assurance team.
* Performed Data Validation by using SQL queries.
* Quality Center/ALM was used to create the Test Plan, store the test cases and run the test cases.
* Extensively testing Mobile Apps, RFID readers and Tap devices to be used in POS outlets.
* Assisting application developers and technical support team in quickly resolving issues found in production
* Proposed business case for automating regression testing of Ecommerce and client/server application to reduce time to market, cost of QA man hours and provide greater attention to new functionalities delivered with releases.
* Checked the data flow through the front end to backend and used SQL queries, to extract the data from the database.
* Performed System, Functional and Regression tests and analyzed results.
* Developed and maintained Requirements Traceability Matrix mapping test cases to requirements and use cases.
* Designed all screens according to the functional specifications.
* Created extensive test plans to carryout Unit testing, Functional testing.
* Involved in writing test plans, test scenarios and test scripts.
* Designed and executed manual and automated test cases through Quality Center/ALM by integrating SOAP UI.
* Involved in system testing to ensure all aspects of the system are functionally correct.
* Executed test scripts of different releases and validated the actual results against the expected results.
* Conducted Manual Testing on entire application using manual scripts.
* Debugged the Test Scripts, created Batch tests, verified Test results and reported defects using Quality Center/ALM.
* Produced project status reports and resolved day-to-day issues with emphasis on the Software Development Life Cycle (SDLC).
* Created test cases and test plans as per the functional and technical requirements.
* Performed Functional, System, and Regression Testing.
* Verified visual and functional acceptance of Internet web site.
* Developed and Automated Web Services API testing using Soap UI frameworks.
* Performed fail over testing for new sever which were built for digester recovery, going live with new code and different functional changes.
* Performed E-pay split test on different server with different status.
* Also involved in Mobile Application Testing for IPhone and ipad.
* Working for the Android Mobile application team in creating various releases for the mobile application on the Google market to create the complete UI design and the data sync.
* Defined requirements through the Use Case and detailed supplementary specifications.
* Created user stories to suit different iphone, ipad and phone devices and tested the applications on various emulators and hardware devices.

**Environment:** Windows, QTP, Quality Center, SOAPUI, Ipad mini, Ipod, Agile, MS Office