**Freshta Chakari**

US Citizen

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**SUMMARY:**

* **More than 6 years of Quality Assurance and Software Testing** **experience involving complex** **client/server and web based applications**.
* Good experience in **Software Application Development Projects** that follow the **Software Development Lifecycle** (SDLC) methodologies and best practices.
* Good expertise in the **review** **and documentation of system test plans**; **creating and executing test scripts, test cases and data sets** on the basis of product release features, client requirements, and technical documents.
* Proficient in both **Manual and Automation Testing** with ability to manage the automation of the entire testing cycles and leading the testing team.
* Strong **Business** expertisein **Requirements Analysis** utilizing Automated tools to import and document specifications.
* Hands on experience in various **SDLC** methodologies like **Agile and Waterfall model**.
* Experienced in different type of testing such as **Smoke**, **Black box**, **GUI**, **Functional, Integration, Ad-hoc, System, Front-end, UAT, Regression, Web service** and **Security**.
* Experienced in using **HP ALM/Quality Center for Manual testing, creating Requirements Traceability Matrix.**
* Proficient in using **HP ALM/Quality Center** for **Test Planning, Test Designing, Test Analysis, Test Execution, Defect Tracking and Reporting**.
* Experienced in using **PL/SQL to Provided Technical Support** **to** **develop the requirement.**
* Experienced in **Capturing data from CSA and inserted the data into data base using QTP/UFT**.
* Proficient in **Generating automated test scripts using QTP/UFT.**
* Ability to compare pc **side data and Mainframe side data using QTP/UFT**.
* Experienced in **Test automation, creating and executing automated test scripts in Soap UI.**
* Ability to work under pressure, meet deadlines and work extra hours when needed.
* Ability to prioritize tasks, organizes, negotiate, and make important decisions.

**PROFESSIONAL EXPERIENCE**

**CareFirst, Washington, D.C**

**QA Analyst**

**01/2017 to Present**

***Responsibilities:***

* Presented **test cases** at **cross functional** test case peer review meetings with internal and external teams of **Testers, Developers, Business analysts** and product management teams; Made modification based on recommendations.
* Created and executed **Test Cases**, **Test Scripts** after reviewing the **business requirement documents** and **technical specifications**.
* Examined business **functionalities**, **reviewed requirements,** studied **Use case Specifications** and designed **test cases** to satisfy both **business and functional requirements** in an evolving environment.
* Performed **Manual Testing for the EDI** transactions.
* Conducted **GAP analysis** and filling gap according to the format set by **HIPAA.**
* Involved in **FACETS** Implementation, involved end-to-end testing of **FACETS Billing**, Claim Processing and Subscriber/Member module.
* Uploaded the diagnosis codes, procedure codes to the related tables in test environment to verify the changes related to **ICD9 – ICD-10** changes.
* Prepared **Test Plan, Test Strategy, Test environment, Test data, Test Matrix**, **Reports**.
* Responsible for **creating and updating existing test cases** against new **CR**s.
* Used **SOAP U**I to Submit Data into Application and checked Data indignity in **Front End and Back End**.
* Planed, scheduled, coordinated and performed **Smoke test, Back-End test, Functional test, GUI, Regression test, Ad-hock test, Black box test, visual test, integration test, system test, and End-To-End test**.
* Identified, Documented, and Tracked **software defects using HP ALM.**
* Created projectsin **HP ALM with requirements, test cases, automation scripts and defects.**
* Responsible for **writing complex SQL Queries** to find out that the data is correctly populated in each field.
* Developed and enhanced the **SQL/PLSQL scripts and tested them**.
* Created **Automation framework** for testing **Enterprise application** in **UFT**.
* Utilized **Data Driven Framework and Keyword Driven Framework for developing UFT test scripts**.
* Created and executed **automation scripts in UFT**.
* Developed documentation for **User Acceptance Testing** and trained the users about the system.
* Developed traceability matrix to trace requirements during the QA testing phase and maintained requirements traceability matrix (RTM).
* Documented Test Metrics for defects on daily, weekly and module basis.
* Arranged meetings with team to present the updates on testing and to discuss the details on current numbers of defects with defects status.

**Environment:**

SQL Server, MS Office, Windows, MS Project, HP ALM, UFT, PHP, .Net, C#, CSS, SOAP UI, VB Script, XML, UNIX, MS Excel, PowerPoint, MS Outlook.

**Comcast, Philadelphia, PA**

**QA Engineer**

**04/2014 to 12/2016**

***Responsibilities:***

* Participated in both **business and system requirement** reviews where discussions supported product knowledge and product testing strategies; also supported BSAs in **requirements gathering.**
* Created the **knowledge base documents** based on reviews and tests which helped in better testing efforts.
* Verified and updated the **test cases** and **test reports** for the **changes** in the **existing/new features.**
* Involved in **Front End testing** and **Compatibility testing** of the **Web based applications**.
* Performed **Smoke,** **Integration, Connectivity, System, Functional, Positive-Negative, Regression, End-to-End,** and **Ad-Hoc testing** across entire software application.
* Using **HP ALM** for logging **business requirements, test cases and generating test execution & defect reports**.
* Created **Business Process Tests by dragging and dropping the Business components in HP ALM**.
* Wrote **SQL Queries** for **fetching data** from **database** and **creating Data file for the Automation.**
* Developed **user acceptance test scripts using UFT**.
* Conducted **Functional and Regression Testing using UFT.**
* Executed **UFT scripts from ALM Test lab.**
* Used **UFT** for **Automating manual test cases for regression testing and for storing,**
* Developed **Automated Test Cases for web services in Soap UI**.
* Actively involved and Interacted with **Business Analysts** and developers to resolve technical issues through **UAT** to production.
* Documented the test results and test processes.
* Responsible for daily and weekly status updates showing the progress of the manual testing activities.

**Environment:**

MS SQL Server, Web Services, MS Excel, MS Office, MS Outlook, HP ALM, UFT, Java, Java Script, MS Visio, PowerPoint, Windows, UNIX, C, C++, CSS, .Net, VBScript.

**PNC Bank, Wilmington, DE**

**QA Tester**

***10/2011 to 03/2014***

***Responsibilities:***

* **Provided technical guidance**, when needed to other members of **Quality Assurance**, **Software Engineering**.
* **Developed test plan, wrote test cases and executed test cases** from stories for the application under test.
* **Analyzed requirements provide testing scope** and proposed the testing methodologies.
* Worked on **Agile** **software development** environment where performed testing in each sprint.
* Performed **System, Integration, Regression, Testing**.
* Responsible for **installing Quality Center/ALM** **in the** **development**.
* Reported **found issues and tracked them in the Quality Center/ALM**.
* Performed **back-end testing using SQL queries to ensure accurate information is uploaded to the SQL database**.
* Created and maintained **back-end system in QTP/UFT**.
* Involved with **Transferred scripts using QTP/UFT**.
* Managed the **Complete Testing process in QTP/UFT**.
* Involved in **testing Web Services using SOAP UI**.
* Participated in tool evaluation project.
* Actively partook in bug solution meetings with QA team and developers.

**Environment:**

Quality Center/ALM, QTP/UFT, Soap UI, MS Visio,C, C++, Oracle, SQL Server, Windows, MS Excel, Java, Java Script, HTML, Agile, MS Office, UNIX.

**EDUCATION**

* Bachelor’s in IT

**SKILLS MATRIX**

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| **Database:** | Oracle, SQL Server, MS Access, DB2 |
| **Web Technologies:** | HTML, XML, VBScript, JavaScript, Java |
| **Applications:** | MS Office, MS Visio, MS Excel |
| **Testing Tools:** | HP Quality Center, HP ALM, HP QTP, UFT, JIRA |
| **Operating systems:** | Windows, UNIX/Linux |
| **Programming Language:** | Visual Basic, SQL, PL/SQL, VB Script |

***References available upon request***