CAREER SUMMARY:

* Almost 6 years of experience as a QA and Software Testing in Financial, Ecommerce & Healthcare industry.
* Knowledge of manual testing tool such as HP/ALM (Quality Center).
* Skilled in writing Test Plans and Test Cases
* Strong knowledge of Software Development Life Cycle (SDLC)
* Work experience in Agile Methodology (Scrum), Waterfall Methodology, Hybrid Methodology and RUP Methodology.
* Good understanding of End to End Business Scenarios.
* operating projects in Agile – Scrum methodology with Team Foundation Server and IBM Rational Team Concert
* Extensive experience in testing Client/Server and Web-based Applications.
* Profound understanding of insurance policies like HMO and PPO and proven experience with HIPAA 5010 EDI transaction codes such as 270/271 (inquire/response health care benefits), 276/277(Claim status), 834(Benefit enrollment), 835 (Payment/remittance advice), 837(Health care claim).
* Handling offshore teams working strictly in Agile - Scrum methodology by coordinating in Sprint Planning, Daily Scrums, Show & Tells, Retrospectives
* Good working experience of Software Testing Life Cycle.
* Strong Knowledge on MS Office, MS Project, and MS Access.
* Expertise in translating user requirements into technical specifications and mapping the process design, work flows for SDLC with documenting and managing business requirements.
* Ability to multi-task, prioritize and work with time constraints while paying attention to details
* testing experience on Web Services and SOA interfaces
* Experience of writing Test Plans and Test Cases for User Acceptance Testing (UAT).
* Experienced in matching requirements with test cases using Requirements Traceability Matrix.
* Exposure to testing methods, such as Regression, Performance, Functionality, and Usability Testing for web and Client/Server application.

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| --- | --- |
| Technical skills: | |
| Business Methodology: | Agile, Waterfall, RUP, Hybrid |
| Office tools: | MS Word, MS Access, MS Excel, MS Project, MS Power point, MS Outlook, Ms. Visio |
| Testing tools: | ALM (Quality Center), JIRA, RFT |
| Database: | MS Access, SQL-Server, Oracle |
| Messaging Languages: | XML |

PROFESSIONAL EXPERIENCE:

**Client: Santander, Boston**

**Duration: August 2018- Present**

**Position: Quality Analyst/UAT Tester**

**Description:**

Santander Bank provides Financial Services including consumer personal checking and savings accounts, mortgages and loans, wealth management, business and insurance services. During my employment with Santander Bank, I performed Business Verification, Business Validation and UAT on 3 different Projects: *Know Your Customer Refresh (KYCR)* Portal, *Know Your Customer Questionnaire (KYCQ) and 6.1 to 7.2 NetReveal Portal.*

**Responsibilities:**

* Design and execute quality Test Plans and Test Cases to verify Reliability, Accuracy and Compatibility of application.
* Identified resources and activities required for each phase of testing to ensure testing needs are met
* Analyzed business requirements, functional specification, and required testing documents.
* Updated the Traceability Matrix after completing Business Verifications.
* Executed test cases manually and updated test statuses accordingly using HP Quality Center Defect Management Center.
* Reviewed test results to ensure requirements and objectives are met.
* Performed Functional, Negative, Smoke, System, Integration, Regression, UAT and
* Performance Testing of Web and Client/Server Application.
* Conducted elaborate manual testing on test cases and provided feedback to the development team.
* Used Quality Center for requirements management, planning, scheduling, running tests defect tracking and managing the defects.
* Analysis of automation tools and usage on their web-based application and recommendations for Performance testing lab methodology as well as scripting for intranet/internet.
* Provided weekly test status and defect matrix reports to the management.
* Set-up coordinated system and UAT testing with Business Analysts and end-field users after the applications were all set.
* Actively participated in product features training meeting to business.
* Provided technical support to the UAT teams running UAT and trials.
* Installed, configured, and administered the automated performance testing tools including VuGen, Analysis, Controller and Load Generator.
* Identified testing methodology for load, stress testing based on the business processes and analyzed the business requirements along with Product Manager.

**Client: Target, Remote**

**Duration: Feb2015- July 2018**

**Position: QA Tester**

**Description:**

Target is the one of premier retail stores which was impleme6nting projects of Target portal. The portal offers customers to register, sign-on to place the orders, manage accounts and track the order on the web site. The main portal is developed using Java, Selenium Web Driver and Web Services. The project is deployed on Tomcat application server running Linux plat form. Oracle used for back end.

**Responsibilities:**

* Design and execute quality Test Plans and Test Cases to verify Reliability, Accuracy and Compatibility of application.
* Work with on line Commercial loan applications to get approval on Test Cases and test loan application functionality.
* Identify defects, enter required information into HP Application Lifecycle Management as they relate to Test Cases.
* Conduct Functionality test, Performance test, and UAT with Product Test Group and report to Release Management.
* Involved in Manual Testing of the web user interface features.
* Performed functional, integration, regression, UAT, negative and positive testing.
* Perform Manual, Functional, Smoke, Regression, Positive and Negative testing.
* Responsible for identifying the functional test cases for Regression Testing and automated these scripts using Selenium Web Driver.
* Used Toad for writing SQL queries to validate backend applications to ensure accurate results.
* Extensively using RFT (IBM Rational Functional Tester) for testing purposes
* Ensuring that the Pre-UAT activity is performed accurately and efficiently
* Developing UAT test process and monitoring SIT execution phases
* Extensive experience collaborative software development tools operating projects in Agile - Scrum methodology with Team Foundation Server (2012, 2013, 2015) and IBM Rational Team Concert
* Verified the production logs file for checking exceptions after testing the application
* Coordinated with development team closely for issue resolution
* Managing Requirement Change Requests and implementing procedures for test changes.
* Developing Test Cases for Back-end testing, integrating SQL queries to be used in running test cases.
* IBM Rational Team Concert which can be used for test management and reporting and integrated with automation tools like IBM Rational Functional Tester
* Involved in informing the test lead of any issues that may affect the schedule, budget, or quality of the product or the testing process.
* Performed Configuration testing on some hardware platforms.
* Used Test Director for communicating between developers, product support and test team members.
* Tracking, reviewing, and analyzing defects using Quality Center.
* Create, execute and update automated test scripts in Selenium Web Driver.
* Executed manual and automated test cases, documented actual results, and evaluated actual to expected results.
* Support UAT Testing Team with ramping up on the application and hands on support during the UAT testing Phases.
* Created and delivered UAT Test Cases prior to UAT Testing.
* Develop Hyper Station to verify loan mortgage system.
* Analyze customized financing solutions for commercial investors nationwide.
* Tested Target web services
* Verify the need to refinance existing commercial property or acquisition financing.
* Design scenarios in Load Runner Controller to perform Load and Stress tests and to analyze results.
* Migration/Upgrade of Quality Center and Rational tools like RFT & RTC to the most updated version available from Vendor
* Involve in executing the SQL Queries for Data Validation, Record Counting and Non Duplication Testing.
* Perform direct correspondent of several lending institutions, clients benefit by receiving direct pricing from each capital source.
* Participate in design enhancement reviews and submit status reports on the progress of the testing effort.
* Executed test cases and reviewed the results by comparing the actual results against the expected results

**Environment:** Soap UI, HP/ALM- Quality Center, HIPAA, EDI, QTP, Windows 2000, SQL Server.

**Client: Amazon, Atlanta, GA**

**Duration: Sep 2013-Jan 2015**

**Position: Quality Analyst**

**Description:**

Amazon one of the Nation’s leading Ecommerce group which provide high quality Ecommerce services. We were working on Amazon web services where customers can log in to do purchase and write complaint about the product or the seller. The new application also allows the agents to track and manage the status of a Shipment.

**Responsibilities:**

* Adheres to the Information Systems Development Life Cycle (SDLC) to perform QA functions
* Review and understands project requirements and test plans
* Monitor QA Testing
* Conducted User Acceptance Test (UAT) with users and customers and wrote issues log based on outcome of UAT
* Documented test problems and change requests in Rational Team concert (RTC) and tracked until resolution.
* Prioritizes and Manages defects, progress of assigned tasks, and test strategies
* Collaborate with project partners such Vendors, Project Managers, and Application Development Team.
* Support UAT Testing Team with ramping up on the application and hands on support during the UAT testing Phases. Created and delivered UAT Test Cases prior to UAT Testing.
* Developed Test Plans, Test Cases, Test Scripts, Test Scenarios, Test Data and Traceability Matrix.
* Responsible for Manual Testing and Automation Testing.
* Conducted Smoke, Functional, GUI, Regression, Database, User-Acceptance (UAT) testing.
* Developed Test suits and Test Cases using HP ALM/Quality Center.
* Participated in Walk through of Test Plans and Test Cases.
* Ensuring that the Pre-UAT activity is performed accurately and efficiently
* Developing UAT test process and monitoring SIT execution phases
* Designed and created Test Cases and scripts to address business and technical Use Cases using JIRA,  RTC (Rational Team Concert)
* Prepared and updated test cases and test scripts in HP ALM/Quality Center using Trace matrix tracking business requirements to test cases and vice versa.
* Performed Backend Testing using SQL queries, generating reports to ensure data integrity and validate the inserted and updated data.
* Ensuring that the Pre-UAT activity is performed accurately and efficiently
* Involved in preparing test plan and test cases based on the business requirements.
* Managed point of sales equipment, desktop computer for headquarters, distribution centers.
* Responsible for identifying the functional test cases for Regression Testing and automated these scripts using Selenium Web Driver.
* Used selenium for the web services.
* Prepared test scripts for automated testing using HP ALM/JIRA.
* Performed the execution of test scripts for automated testing
* Performed negative and positive testing for the application.
* Conducted functionality and regression testing for each build and version
* Conducted backend testing of the application by writing complex SQL queries
* Developed baseline scripts for testing the future releases of the application using HP ALM/JIRA.
* Data driven testing using HP ALM/JIRA.
* Initially performed manual testing for each build.
* Used Test Director for bug tracking and reporting
* Verified fixed defects.
* Coordinate relationship with vendors on projects by reviewing and discussing requirements and expectations.
* Provides and supports the implementation of business solutions by building relationships and partnerships with key stakeholders; Identifying business needs; Monitoring progress and results

**Environment:** Microsoft Office suit, MS Visio, MS Project, GAP Analysis, UML, Oracle, SQL, UAT, HP ALM, Agile Scrum, MS SharePoint.

**Quality Analyst**

**CareFirst, Baltimore, MD**

**Oct 2012-Aug 2013**

**Description:**

CareFirst BlueCross BlueShield is a non-profit, non-stock health services company which offers a comprehensive portfolio of products and administrative services to individuals and groups in Maryland, DC, and portions of Northern Virginia. As a QA Analyst I was responsible for monitoring and validating Conversion process, Front end and Back end validation as well as business process rules. I was also responsible for multiple Change Requests at the same time and testing of 837 conversion project from 5010

**Responsibilities:**

* Participated JAD sessions with the Business Sponsor and Stakeholders to ensure that the Business
* Direction, high-level scope and dependencies were identified and documented.
* Participated in walk through sessions for Business Requirement Document (BRD) and Use Cases to discuss certain issues with stake holders, Architectures and Design &amp; development teams and helped doing GAP Analysis.
* Involved in writing Test Plan and making sure that the development process is according to the requirements
* Reviewed the Business requirement, Functional Design Documents and Technical Specification documents
* Created Test Cases and Test data after analyzing the BRD
* Strong knowledge about waterfall methodology.
* Defined validations to be built into application in line with the functional requirements.
* Evaluated and test new or modified software functionality to verify that software functions per user requirements and conform to establishment guidelines.
* Gathered input and output requirements from users and developed UML diagrams used cases and process flow diagrams.
* Performed Backend testing by writing SQL validation queries.
* Identified the requirements for accommodating HIPAA 5010 standards for 837P transactions and captured these requirements to develop new GUI for the internet based application.
* Extensively worked with EDI transactions such as 835, 837 following the HIPAA compliance EDI standard format of X12.
* Processed 837 claims file and verifying 277 report, checking various 835 EDI.
* Involved in testing of HIPAA 835 for the payment of claims and transfer of remittance information.
* Reported status and issues to the Director of Ecommerce and tracking them till they are resolved and closed.
* Developed test scenarios for new or modified programs based on needs analyses. Includes preparation in the writing and executing of manual test plans, manual test cases, and manual test scripts.
* Worked with the Development Team and Business team to oversee each phase of the SDLC in waterfall methodology.
* Strong knowledge about end to end business testing.
* Coordinated UAT sign-off and implementation with IT service providers and business partners.

**Environment:** HIPAA, EDI, HPALM/ QUALITY CENTER, SQL, WINDOWS.