# Joyal Patel

# Professional Summary

Possess high-caliber presentation, Client Interaction, requirement gathering and analysis skills. Objective is to lead a team to design, implement and support high quality System Development, working with end clients to define needs and to develop clear business solutions, to gather and analyze quality data to assist management in making informed, high quality decisions.

# Specific Expertise

* Extensive experience in the field of Quality Assurance & Business Development of an application.
* Strong knowledge of the Systems Development Life Cycle (SDLC) models such as Water Fall, Agile, and Spiral.
* Experience leading QA team, managing testing effort, escalating defects meetings, etc.
* Experience developing & producing Test Scripts and Test Cases for Web based Applications.
* Extensive experience in testing Client/Server and Web Based and Mainframe applications.
* Expertise in Bug reporting tools such as Test Director, Quality center and Rational Clear Quest
* Extensive manual testing experience working on Web-online application.
* Proficient in manual and automated testing of applications on Windows and Unix environment
* An expert in analyzing, understanding, testing financial and banking applications.
* Experience in Back-End Testing using SQL on UNIX and Windows platform to validate the consistency of data.
* Experience on Preparation of test plan, test procedures, Manual and Automation test scenario, test script, and Reporting Defects.
* Proficient knowledge in various types of Software Testing such as Unit testing, Integrated testing, System Testing, Black box testing, Positive Testing, Negative testing, Performance Testing, Stress Testing, Load Testing, Volume Testing, Data Driven Testing, Back end Testing and Regression Testing.
* Strong understanding of technical mainframe testing strategies.
* Good working knowledge of major Operating Systems such as Windows 98, 2000, XP, Vista, 7 and UNIX.
* Experience with Quality Center: creating test cases, test execution, and defect management
* Experience working closely with business analysts and business units to help with UAT testing and defect management.
* Excellent communication and writing skills with the ability to adapt to new and dynamic environments
* Good team leader, Player and can work alone with minimal or no supervision
* Ability to multi-task, prioritize and work with time constraints while paying attention to details
* Excellent communication, interpersonal & analytical skills.
* Creative and Aggressive person capable of forming and maintaining positive and productive team environments with integrative thinking skills.

# Technical Skills

Operating Systems: UNIX, Windows NT/2000/XP.

RDBMS: SQL Server, Oracle.

Business Applications: Microsoft Office Suite – MS Word, Excel, PowerPoint, Outlook.

SDLC: Waterfall, Agile, Spiral, RUP.

Project Management Tool: MS Project.

Testing Tools: Quick Test Professional (QTP),Load Runner

Bug Reporting Tools: Quality center, ALM,

Databases: Oracle, MS Access, MS SQL Server

Operating Systems: UNIX, Windows 98, 2000, XP, Vista, Windows 7

**Experience**

**Barclaycard US, Wilmington, DE**

**JUNE 2015 – Current**

**Testing Engineer**

Barclays is a major global financial services provider engaged in retail banking, credit cards, corporate and investment banking and wealth management. The Project was about consumer lending with accuracy and reminded originators of loan promotions verifying rates and terms for loans filled in needed documents for each loan closing working on launching new line of business (Consumer Lending) with new Processor FDR.

###### Responsibilities:

* Responsible for reviewing business requirements, functional specifications, project schedules, documentation and test strategy.
* Wrote Test Cases in Quality Center that would test various Test scenarios.
* Used Quality Center create and maintain Test Requirements
* Performed Manual Testing to test the usability of the application.
* Analysis the testing activities as per the planned forecast for the given projects.
* Getting updates and working with project team members for issues captured through metrics reporting.
* Documented and reported bugs using Quality Center.
* Actively participated in Status reporting meetings and interacted with Developers to discuss the technical issues.
* Expertise Used FDR (Mainframe) to get the information all the boarded loans.
* Validated the customer information(Credit Card) using TYSY (Mainframe)
* Validated the customer information using the FDR’s Green Screen.
* Used the FDR’s information to match with the Customer web and agent Web application.
* Validate to check if demographic information is stored correctly using FDR.
* Used STRSQL command on FDR Green screen to validate data using Toad Oracle.
* Validating FDR Screen data with HADOOP (file validation)
* Performed on End to END testing.
* Performed back-end testing using SQL queries to validate data and perform Data integrity testing.
* Actively participated in Status reporting meetings and interacted with Developers to discuss the technical issues.
* Developed Test Cases for Deployment Verification, ETL Data Validation, Cube Testing and Report testing.
* Assisted in production Support whenever needed.
* Involved in creating test cases for regression testing and assist test lead during the testing activities.
* Analyze the requirement coverage and traceability to ensure the testing coverage.
* Retrieved records from multiple tables from Oracle Database by using joins such as Inner Joins, Outer Joins, and Self Joins

**Environment:** ALM 11, TOAD, Microsoft Office, Windows. Selenium, Rally , MS Project,

**Sallie Mae, Newark, DE**

**MAY 2014 – MAY 2015**

**QA Analyst**

Sallie Mae offers education loan options for undergraduate, graduate and professional students as well as for families with children in private schools along with other Banking services.

Their mortgage system is a designed to be a complete mortgage lending solution. The system allows for processing, closing and underwriting of all loan types. The system also provides a centralized repository for underwriting and monitoring process. I worked on integrating the system that provide a real-time status of loan applications, risk management, and monitoring capabilities.

###### Responsibilities:

* Responsible for reviewing business requirements, functional specifications, project schedules, documentation and test plans.
* Wrote Test Cases in Quality Center that would test various Test scenarios.
* Used Quality Center create and maintain Test Requirements
* Performed Manual Testing to test the usability of the application.
* Conducted GUI testing to test the appearance and properties.
* Analysis the testing activities as per the planned forecast for the given projects.
* Analysis the Weekly QA Metrics Reports for to correct the reporting errors.
* Getting updates and working with project team members for issues captured through metrics reporting.
* Documented and reported bugs using Quality Center.
* Actively participated in Status reporting meetings and interacted with Developers to discuss the technical issues.
* Used FDR (Mainframe application) to get the information all the boarded loans.
* Validated the customer information using the FDR’s Green Screen.
* Used the FDR’s information to match with the agent Web application.
* Validate to check if demographic information is stored correctly using FDR.
* Used STRSQL command on FDR Green screen to validate data using SQL.
* Analyze the requirement coverage and traceability to ensure the testing coverage
* Performed Smoke Testing, Sanity Testing.
* Performed back-end testing using SQL queries to validate data and perform Data integrity testing.
* Tested the entire ELT (Extract Load and Transform) logic to enable initial load and incremental processing from different data source like SQL Server
* Documented and reported bugs using Quality Center.
* Actively participated in Status reporting meetings and interacted with Developers to discuss the technical issues.
* Assisted in production Support whenever needed.
* Involved in creating test cases for regression testing and assist test lead during the testing activities.
* Analyze the requirement coverage and traceability to ensure the testing coverage.
* Created and maintained SQL Scripts and Unix Shell scripts to perform back-end testing
* Writing the test scripts, test cases & test plan for multiple ETL Feeds.
* Reviewed extensive SQL Queries with complex multi-table joins and nested queries.
* Wrote extensive SQL queries for data validation, analysis and manipulation, and maintaining the integrity of the database.
* Responsible for executing SQL Queries for checking duplication in records.
* Retrieved records from multiple tables from Oracle Database by using joins such as Inner Joins, Outer

Joins, and Self Joins

**Environment:** ALM 11, TOAD, Microsoft Office, Windows, ETL.

**Wells Fargo Bank, Des Moines, IA**

**SEP 2012 – MAY 2014**

**QA Analyst**

Wells Fargo is one of the most trusted U.S banks for safeguarding customer privacy data. It is widely recognized as one of the biggest performing banks in the nation. The project was initiated to assist clients with online mortgage resources as well as mortgage officers with various qualification standards. I was involved in the ‘Mortgage Loan Center’ module, which allows Custom Quotes, loan applications, and information about loan origination.

###### Responsibilities:

* Wrote test plan and test cases for User Acceptance Testing and created Requirement Traceability Matrix to keep track the changes.
* Performed walkthroughs with Development, BA and UAT team.
* Wrote, Ran and Executed Test Cases based on business requirements.
* Performed Data-Driven testing using parameterization in WARP using advanced Data Tables.
* Test planning and Reporting done using QC/ALM.
* Performed back-end testing procedures using SQL statements for some online customer interactions.
* Performed Functionality, System, Front end, Negative and Positive testing using QC/ALM.
* Designed and executed manual and automated test cases through QC/ALM by integrating WARP.
* Executed the tests to verify the web GUI using Quick Test Pro.
* Produced functional specifications and led weekly meetings with developers and business units to discuss outstanding technical issues and deadlines that had to be met.
* Tracked defects using JIRA.
* Converted Functional requirements into detailed scenarios and test cases.
* Performed data drive testing to validate the same set of operation with different set of data
* Analyzed portfolio management, investment planning, financial planning, customer support and investment strategy tools and processes
* Developed Test Cases and Scripts for functionality and Regression Testing.
* Involved in configuration testing.
* Used QC/ALM to organize the testing process and to manage and report defects.

**Environment**: HTML, JSP, Oracle, SQL, QTP, Mercury Quality Center, Web Services and Windows 2000, JIRA.

**Fannie Mae, Reston, VA**

**FEB 2011 – JUL 2012**

**QA Analyst**

Central Monitoring Team with in Fannie Mae developed an application to monitor log activity of 300 applications and 15 platforms. CLAM (Central Log Analysis Manager) was designed to automate the log review and event ticket generation process. CLAM has a web interface to provide search and reporting capabilities for the ticket owners and reviewers. As a QA Analyst, I work on CLAM enhancement and maintenance projects which are focused around enhancing search/reporting capabilities, and to fix production issues.

High level responsibilities include designing, executing and coordinating overall QA testing and UAT testing efforts for the CLAM enhancements and production fixes.

The other part of the project was initiated to assist clients with online mortgage resources as well as mortgage officers with various qualification standards. I was involved in the ‘Mortgage Loan Center’ module, which allows Custom Quotes, loan applications, and information about loan origination.

**Responsibilities:**

* Develop and execute testing procedures for CLAM backend and desktop application enhancements projects.
* Ownership of project testing documentation which includes creating, presenting and archiving test strategies, test plans, test scripts, and test reports
* Management of testing artifacts in Quality Center and generating dashboards
* Strategizing and executing testing of CLAM GUI and database applications
* Management and execution of regression test suite for all enhancements related to CLAM web portal
* Using both automated and manual testing strategies for validating functionalities of the CLAM Web interface
* Execute heavy back-end testing to validate successful changes within CLAM code
* Extensively use SQL queries for data validation and data integrity testing
* Use UNIX for executing back-end jobs and navigating with in file systems and directories
* Work extensively with TOAD to test PL/SQL packages, procedures, triggers, and functions; and, to write test scripts and queries, and view/edit Oracle data
* Execute and document front-end testing of CLAM web portal enhancements
* Use both manual as well as automated test procedures for testing CLAM web application
* Load/Stress testing of CLAM web application to validate performance under extreme operating conditions
* Analyze test results, and document defect/issues in tracking system.
* Act as UAT Test Analyst and design/document UAT test plan and strategy documentation
* Coordinate UAT testing efforts; train users in CLAM web portal functionalities in order to assist them in executing UAT testing
* Proactively troubleshoot with business analyst, developers and QA peers to replicate/identify, and resolve issues
* Monitor health and visibility of the QA effort on each build in order to assist senior team's gap analysis and risk mitigation
* Managed QA teams and their activities in order to drive the delivery of QA services across business and technology teams
* Partnered with back-office business units of operations and accounting to understand their needs and requirements
* Extensively used MS Project tools to develop plans, assign resources to tasks, track progress, manage budgets and analyze workloads
* Reported to senior QA Manager about project status and QA activities/forecasts
* Developed Test Plans for multiple releases based on minimal business requirements.
* Developed project plans and conducted weekly status review meetings with all business groups
* Analyzed status reports on weekly basis with the project team
* Familiarized the team members with the customer needs, specifications, design targets, the testing process, design standards, techniques and tools to support testing effort.
* Assigned roles and responsibilities and deliverables to all team members.
* Established the testing process, testing and defect reporting methodology, techniques and tools to support testing effort.
* Coordinated the team to resolve defects of all components of the application
* Coordinated System Integration Testing and UAT efforts
* Developed Timeline for different cycles of testing
* Prepared and maintained documents like Test Strategy, Test Report and Trace Matrix.

**Environments:** Oracle, UNIX, Java, XML, TOAD,PL/SQL, Quality Center, QTP, MS Project, Remedy, LoadRunner.

**PMI Mortgage Insurance Co, Walnut Creek, CA**

**FEB 2010 – JAN 2011**

**QA Analyst**

Project involved Enterprise Imaging System design, implementation, and continuous support.  This system improves mortgage underwriting and policy servicing processes by facilitating electronic data capture of all loan/claim related documentation needed for underwriting, quality control, remediation, and claims process workflows.

**Responsibilities:**

* Coordinated activities of testing resources to ensure testing effort on schedule and within budget
* Coordinated with Release Manger on scheduling builds to test and staging
* Ensured Offshore QA team has the expertise on application knowledge before starting of testing phase
* Provided estimates and ensured Vendor teams provided builds in a timely manner
* Member of Change Control Board to approve changes and enhancements
* Created Test Plan based on the scope and schedule of the project
* Defined the Entry/Exit Criteria for the project and ensure these criteria are met
* Ensured timely delivery of deliverables and adherence to deadlines.
* Coordinated with Business and User Acceptance Team during test case creation and execution for UAT
* Reviewed and Analyzed Business Requirement Documents, Functional Specification with System Analysts and Developers.
* Attended Use Case Review and Design Review Meetings and provided feedback.
* Performed Requirement Decomposition to identify High Level Test Scenarios from Specification.
* Assigned and reviewed test cases created by the testing team in Quality Center
* Created and Maintained Traceability Matrix to ensure test coverage of all requirements
* Authorized, Scheduled the migration of code from development to different test environments. Also in charge of code movement within the 2 test environments. This included new releases and patches.
* Triaged and Tracked Defects in Quality Center and sent daily Defect Report to Project Team
* Organized Defect Review Board meeting with Project Team for daily updates on defects during execution
* Coordinated with development team to ensure timely delivery of builds for new functionality and defect fixes.
* Coordinated with multiple teams to ensure exclusive access during the various phases of testing.
* Timely escalation of issue’s related to different teams to ensure an early resolution.
* Created a Regression Test Suite which can be progressively updated for new release of the application.
* Updated the Test Scripts for Regression build based on the  enhancements to the application
* Created and Updated Test Execution Matrix and Defect Matrix.

**Environment:** Quality center, Quick Test Professional, MS office, SQL/Oracle, UNIX

**Ever Bank, Jacksonville, FL**

**JUNE 2009 – DEC 2009**

**QA Analyst**

The LOS project: The project encompassed the conversion of old legacy systems to a new Loan Origination System (LOS) to support paperless technology and distributed architecture. The LOS was designed to serve as an intelligent in-house repository for data from all the other business engines that acted to serve processes during loan set-up, underwriting and closing/funding.

**Responsabilices**:

* Attended the Requirement gathering sessions and JAD Sessions for Agile on base Project.
* Test cases preparation and Execution, Defect reporting.
* Based on the user stories write the test cases, test execution and defect reporting
* Test cases, test execution and defect reporting tracked in TFS tool
* Working with the business users and developers on issues
* Conduct status call with offshore and coordinate among team members.
* Conducted   KT (knowledge transfer) session and training to off-shore.
* Communicated to delivery team and QA Manager about issues, concerns and risks.
* Prepared Test Scenarios by creating Mock data based on the different test cases.
* Performed functional testing with the requirements provided by the Business.
* Performed UI/Web testing for the IRIS application which included the E2E testing, Regression Testing, System Integration Testing.
* Assisted in UAT Testing or Production Support whenever needed.
* Verified the web services for its functionality, reliability, scalability using SOAPUI web services test automation tool.
* Conducted Smoke Testing of different Applications using SOAPUI.
* Delivered various test matrix documents like UAT defect analysis report, root cause analysis, Project test effectiveness, Prod defect analysis report, and defect acceptance report as a part of test deliverables.
* Performed SOA / Web Service testing using SoapUI.
* Created Data for XML Requests in SoapUI.
* Extensively documented test artifacts so as to keep testing history and to avoid miss understanding and confusion.
* Tested each web services using SOAP messages
* Involved in coordinating the Automation team to analyze the manual scripts, provide the estimation, build the automation scripts and execute them using AXE and QTP tools.
* Delivered the Daily Execution/Status Report, Weekly Status Report and Monthly Status Report to keep the track of the project on a regular basis and analyze the Quality of the project and provide the suggestions on the improvement of it.

**Environment**: Quality Center, TOAD, JIRA, AXE, QTP, Microsoft Office, Windows,

**Education**

Bachelor of Business Administration, Stratford University

Master of Computer information system , Stratford University