# Amrit Timsina

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## summary

* QA Tester with 6+ years of experience, focused in Airline, banking and financial services
* Proficient with MS Excel, share point , Rumba, Web-Ammo, Sap BO Tools.
* Well acquainted with all phases of Software Development Life Cycle from Requirements, Analysis, Design, Construction, **Load Testing** and User Acceptance Testing (UAT).
* Proficient in performing Manual Testing involving study of the project, design and create test plan / test strategy, writing test scenarios, test cases and executing them.
* Used **SAP SuccessFactors** HCM suite a cloud-only **software as a service (SaaS)** in Airline industry.

## PROFESSIONAL SUMMARY

#### 6+ years of Software Quality Assurance experience as a QA Tester in **Performance**/Automation/Manual Testing of both client server and web-based applications.

#### Diversified experience in Quality Assurance and Software Testing.

#### Well versed in Black Box Testing -- Functional, System, Integration, Regression, Performance, User Acceptance Test (UAT).

- Experienced with **SaaS (Software as a Service)**

#### Expertise in analyzing Business Requirements, Customer Experience, Design Specifications and Business Flow from functional level.

#### Experience in Microsoft’s Test management tool Visual Studio Test Professional (VSTP), Microsoft Test Manager(MTM), Team Foundation Server (TFS).

#### Hands on experience of Agile Lifecycle Management (ALM) Or SCRUM Management tools, ClearQuest, JIRA, TFS 2013 for bugs and defect tracking.

#### Proficient in performing Manual Testing involving study of the project, design and create test plan / test strategy, writing test scenarios, test cases and executing them.

#### Extensive experience working with Development Teams and Business Analysts.

#### Familiar with Waterfall and Agile Testing Methodologies.

#### Well acquainted with all phases of Software Development Life Cycle (SDLC) from Requirements, Analysis, Design, Construction, Testing and User Acceptance Testing (UAT).

#### Solid Knowledge of Software Test Life Cycle (STLC) and the Bug Life Cycle.

#### Proficient in testing backend applications, writing and executing SQL Queries.

#### Extensively involved in GUI, black box, Functionality, Integration, Regression, Ad hoc, System and User Acceptance.

#### Involved in automation testing using **Neo Load** using monitoring response time and Load/Stress/Volume/Endurance testing script. Developed load testing scripts using **Neo Load.**

#### Test management suite like Mercury Quality Center, Test Director, and Version One for developing, organizing & executing test/Automation scripts. Documenting & reporting bugs using Rational Clear Quest and JIRA.

#### Proficient in User Acceptance Testing to ensure that the system under test meets the user’s needs and provides confidence in its use.

#### Good experience using Load Runner, HP Performance Center, **Neo load for Performance Testing**, Load Testing, Stress Testing, Longevity Testing and Regression Testing.

#### Expertise in logging and tracking Defects using Defect Tracking Tools like HP Quality Center, HP ALM, Bugzilla & JIRA.

#### Good experience as data driven web services tester using SoapUI Pro.

#### Executed Functional and Regression testing using application HPQTP/UFT

#### Excellent Interpersonal Skills in interacting with team leads, members, and developers to resolve issues.

#### Ability to work independently or work collaboratively with team members in complex testing projects towards the overall enhancement of the product.

#### Possess excellent problem-solving skills, ability to follow industry standards and procedures.

#### Strong expertise in establishing QA policies, procedures, strategies and developing appropriate process to ensure the quality of product.

#### Involved in inspections, walkthroughs, reviews and defects reporting meetings.

## TECHNICAL SKILLS:

Defect Tracking HP ALM 11.5 (Application Lifecycle Management), HP Quality Center 10.0, Neo load, Bugzilla 3.0, JIRA 3.10

Methodologies Waterfall, Agile

RDBMS SQL Server 2008/2005, Oracle 10g/ 9i, MS Access, My SQL.

Project tools MS Office Suite (Word, Excel, Access, PowerPoint), SharePoint , MS Project, SQL, SoapUI Pro 4.5, HP QTP 9.2, HP UFT 12.0, Web-Ammo, Rumba.

Operating Systems Windows 7/8/10, Windows Vista, XP, 2003, 2000, 98, Unix

## PROFESSIONAL EXPERIENCE:

### American Airlines, Ftworth, TX June 2017 to Present

### UAT tester/QA Analyst

**Project:** American Airlines, Inc., headquartered in Fort Worth, Texas. It is the world's largest airline when measured by fleet size, revenue, scheduled passenger-kilometers flown, and number of destinations served. Involved in providing support for a large HR project involving enhancements and integrations to SuccessFactors.  Validating accuracy of data sets and correct for downstream system accesses.  Executing testing strategies and plans.  Conducting and managing system testing including enhancements, updates and changes.  Ensured business requirements, applications delivery, and user acceptance testing are completed within SuccessFactors and process candidates through recruiting and onboarding systems.  Research problems with data and execute corrective actions. I am involved in testing the customer facing web application and testing of HR projects involving enhancements and integrations to SuccessFactors

**Responsibilities:**

* Analyzed the business and system requirement documents and responsible for developing detailed test cases.
* Involved in review and analysis of requirements and design documentation.
* Involved in preparing functional test plans for different modules of the application.
* Performed Performance, Load and Stress Testing using Controller in Load Runner and generated reports using Analysis tool in LoadRunner.
* Analyzed use cases and specifications to identify the test cases.
* Involved in designing and developing the test plan.
* Domented defect in JIRA and TFS for defect tracking and communicated with business analysts and developers team for bug fixes.
* Use agile systems and strategies to provide quick and feasible solutions, based on agile system, to the organization Exported Manual test cases into QC and maintained the same in the Test Plan module.
* Worked with business users to identify and verify the fields in “**SuccessFactors”.**
* Helped business users to perform their UAT Testing using “**SuccessFactors” tool.**
* Tested the employee schedule for flights (domestic & international) in “**SuccessFactors”** tool.
* Actively participated in creating requirements traceability matrices, and test plans.
* Tested the functionality of the application with multiple data (positive as well as negative), multiple times
* Performed database testing, regression testing, system testing, and user acceptance testing
* Responsible for creation of automation scripts for Performance testing using **Neo load** tool to analyze the behavior of application under high load.
* For automation framework with Selenium web driver, used **Neo load** for Performance testing.
* Designed scenarios to test the application functionality and ensure the data integrity.
* Prepared a comprehensive Database Testing Summary Report for the application with extended coverage of all Backend Tests performed on AUT and came up with conclusions and recommendations.
* Creating defect tasks in Version One, and integrating it with JIRA.
* Performed Mobile Browser Testing with Chrome Emulation.
* Analyzed the test results and generated reports.
* Analyzed results Using Load Runner Analysis, **Neo Load** tool and Wily Introscope.
* Assured entry/exit criteria are met for the different phases of testing.
* Wrote SQL queries for checking the data transactions and database integrity to perform
* Data Testing.
* Wrote the test cases for different model of “**SuccessFactors”.**
* Executed Functional and Regression testing using application HP UFT.
* Participated in the QA team meetings to discuss the issues during the different stages of testing
* Export requirement, test cases into the HP ALM (Application Lifecycle Management), run test cases from test lab and log defects from defects module.
* Performed testing after the defects were fixed to validate the functionality of the application.
* Ensured development teams are following the defined process and adhering to development standards
* Created and executed test cases within a web service environment like EC tracker, current master
* Worked with developers onshore/offshore to understand enhancements/changes.
* Guided the business customer and IT team to provide forward thinking solutions that not only meet the requested business requirements, but are sustainable and deliver long term value
* Supported Aircraft network, master scheduling and reallocation process.
* Day-to-Day production support and assisting business customer on need basis.
* Time Management: Work Schedules, Substitutions, Absences, Counting Rules, Attendance and Absence Quotas, Quota Generation Rules, Processing Types, Wage Type Generation Rules
* Created different scenario for making sure that functionality is not impacted by the changes. Created daily status reports and handled defect management.
* Data Maintenance& testing of defects of new vendor requirements
* Implemented QA Project Execution process, Test Strategy, QA Reference Page, QA Kickoff Meeting, Test Plan, Show-Me, QA project status

**Environment:** HP ALM (Application Lifecycle Management), SAP SuccessFactors, SQL Server, TFS, Neo Load ,Vision One, SQL, PL/SQL, HP UFT /UFT, Agile, MS Office, Windows, Agile, SIT/UAT and SharePoint.

### Mufg Union Bank, Monterey Park, CA December 2016 to May 2017

### UAT Tester/QA Analyst

**Project:** Involved in testing the customer accounts. I was involved in gathering evidences and preparing and executing Test Cases and Scripts for manual testing and logging defects for the accounts. It included identifying the total reimbursable population and verifying the amounts for reimbursement and verifying it with the reports generated by data warehouse. Worked closely with PWC ( PricewaterhouseCoopers)auditing Standards.

**Responsibilities:**

* Analyzed the business and system requirement documents and responsible for developing detailed test cases.
* Involved in review and analysis of requirements and design documentation.
* Involved in preparing functional test plans for different modules of the application.
* Analyzed use cases and specifications to identify the test cases.
* Involved in designing and developing the test plan.
* Developed the automation scripts using the **Neo Load.**
* Performed testing on user account transfer, savings and money management accounts.
* Actively participated in creating requirements traceability matrices, and test plans.
* Actively participated Agile and scrum meetings, review and developed test scenarios.
* Followed Agile Methodology to emphasize on real time communication over written documentation.
* Developed test scripts in **Neo load** , using Web/http, flex, Web Service, protocols MQ Series
* Involved in generating the reports using Sap BO Tools for collecting evidences.
* Involved in E2E account validation and collected evidences using WEB-AMMO.
* Defect logging, assignment and tracking through Microsoft Test Manager and TFS.
* Experience in using Rumba for retrieving data for E2E account validation.
* Experience in using, collecting and maintaining reports using SharePoint.
* Tested the functionality of the application with multiple data (positive as well as negative), multiple times
* Performed database testing, regression testing, system testing, and user acceptance testing
* Designed scenarios to test the application functionality and ensure the data integrity.
* Prepared a comprehensive Database Testing Summary Report for the application with extended coverage of all Backend Tests performed on AUT and came up with conclusions and recommendations.
* Analyzed the test results and generated reports.
* Assured entry/exit criteria are met for the different phases of testing.
* Wrote SQL queries for checking the data transactions and database integrity to perform
* Data Testing.
* Executed Functional and Regression testing using application HP UFT.
* Participated in the QA team meetings to discuss the issues during the different stages of testing
* Export requirement, test cases into the HP ALM (Application Lifecycle Management), run test cases from test lab and log defects from defects module.
* Performed testing after the defects were fixed to validate the functionality of the application.
* Performed Ad-hoc testing for the additional accounts for creating more evidences.

**Environment:** HP ALM (Application Lifecycle Management), SQL Server, Rumba, Web-Ammo, Neo Load ,Sap Bo tools Version One, SQL, PL/SQL, HP UFT /UFT, Agile, MS Office, TFS, Windows, Agile, SIT/UAT and SharePoint.

### Esurance, San Francisco, CA March 2013 to Oct 2016

### QA Analyst

**Project:** Involved in testing the customer facing web application. I was involved in preparing and executing Test Cases and Scripts for manual testing and logging defects for the web-based application.

**Responsibilities:**

* Analyzed the business and system requirement documents and responsible for developing detailed test cases.
* Involved in review and analysis of requirements and design documentation.
* Involved in preparing functional test plans for different modules of the application.
* Analyzed use cases and specifications to identify the test cases.
* Involved in designing and developing the test plan.
* Comprehensive experience with agile testing process using SCRUM.
* Preparation of Requirements Document, AGILE Story cards, etc.
* Performed testing on user account transfer and money management accounts.
* Actively participated in creating requirements traceability matrices, and test plans.
* Tested the functionality of the application with multiple data (positive as well as negative), multiple times
* Performed database testing, regression testing, system testing, and user acceptance testing
* Designed scenarios to test the application functionality and ensure the data integrity.
* Prepared a comprehensive Database Testing Summary Report for the application with extended coverage of all Backend Tests performed on AUT and came up with conclusions and recommendations.
* Creating defect tasks in Version One and integrating it with JIRA.
* Performed Mobile Browser Testing with Chrome Emulation.
* Analyzed the test results and generated reports.
* Assured entry/exit criteria are met for the different phases of testing.
* Wrote SQL queries for checking the data transactions and database integrity to perform
* Data Testing.
* Executed Functional and Regression testing using application HP UFT.
* Participated in the QA team meetings to discuss the issues during the different stages of testing
* Export requirement, test cases into the HP ALM (Application Lifecycle Management), run test cases from test lab and log defects from defects module.
* Performed testing after the defects were fixed to validate the functionality of the application.

**Environment:** HP ALM (Application Lifecycle Management), SQL Server, Vision One, SQL, PL/SQL, HP UFT /UFT, Agile, MS Office, Windows, Agile, SIT/UAT and SharePoint.

### US Bank, Minneapolis, Minnesota Feb 2012 to Feb 2013

### QA Analyst

**Project:** The objective of the project was to design the online banking system to offer customer service functions such as check ordering, funds transfer, bill payment. The new system is a comprehensive application suite that automates banking transaction processing. It includes check imaging through Mobile and Web-based delivery, Payment Processing and Fraud Detection.

**Responsibilities:**

* Analyzed the business and system requirement documents and responsible for developing detailed test cases.
* Drove multiple projects with different work streams towards completion of testing, defect resolution, implementation, and support in an Agile/Scrum development environment.
* Performed Smoke testing, Positive and Negative testing and Usability testing.
* Performed Integration and Ad Hoc Testing manually.
* Developed and executed SQL queries for verifying backend data.
* Executed Functional and Regression testing using application HP QTP
* Good experience as SOAP web services tester.
* Good knowledge in data driven web services testing via soap using the source-testing tool SoapUI Pro.
* Executed test cases and analyzed test results and found bugs and reported bugs to VersionOne and keep track of bugs
* Handled testing activities for implementing and rollback procedures while deploying enhancements into production.
* Assured entry/exit criteria are met for the different phases of testing.
* Worked closely with the User Acceptance Test Coordinator, Project Manager and Business System Analysts to understand business processes and develop concrete UAT cases.
* Planned designed, executed and evaluated Performance tests of web application and services.
* Assisted the business and the technical groups in order to convert the business requirements into functional requirements.
* Assured entry/exit criteria are met for the different phases of testing.
* Assisted the business partner in preparing UAT plan/scripts and assured project manager has taken steps for alignment of Operational Quality Checklist.
* Used Quality Center for Requirement Traceability.
* Used HP Quality Center as the test repository and used it for executing the test cases and scripts and logging and generating various reports and graphs for further analysis.
* Used HP Quality Center for bug tracking and reporting, also followed up with the development team to verify bug fixes and update bug status.
* Participated in various meetings and discussed Enhancement and Modification Request issues.

**Environment**: Windows XP, VB .Net, Oracle, SQL Server, MS Office, VersionOne, HP Quality Center 10.0, QTP 9.2, SoapUI Pro 4.5, Agile, SIT/UAT and SharePoint.

## Education:

Bachelor of Science in Human Relation and Business.