**Bimal Kumar Dhakal**

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**Expertise**

* 7 years of experience as a QA Analyst with extensive knowledge and experience across the project life cycle in Systems Development Life Cycle (SDLC) in airline Industry Hospitality & Project Management skills.
* Expertise in E-Commerce and functions like registration of guests, cash management, key control, reconciliation of receipts, and collection. Work on writing the requirements for crew planning, rescheduling, and training.
* Experience in writing Test Plans, definingTest Cases, developing and maintainingTest Scriptsand documenting all phases of the QA process.
* Expert in analyzing system and functional specifications used cases, Business Requirements and business rules to prepare Test Plans and design Test Cases from business requirements
* Experienced in GUI, Regression, and Functionality Testing ensuring data attributes validity.
* Extensive experience working closely with business analyst and developers in designing and conducting business scenario and data integrity tests.
* Extensive knowledge on all phases of Software Development Life Cycle (SDLC).
* Knowledge of the Rational Unified Process methodology (RUP), Waterfall and Agile.
* Experienced in creating and maintaining the Requirements definition documents that included Business requirements and Functional requirements.
* Skilled in developing Use Case diagrams, Sequence diagrams and Activity diagrams.
* Experience in Stress, performed Sanity, Positive, Negative, Unit, System and Integrated Testing and Smoke testing
* Experienced in performing Manual testing using ALM/Quality Center, Test Planning, Test Case writing, Test Execution and Requirement Mapping with Test Cases.
* Extensive Knowledge of User Interface (UI) testing, for client/server and web-based.
* Conducted requirement analysis techniques such as Business Process Improvement, Business Process Modeling and Business Process Re-engineering.
* Involved in writing System test plans, defining test cases, developing and maintaining test scripts. Experience on maintaining Test Matrix and Traceability Matrix and performing GAP analysis.
* Excellent knowledge of SQL queries. Conducted User Acceptance Testing (UAT).
* Highly motivated, organized and results oriented with excellent interpersonal, communication and presentation skills with capability of adapting to new and fast changing technologies

**TECHNICAL PROFICIENCY**

**Methodologies: RUP, UML, Agile, Waterfall**

**Testing Tools: HP ALM/Quality Center, Rally, SOAP UI**

**Defect Tracking Tools: Rational Clear Quest, HP ALM/Quality Center, Jira, Rally**

**Office Tools: MS Project, MS Word, Excel, and PowerPoint**

**Operating Systems: Windows, UNIX**

**Databases: SQL Server, MS Access, DB2, Oracle**

**Languages: C, SQL, HTML, XML**

## PROFESSIONAL EXPERIENCE

**Travelport, Atlanta, GA Feb 2015-Oct 2016**

**UAT Analyst**

Travelport is the Travel Commerce Platform, focused on providing distribution, technology, payment and other solutions for the $8 trillion global travel and tourism industry. Travel port’s platform enables travel providers, travel agencies, corporations and developers to search, share, buy and sell travel. The project I was working was Payment solutions called eNett VANs that helps to make make secure provider payments. A unique number is used for each new booking or payment transaction, VANs are a secure way to pay or be paid. As the old host system (Galileo / Apollo / Worldspan) does not support more than 9 seat characteristics, which has limited in giving adequate details to service consumers. As such, Travelport decided to make direct call to carrier via SOA/EDIFACT route bypassing host, which improved performance and SOA supports up to 99 seat characteristics, which will provide more information to service consumers depending upon the carrier response. I was involved in this project from the beginning with initial 5 Amadeus carriers (KL, AF, AB, AY & LY). Until now, we have implemented more than 30 carriers hosted in 4 different GDS like Amadeus, HP-EDS Atraxis, ResIII & SABRE.

**Responsibilities:**

* Participated in the identification, definition and documentation of impending work flows for the purpose of migrating to a superior version of party information system.
* Involved in User Acceptance Testing (UAT) with application users and answered the Quality Assurance questions to UAT and Training Team.
* Executed Test cases before and after bug fixes for each build for QAT & UAT.
* Monitored the Defect Tracking Process and generated customized graphs and reports for the client using Jira
* Performed Security Testing on the application. Selected test cases based on an  
  analysis of the specification, for functional and non-functional requirement of a component or system without reference to its internal structure for black box testing and functional testing.
* Responsible for updating the manager on weekly updates regarding the progress of testing efforts and open issues to be resolved.
* Extensively used SQL quarry to retrieve different data set from ORACLE data base on TOAD.
* Written Test Plans/ System Level Test Strategy document along with Quality Analyst team for during the testing phase of the project.
* Created UML diagrams showing the process flow on how a GDS system like SABRE can be integrated into the Revenue Sharing System.
* Testing of Web Services using web services client generated using SOAPUI, TCP Monitor to track request and response SOAP Messages.
* Involved in QA Life Cycle, which includes designing, developing and executing test plans, test cases, test procedures and test scripts.
* Involved in creating test strategies, status reports and test timelines that clearly communicate to business owners the history of UAT testing activities and results
* Defined the Scope of testing for User Acceptance Testing. Developed detailed test conditions. Supported documentation across extended testing team as directed by UAT Manger.
* Adhered to all established processes and procedures for UAT. Completed test cases for frontend and backend applications.
* Created test plan and test cases for back end testing from the business requirement.
* Extensively involved with SME’s (Subject Matter Experts) in understanding requirements of the application & product model work sheets
* Maintained traceability between Requirements and Test Cases in HP/ ALM Quality Center
* Worked extensively with HP/ ALM Quality Center (Test Plans, Test Cases, Test Design, Test Inputs, Test Logs, and Test Summary Reports etc.)

**Environment:** Windows, Water Fall SDLC, Jira, HP ALM Quality Center, QTP, Oracle, Web Services, SOAP UI, SIT/UAT, Visio, Requisite Pro, Visio, SharePoint and Rational Unified Process, SABRE, Agile

**Summerfield Suites Hotel, Austin, Texas Feb 2013- Jan 2015**

**UAT Analyst**

Summerfield a leading chains of hotels, with large number of customers. The project involved in implementation a web based application for registration of guests, cash management, key control, reconciliation of receipts, collection, scheduling staff as well as marketing. I created test cases and executed based on the requirements and functional specifications for Content, and Promotions management including workflow, file management, image management, web page layout, checkout/online cart and security. This Application was web based GUI Application running on Microsoft Dynamics (ERP), Windows operating system and developed in Java.

**Responsibilities:**

* Managed & owned a controlled set of test environments for SIT & UAT.
* Tested application under the agile, scrum and sprint development and process.
* Created and published Test Plan, Test Strategy documents on SharePoint for project team members.
* Conducted GUI/Usability Testing and Black Box Testing according to specifications.
* Assisted Business Analysts to load all requirements into Requirement module of Quality Center.
* Worked extensively on web-based testing and involved in QA environment, pre-production environment and production environment
* Involved in writing test scripts manually and Tested manually as per the specification documents.
* Created and executed scripts manually for Functionality testing.
* Formulated detailed Test Plan, Test Cases and Testing Procedures, which included Test Cases/Scripts, Performed configuration/ compatibility and user interface testing manually.
* Involved in system & API testing for different modules
* Created and maintained SQL Scripts and Unix Shell scripts to perform back-end testing on the oracle database.
* Arranged test case review sessions in order to ensure the 100% requirement coverage to perform various types of testing such as Functional, GUI, Interface, System and Integration, Back end, Security, Smoke/Sanity testing etc..
* Performed Database testing using SQL queries
* Performed backend testing for data validation using SQL Queries.
* Performed negative and positive testing using SQL Queries
* Created various test sets for different test cycles within Test Lab module of Quality Center and perform the test case assignment within Quality Center for offshore QA testers.
* Responsible for client interaction and reporting during user acceptance testing.
* Created various test reports such as Test Execution Status, Defect Status, and Defect Injection Rate through Reports and Graphs feature of Quality Center and publish them on as needed basis on the SharePoint site.
* Conducted Bug Review meetings by reviewing and discussing all defects by their business severity and worked actively development and business team to perform the root cause analysis in order to find the resolution.

**Environment:**  Quality Center, API, Java, J2EE, Microsoft Dynamics ERP, Oracle, SOAP UI, Web Services, TOAD, SIT/ UAT, MS Office (MS Excel, MS Word, MS PowerPoint), MS Project.

**Frontier Airlines, Denver, CO Oct 2010- Dec 2012**

**QA/UAT Analyst**

Frontier Airlines is a United States low-cost carrier airline headquartered in Denver, Colorado, USA. The carrier, which is a subsidiary and operating brand of Indigo Partners, LLC, operates flights to 52 destinations throughout the United States and 7 international destinations. The aim was to build a GDS Management system. This interface efficiently manages GDSs for airlines, blackout airline, tax roundup, fees and discount, direct and indirect airlines management, e-ticket airline management, move down airline management, load base airline management. This project was aimed at to replace the existing commercial of the shelf software (COTS) application with a customized home grown tool.

**Responsibilities:**

* Detailed manual testing of new functionality & regression of existing functionality. This included Server & Client testing.
* Used the logs, database etc., to perform comprehensive analysis of any error to debug issues and record issues in a defect tracking tool. Worked with developers to identify root cause and resolve issues.
* Validated that the solution is fit for purpose and supports the full end-to-end client business process.
* Proficient in preparing Business and System Use Cases and supporting all the documents with UML Diagrams such as Use Case Diagrams, Sequence Diagrams, Activity Diagram Process Flows (Business and System) using UML modeling tools such as MS Visio.
* Created UML diagrams showing the process flow on how a GDS system like SABRE can be integrated into the Revenue Sharing System.
* Worked on building the project timelines, based on the approved product build times from the stakeholders.
* Proactively participated in developing, maintaining team standards, tools and best suited practices for the organization
* Worked with QA lead to create & update the Test Plan. Worked with SOA architects and developers on issues and timely resolves.
* Worked with the Testing team and updated Test Cases and Test Scenarios Using Rally. Tracked the defects Using Jira
* Identified and eliminated the blockers and impediments and shielded the teams from distractions and interferences.
* Involved in the User Acceptance Testing (UAT) as per stakeholder’s specifications.
* Worked Using UML’s mainly user stories to analyze the product and summarize the entire business process involved in Joint Venture in the form of diagrammatic and charts illustration. The process of analyzing involved many downgrades, upgrades and improvements which were also documented.
* Identified theresources and administrative steps needed for project completion; develops project charter in consultation with appropriate participants; initiates project and coordinates steps to ensure participation of appropriate interested individuals and groups.
* Conducted and coordinated lesson learned session with different SME, business partners at the end of the project to evaluate the project and gather suggestion for future reference.
* Analyzed and gathered the different data set during the Data mapping process from the Provider and other parities database.
* Assisted Project Manager to find out the common surface to tackle the issues and problems faced by different IS partners.
* Work closely with the Development team to analyzed the requirements and gather the problems on requirements and follow up them with the Business as well as SME
* Written Test Plans/ System Level Test Strategy document along with Quality Analyst team for during the testing phase of the project.

**Environment:** UML, Water Fall SDLC, Caliber Requirement Management tool, MS office package, MS Visio, Use Case, MS SharePoint 2007. SQL, Mainframe, SIT/UAT

**Air Tran, Orlando, FL Feb 2009 – Sept 2010**

**Quality Analyst**

The project was to improve current functionality via enhancements and re-design of both CSS systems to ensure the Scheduler's experience with the systems are efficient and the end result is accurate.

**Responsibilities:**

* Worked closely with Business Analysts and Developers to gather requirements in order to formulate the test plan.
* Performed Black Box Testing of the application to better understand the functionality of the application.
* Prepared Test cases according to the requirement.
* Involved in creating test strategies, status reports and test timelines that clearly communicate to business owners the history of UAT testing activities and results.
* Created test plan and test cases for back end testing from the business requirement.
* Created and executed SQL queries using Relational Database.
* Used QC to execute the test cases, track execution against the plan during testing and manage defects from inception to resolution.
* Assisted the business analysis team in preparing the Functional Specifications document.
* Prepared Test Plans and Test Cases based on the business requirements.
* Performed Functionality Testing of the application manually.
* Performed end-to-end testing manually.
* Worked with Business Analyst and QA Lead in reviewing and analyzing the business requirements.
* Imported preexisting Microsoft Word and Excel-based requirements and tests for analysis in MQC. Assisted the team lead in preparation of test plan.
* Analyzed system requirements and wrote test cases for testing the application.
* Performed manual testing prior to automate testing on the application.
* Implemented defect management processes to prevent and track the cause of defects and their correction.
* Involved in testing of database using SQL queries.
* Extensively used SQL statements to query the Oracle Database for Data Validation and Data Integrity.
* Involved in Back End testing using SQL Queries on Oracle Database.