**Juna Balla**

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**402-312-1209**

**PROFESSIONAL SUMMARY:**

* **8 years** of **Software Quality Assurance** experience as a **QA Tester** in **Manual/Automation Testing** of both **client server** and **web based applications**.
* Good Knowledge about **Railroad** and **Finance** domain.
* Diversified experience in **Quality Assurance** and **Software Testing**.
* Well versed in **Black Box Testing -- Functional, System, Integration, Regression, Performance, User Acceptance Test (UAT)**.
* Expertise in **analyzing Business Requirements, Customer Experience, Design Specifications** and **Business Flow** from functional level.
* **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.**
* Good experience with **MS Project, Visio, Sharepoint.**
* 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.
* 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:

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| **Defect Tracking** | HP ALM 11.5 (Application Lifecycle Management), HP Quality Center 10.0, Bugzilla 3.0, JIRA 3.10 |
| **Methodologies** | Waterfall, Agile |
| **RDBMS** | SQL Server 2008/2005, Oracle 10g/ 9i, MS Access, My SQL. |
| **MS Suite/ Project tools/ Other Tools** | MS Office Suite (Word, Excel, Access, PowerPoint), MS Project, SQL, SoapUI Pro 4.5, HP QTP 9.2, HP UFT 12.0. |
| **Operating Systems/ Products** | Windows 7/8/10, Windows Vista, XP, 2003, 2000, 98, Unix |

###### PROFESSIONAL EXPERIENCE:

**Amtrak, Philadelphia, PA March 2014 to July 2017  
Sr. QA Analyst**

The National Railroad Passenger Corporation, doing business as Amtrak is a passenger railroad service that provides medium- and long-distance intercity service in the contiguous United States . Founded in 1971 to take over most of the remaining U.S. passenger rail services, it is partially government funded yet operated and managed as a for-profit corporation. As a QA Analyst I was involved in testing the customer facing web application. I was involved in preparing and executing Test Cases and Scripts for manual/automation 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.
* Performed testing on user **account transfer** and **money management** accounts.
* Actively participated in creating **requirement strace ability matrices**, and test plans.
* Tested the **functionality** of the application with multiple data (**positive** as well as **negative**), multiple times.
* Overseen defects management, automation testing as well as lab and field testing.
* Participated in meetings to establish and enforce **SharePoint** best practices and standards manage proper security group naming conventions & security assignment processes.
* 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, MS Project, Visio, Windows, Agile, SIT/UAT and SharePoint.

**US Bank, Minneapolis, Minnesota** **Feb 2011 to Feb 2014**  
**QA Analyst**

US Bank provides traditional banking services and a full range of financial products for individuals, businesses, and professionals, each tailored to meet the specific needs of every client. 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.
* Used **MS Sharepoint** for the purpose of managing documents and for hosting websites which was used to access shared work spaces and documents.
* 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, MS Project, Visio and SharePoint.

**CitiMortgage, O'Fallon, MO July 2009 to Jan 2011  
QA Analyst**

Worked as a QA Analyst for Citi Mortgage, which is a member of Citigroup and focused on providing the highest quality mortgage products as part of an expansive portfolio of financial services that includes banking, insurance, asset management, credit cards, and much more . The company’s website also enables its customers to login and access their Checking, Savings or Money Market accounts. The application provides the account summary, mortgages, facility to transfer funds between various accounts, online bill payments and use their online customer service center. I was working on the ‘Personal Online Banking’ application that helps customers to enroll online and get access to various features such as review account activity, Transfer Funds, Pay Bills and order checks.

**Responsibilities:**

* Involved in the review of **requirements** with functional manager and technical specialists of the application
* Designed and executed **Test Plans** and **Test Cases** and generated **Test Scripts** and **Test scenarios.**
* Coordinated **User Acceptance Testing** with the UAT group to ensure the correct business logic.
* Communicated with developers on a regular basis for better **understanding of the application** and let them know the issues.
* Used **Agile Methodology** and Participated in **daily stand up meetings** discussing the progress and goals.
* Performed testing on Citi Mortgage **account transfer** and **money management accounts**.
* Reviewed **SQL Queries** with complex multi-table joins and nested queries.
* Created and maintained **SQL Scripts** and to perform back-end testing on the oracle database.
* Assisted the business partner in preparing **UAT plan/scripts** and assured project manager has taken steps for alignment of Operational Quality Checklist
* Assured **entry/exit criteria** are met for the different phases of testing (e.g., Unit testing defects closed before hand off to System/Integration testing, high severity S/I anomalies are closed before start of UAT, successful UAT prior to production deployment).
* Conducted various sessions for **UAT** during last month.
* Used **Quality Center** for **Requirement Traceability**.
* Used **Quality Center** to write maintain **Test Cases**, create **Test sets**, schedule test runs and to **report bugs.**
* Generate various **reports** and graphs in **Quality Center** to analyze the AUT.
* Used **Quality Center** as a **Bug Reporting** Tool for entering the Bug
* Participated in various **meetings** and discussed Enhancement and Modification Request issues.

**Environment:** SQL, Oracle, MS SQL Server, Windows XP, 2000, HP Quality Center 10.0,Agile,SIT/UAT, MS Project, Visio, SharePoint.