**HELDA SHRESTHA**

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**Sr QA Tester**

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**PROFESSIONAL SUMMARY:**

* 7+ years of experience in the IT Industry testing Client/Server, web-based and Mainframe applications using manual and automated skills
* Managed/lead/performed test planning, test execution, test data, test coordination, configuration management and defect management areas for the web based, middleware and mainframe applications
* Good experience as SOAP Web Services Tester, in testing web services via SOAP
* Extensively worked in all phases of testing includes Integration, System, Regression, Load, Stress and User Acceptance Testing (UAT)
* Good knowledge on different modules within different domains telecom, healthcare, banking
* Strong knowledge of EDI HIPAA transaction types and worked on EDI Transaction sets including 837, 270/271, 834, 835, 278, 276 and 277
* Involved in testing system from ICD 9 codes to ICD 10 upgrades
* Used software test management tools such as Quality Center, QTP, Test Director, PVCS ,Rational Test Manager
* Experience of Functional Testing for Mobile App on the different Devices on different OS (Android & iOS) and Perfecto.
* Experience of validating complex Use Case for mobile App through Perfecto emulator.
* Extensive experience in Bug Tracking Systems like Rational Clear Quest and PVCS Tracker
* Monitored and performed new/regression testing. Reviewed/Audit the test deliverables to ensure adherence to QA standards and procedures
* Experience in Quality Assurance methodologies like Waterfall, V-Model, Agile, Scrum
* Proficient in business process modeling, documentation, and testing using Rational Suite (Rational Rose, RequisitePro, Clear Quest) as well as MS Visio and MS Project in combination with UML 2.0 diagramming techniques
* Experience in data integration of various data sources with Multiple Relational Databases like Oracle, SQL Server, MS Access, Teradata, DB2, Sybase and Flat Files
* Profound experience in testing web applications using Quick Test Pro (QTP)
* Create and run automated test scripts for functional, regression and performance testing using QTP
* Strong SQL query skills using an enterprise wide RDBMS (Oracle, MS SQL Server & MS Access) and familiar with concepts of SQL queries ranging from DML, DDL and TCL
* Good experience in Cognos Reports and Business Objects testing
* Used SQL for Querying the DB2 database in UNIX environment
* Expertise in utilizing Oracle utility tool SQLLoader and expertise in TOAD for developing Oracle applications
* Has good knowledge of web technologies like Web Services, SOAP, XML, HTML, ASP, JSP, ASP.NET, .NET, JavaScript, VB Script, VB, Java, C, C#, and C++
* Proficient in creating UNIX Shell Scripts
* Excellent problem solving skills, experience in working on group projects with a desire and ability to learn and apply new technologies

**TECHNICAL SKILLS:**

ETL Tools: Informatica 5.x/6.x/7.x/8.x (PowerMart&PowerCenter), SSIS

BI Tools: Business Objects XIR4, Cognos 8.0 Series, Crystal Reports, Hyperion, OBIEE

Testing Tools: HP Quality Center 10.0, ALM, Rational Clear Quest, Bugzilla, QTP.

Data Modeling Tools: Erwin 3.x/4.x

Databases: SQL Server 2005/2008, Oracle 11i/10g/9i, Teradata V2R6, DB2, Sybase 12.5, Netezza

Teradata Utilities: BTEQ, FastLoad, MultiLoad, TPUMP, Teradata SQL Assistant

Programming Languages: COBOL (Mainframe), SQL, PL/SQL, UNIX Shell Scripting and PERL

Operating System: MS–Windows 9x/NT/2000/XP, Red Hat Linux, UNIX (Sun Solaris 5.8)

Other Tools: Siebel, TOAD 8.x and SQL Plus (Database tool), Autosys, Cron, XML Spy 2011

**EDUCATION:**

Bachelors in Architectural Engineering, Tribhuwan University

**PROFESSONAL EXPERIENCE:**

**AT&T, St. Louis, MO April 2014- June 2015**

**Sr. QA Tester**

Project Description:

PTP - (Platform Transformation Program): The main objective of the project is to simplify current work flows (e.g., remove manual tasks, consolidate tasks) providing reduced manual effort and preparing for migration into Work Flow Management Platform (NEWTON) and new Order Capture Platform. Additionally, preparation work was done to simplify other existing workflows to provide benefit to Service Delivery Operations and to prepare these workflows for conversion to the new Work Flow Management Platform.

**Responsibilities:**

* Involved in PVT (Production Validation Testing) and ORT (Operations Readiness Test) to validate the new workflow and automation
* Participated in daily scrum meeting to review solution, requirements & design documents
* Assisted in preparing high level test cases (HLTCs), test plan, detailed test cases (DTCs) & data request
* Presented the HLTCs, test plan, and detailed test cases in internal & external reviews for approval
* Involved in front-end application end-to-end testing in production environment
* Executed detailed test cases following the DTCs
* Coordinated in a multi-vendor engagement mode and delivering quality work
* Communicated with the UAT, ETE environment team for execution
* Supported Defect Management team for defect triage
* Prepared proper documentation for all the orders and defects encountered during the execution phase
* Performed black box testing to include Functional,  System,  Integration and Regression Testing for QA and Production on both mobile browser based and on different mobile device types  (for example, iPhone, iPad, BlackBerry, Android).
* Tested on multiple mobile Operating Systems.
* Co-ordinated with various teams to set up access in the production environment
* Assisted in solution, requirements & design documents review
* Responsible for creating end-of-day execution report
* Participated in walkthrough and defect report meetings periodically
* Involved in unit, regression and functional testing
* Facilitated defect management meetings and status meetings
* Maintained the entire test cases in HP Quality Center
* Used Test Lab module of Quality Center to perform test execution by creating various test sets
* Provided support to offshore team by giving them knowledge transfer.
* Coordinated in a multi-vendor engagement mode and delivered quality work

**Environment**: Quality Center, SQL Server 2005, SOAPUI, XML Files

**MetLife Auto & Home, Warwick, RI Feb 2013– Jan 2014**

**Sr QA Tester**

**MetLife Auto & Home** is the leading insurance company for Auto & Home Product. MetLife Agent Resource Site is a website for insurance agents to sell online policies to customers. The ARS application supports the complete policy life cycle including new business, servicing, claims, billing and policy administration. The ARS application supports business for corporate as well as retail customers. The major lines of business covered under ARS are Home insurance, Auto insurance, Boat insurance and a host of combo products which cover the major lines of business for MetLife Auto & Home.

Involve in the MetLife Mobile App Project. Validate the MetLife Mobile App in different devices and different OS.

Manually Execute Complex Functional Test of MetLife Mobile App through Perfecto mobile cloud on different Devices likes Samsung, Apple, HTC and different OS (iOS and Android).

**Responsibilities:**

* Design and development of test plans, test processes on high-level, detailed designs.
* Analyzed user/business requirements and functional specifications documents.
* Participated in Walk-through, inspections and reviews of specifications, and test cases.
* Involved in defect tracking and defect management using Quality Center.
* Involved with Business Analysts, Developers and QA team members in different defect raising situations.
* Prepared detailed test cases by understanding the business logic and end user requirements for manual testing.
* Positive, negative and Regression test cases are written for each feature using Quality Center.
* Worked on Automation Framework called TAF for Selenium Web Driver in Java.
* Generated Selenium reports using Junit reporter and automated report generation using ANT.
* Prepared and executed test cases manually for different streams/modules.
* Created Java based scripts for Selenium Web Driver with TestNG as Test case frame work.
* Experience of Testing MetLife Mobile App on different Devices on different OS.
* Use SQL statements extensively to perform Database Testing.
* Performed the mobile testing in different platform like Android and IOS.
* Performance tuned SQL Queries to test data in Oracle database.
* Tracking the issues through Jira, assigning to respective Team members.
* Responsible in providing regular test reports to the management.
* Used Microsoft word, Excel for documenting and tracking the issues.
* Test Execution from Quality Center.
* Performed database testing to test data migration from different test environments.
* Test data mappings and changes as per the requirements.
* Run the Regression script with QTP Pro.
* Experience of testing Web Services (SOA) through SoapUI.

**Environment**: Quality Center 10.0, Agile/Scrum, Quick Test Professional 10.0, Java, Java script, Sql Server2008, HTML5, JSP, HTML, Jira, VB Script, IE, Web services, Main Frame and Windows XP

**Cigna Health Insurance, Chattanooga, Tennessee Mar 2011– Jan 2013**

**QA Tester**

Environment: Oracle 10g, Business Objects, SQL Developer, SQL Server 2008, TOAD, Informatica Power Center 8.6.1, HP Quality Center, PL/SQL, UNIX, Flat files, XML files, Remedy, MS Office, Clear Quest (CQ) and Clear Case.

**Responsibilities:**

* Created test cases and test plans for user acceptance testing and system testing based on functional specifications
* Tested all the ETL processes developed for fetching data from OLTP systems to the target Market Data warehouse using complex SQL queries
* Tested the entire compliance reports generated using Business Objects BI tool by validating the data in the report against the database according to the requirement specifications using SQL
* Tested PL/SQL procedures that were developed to load the data from temporary tables in staging to target tables in the data warehouse
* Provided support to offshore QA team by giving them knowledge transfer and helping them with closure of the defects
* Performed data validation on the flat files that were generated in UNIX environment using UNIX commands as necessary
* Tested the XMLs feeds received from another source, which is a third party for data consistency
* Tested the ETL with XML as source and tables in the data warehouse as target
* Tracked defects to closure by coordinating with the dev team
* Tested source data for data completeness, data correctness and data integrity
* Performed End to end testing starting from the source to the report
* Conducted and coordinated integration testing and regression testing
* Participated in business requirements gathering and in modifications of the requirements based on the scope
* Worked with the DSO team to understand the source to target mapping document and accordingly helped them to clean the source data to decrease the defects and to ensure that final data matches with the data warehouse standards
* Prepared test data to cover all the test scenarios
* Prepared UNIX scripts to run the Informatica ETL jobs from command line
* Maintained the entire test cases in HP Quality Center and logged all the defects into the defects module.
* Tested the migration of reports from Business objects XIR2 to XIR3
* Provided the management with weekly QA documents like Test metrics, Daily status reports, Test schedules and Test Exit Report

**Environment**: Quality Center, Java script, SQL Server2008, HTML, JSP, HTML, Web services, Main Frame and Windows XP

**Abercrombie & Fitch May 2009 – Mar 2011**

**Manual QA SQL Software Tester**

**Project Description:**

As a QA Analyst with Ecommerce team, the project is to test the Order Management System was part of the e-commerce application that was being developed for company’s retail website. Worked on the shopping cart application, the Online Gift card and the B2B exchange of data & online transaction processing & electronic funds transfer.

**Responsibilities:**

* Performed Functional, System, Security, and Regression & User Interface testing of software applications.
* Work in Agile, scrum, and sprint environment in order to change the requirements and features set
* Interacted with the Business Users and BA to determine and review BRDs, SRSs, and FRDs
* Created Detailed Test Plan, Test Approach, Test Strategy documents based on the information gathered through business requirements and design/application walkthroughs
* Created and maintained detailed test cases to perform various types of testing in Test Plan module of Quality Center
* Used Test Lab module of Quality Center to perform test execution activities by creating various test sets.
* Utilized Defect module of Quality Center for Defect Management
* Created and executed test plans and scripts to verify software functionality and adherence to business requirements
* Documented and reported defects within established process and tracking systems using Quality Center
* Performed Backend testing using SQL queries against Oracle database to perform data validation, to check data integrity etc
* Involved in the discussions of Defect Tracking Process and Updated Work Progress in Excel Sheets
* Wrote and maintained test documents; converting documents to soft version maintained by the customer
* Carried out GUI, Functionality, Integration and Regression testing using Quality Center
* Performed rigorous manual testing such Functional Testing, Smoke testing, Integration testing, UAT Testing, Backend Testing, Regression Testing, End to End Testing and System Testing
* Performed Data Driven Testing using Quick Test Pro
* Worked with business users, business analysts and SMEs to understand different critical business processes
* Facilitated defect mgmt. meetings and test execution status meetings
* Identified, analyzed, and documented defects, errors, and inconsistencies in the application using Quality Center
* Created and Maintained Test Matrix and Requirement Traceability Matrix
* Extensively utilized Requirements, Test Plan, Test Lab and Defects Modules of Quality Center during STLC
* Coordinated with the developers on Defects Status on a regular basis
* Participate in various meeting and discussed Enhancement and Modification request

**Environment:** Windows, Quality Center, SQL, QTP, Web logic, UNIX, Oracle

**Citigroup, Warren, NJ Sep 2007– Apr 2009**

**Junior QA/BI Analyst**

**Responsibilities:**

* Designed and created various Test Plans, Test Cases based on the Business requirements
* Involved in extensive DATA validation using SQL queries and back-end testing
* Used SQL for Querying the DB2 database in UNIX environment
* Involve with Design and Development team to implement the requirements
* Performed execution of test cases manually to verify the expected results
* Used TOAD Software for Querying Database
* Tested ad hoc and canned reports for Business objects
* Analyzed business requirements, system requirements, and data mapping requirement specifications, and responsible for documenting functional requirements and supplementary requirements in Quality Center
* Involved in developing detailed test plan, test cases and test scripts using Quality Center for Functional and Regression Testing
* Tested mappings with the Design Documents and also performed testing for various sample data
* Co-ordinate with team members for effective management for all project requirements and responsible for deliverables and receivables during all project phases
* Planned, coordinate and execute Business Objects deployment for End-users and documented the entire project
* Participated in walkthrough and defect report meetings periodically
* Involved in Unit, Functional, Regression and System testing
* Performed the tests in both the SIT, QA and contingency/backup environments
* Involved in extensive DATA validation by writing several complex SQL queries and Involved in back-end testing and worked with data quality issues
* Tested Business Objects reports and Web Intelligence reports
* Used SQL for Querying the DB2 database in UNIX environment
* Performed periodic checks to run crosscheck against QA/SIT/PROD environments to ensure it is up and running
* Created test plans and performed unit testing for the Ab Initio graphs and its components
* Optimizing/Tuning several complex SQL queries for better performance and efficiency
* Created various PL/SQL stored procedures for dropping and recreating indexes on target tables
* Worked on issues with migration from development to testing
* Documented and reported various bugs during Manual Testing
* Retesting the resolved defects/issues after the developers fix the defects
* Performed Installation testing and Performance testing manually

**Environment**: AutoSys, IBM DB2, Sync sort, Erwin 4.0, IBM AIX-UNIX 5.0, TOAD, Quality Center, Windows NT, Unix Shell Scripting, SQL, PL/SQL, COBOL, XML, XSLT, XSD, XML Spy