# Professional Summary

* IT professional with 7 years of experience as a Quality Analyst with an emphasis in the healthcare, Retail, (Supply chain and Order Management) industries.
* Hands on experience gathering requirements, interviewing senior level company officials to gather requirements for documenting project functional specification.
* Wrote test scripts, technical specification documents, and worked on application’s input / output data definitions.
* Experienced in customer/client interaction, deep understanding of business systems functionality and technicality.
* Used MS Excel spread sheet, PowerPoint, MS Visio, and MS Project.
* Expert in Agile software development and release management.
* Prepared unit test cases and performed unit testing.
* Extensive experience in Functional, Integration, Regression, User Acceptance (UAT), System, Load and Black Box testing.
* Good knowledge of MicroStrategy and **Oracle Applications EBS R12** implementation, System Design, Development and Customization
* Worked with different data sources ranging from flat files, xml and DB2, oracle and SQL Server databases
* Experience with testing reporting tools (Cognos/Business Objects)
* Excellent communication skills and Ability to work in-groups as well as independently with minimum supervision and initiative to learn new technologies and tools quickly
* Sound knowledge of Regression, System, Functionality and User Acceptance Testing
* Excellent working experience with Mercury **QC, HP ALM, QTP, Load Runner**
* Hands on experience with Performance, Load, Stress, Volume testing using LOADRUNER
* Prepared test cases in Test plan module of **HP Quality Center**
* Created the test instances for the project in the Test Lab and Test Plan module of Quality Center
* Used the Defects module of Quality Center to track, fetch, edit, retest and close the defects
* Experience in preparing reports with analyzing the defects with respect to metrics.
* Experience in analyzing defect severity, priority and documentation and scheduling for the fix
* Involved in web testing to check potential bugs using functionality testing, usability testing, performance testing.
* Good Management, Execution and Documentation skills.
* Expertise in all areas of software development including client interaction, analysis and tele-conferencing with the client during the progress of the project.
* Efficient in MS Project/MS Excel for planning/status reporting/writing test scenarios.

**Technical Skills**

Operating System: Windows Server, Windows, UNIX

Testing Tools: Load Runner, Quick Test Professional, Quality Center

Bug Tracking Tools: Quality Center, JIRA

Front - End Tools: MS Office, MS Project, MS Visio

Languages: C, C++, SQL, TSL, Visual Basic.NET, PL/SQL

Web Technologies: HTML, XML, .NET

Database: Oracle, MS SQL Server

**Professional Experience:**

**Dean Health Plan, Madison, WI May 2013 – Present**

**Sr. QA Tester**

Dean is one of the largest integrated health-care delivery systems in the country. Established in 1904 and headquartered in Madison, Wisconsin, Dean provides: Medical and health services through a network of Dean Clinic locations throughout southern Wisconsin. Health insurance services through Dean Health Plan. Ancillary health services within Dean Clinic locations. Clinical research and education, through Dean Foundation.

**Responsibilities:**

* Prepare test plans for all deployment requirements and customize all **oracle** applications as per requirement with help of various application developer module
* Developed Test Plan and overall Test Strategy for the Application in **HP ALM/Quality Center**
* Wrote SQL queries to validate source data versus data in the data warehouse
* Preparation of technical specifications and Source to Target mappings
* Design various technical specifications and documents all oracle applications and prepare reports and revise same and coordinate with all system administrators to implement all patches and fixes.
* Manage and resolve various **Oracle** applications for all service tickets.
* Perform troubleshoot on all oracle application issues and provide post production support and prepare test scripts on all applications and implement all fixes.
* Implement various **Oracle** tools and scripts to identify any issues and collaborate with business users to implement all test applications.
* Involve in Unit Testing for the application developed using test cases
* Extensively used SQL programming in backend and front-end functions to implement business rules and security
* Compared the data sets resulted from the databases **Oracle** and SQL Server using the tool, Toad for Data Analysts
* Design and execute the test cases on the application as per company standards
* Interacting with senior peers or subject matter experts to learn more about the data
* Identifying duplicate records in the staging area before data gets processed
* Ensured that the mappings are correct and effectively communicate testing activities and findings in oral and written formats
* Ensured that application development is in compliance with HIPAA.
* Extensively used **Oracle** Loader to load Test data from flat files to tables
* Reported bugs and tracked defects using Quality Center.
* Followed HIPAA guidelines in preparing the documents for the transactions sets 835, 837, 277 & 276.
* Extracted data from various sources like **Oracle**, flat files and SQL Server
* Designing and creation of complex mappings using SCD Type II involving transformations such as expression, joiner, aggregator, lookup, update strategy, and filter.
* Involved in HIPAA/EDI Medical Claims Analysis, Design, Implementation and Documentation.
* Optimizing/Tuning several complex SQL queries for better performance and efficiency
* Extensively tested several Cognos reports for data quality, fonts & headers

**Environment**: Quality Center, Oracle Applications EBS R12, Oracle Sales Cloud, SQL,SQL, UNIX, data warehouse, XML, Cognos, Windows

**Wal-Mart, Bentonville, AR   March 2011 – April 2013**

**QA Analyst**

I worked on **Order Management System** that was part of the **supply chain** which plans, implements and controls the efficient, effective forward and reverse flow and storage of goods, services and related information between the point of origin and the point of consumption in order to meet customers' requirements. The **Order Management System** was part of the e-commerce application that was being developed for Wal-mart’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. The customer’s orders an item as a registered customer or guest, the customer entered the **gift certificate number** which was then reflected on the financials showing some savings in the place order page before applying the credit card.

**Responsibilities**:

* Developed Test Plans, Test Cases to test the Screens and workflows for **Quality Center.**
* Converted Business Requirements and Design Documentation into Test Cases and Test Scripts.
* Created description object with specified properties and values during run time, to use instead of logical names in test scripts.
* Using agile methodology and engage in an iterative workflow and incremental delivery of working software.
* Performed manual and functional testing on various parts of the application and used Quality Center for offshore defect tracking and **Quality Center** for onsite defect tracking
* Responsible for Manual Testing and Automation Testing.
* Analyzed, documented and maintained Test Results and Test Logs.
* Performed Web testing to check for broken links in a page.
* Analyzed Ecommerce needs and recommended web site structure and basic design guidelines
* Validated database operations by executing **SQL** statements and compared actual database with new results to assure there is no data missing.
* Reviewed extensive **SQL** Queries with complex multi-table joins and nested queries.
* Rigorously tested **SQL’s** implementation of existing code.
* Performed backend testing for data validation using SQL Queries.
* Involved performing end to end testing of Ecommerce applications
* Created data driven tests using **QTP** by adding statements to already existing scripts so that test scripts could be run with multiple sets of data.
* Configuring and implementing stubs simulating actual **web services**
* Performed Acceptance, Usability, Cross-Platform and Regression Testing during different stages of the application development.
* Participated in daily Scrum meetings and sprint reviews and Implement AGILE QA processes and practices for efficient test and defect management.
* Used Quality Center to store Test Plans, Test Cases, Test Scripts and for bug tracking.
* Identified software problems, wrote easy-to -follow bug reports, logged them into bug tracking tool Quality Center.
* Categorized bugs based on the severity and interacted with developers to resolve them.
* Extensively used Microsoft Office Suite of products for documentation and data interpretation.
* Create test cases and sample data to test Client **Web services**.
* Bug Reporting using Quality Center.
* Interacted with the developers to report and using Quality Center.
* Involved in troubleshooting various build and configuration issues.
* Participated in Triage Meetings, weekly status meetings with IT and business people

**Environment:** Windows, Quality Center, SQL, MS Office Suite, **QTP**, **Web services**, Etc

**Charming Shoppes Inc, Bensalem,PA Nov 2008 – Feb 2011**

**QA Analyst**

The main objective of this Project is to overhaulting the entire **supply chain**, incorporating new investment in physical equipment and legacy systems. Also, since maintaining and supporting legacy applications is becoming prohibitive and replacement of store systems and POS systems company decided to implement Oracle Retail's core merchandising applications.

**Responsibilities**:

* Performed Functional, System, Security, and Regression & User Interface testing of software applications.
* 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.
* Reviewed the Business Requirement documents with the business and development team to understand the architecture and functionality of the application in an agile environment.
* Performed Data Driven Testing using **Quick Test Pro**.
* Interpreted and analyzed problems with software using logs, debugging tools and other methodologies.
* Created and maintained detailed test cases to perform various types of testing in Test Plan module of Quality Center.
* Work in Agile, scrum, and sprint environment in order to change the requirements and features set.
* 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.
* Developed **Web services** scripts for a Web Service call sing SOAP
* Manually test each and every module of the application and verify against expected results.
* Performed Sanity and Smoke Testing of the application manually after each build.
* Performed Functional, GUI, Security, Positive and Negative Testing.
* Performed rigorous manual testing before a release.
* Provided testing support, did troubleshooting and issue analysis
* Involved in the discussions of Defect Tracking Process and Updated Work Progress in Excel Sheets.
* Performed Performance, Load, Stress, Volume testing using **LOADRUNER**
* 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
* Understand and develop **Web services** test strategy for different services as part of SOA
* Worked with business users, business analysts and SMEs to understand different critical business processes.
* Facilitated defect mgmt meetings and test execution status meetings.
* Prepared automated scripts for Maintenance and SDLC testing.
* Identified, analyzed, and documented defects, errors, and inconsistencies in the application using Quality Center.
* Created and Maintained Test Matrix and Requirement Traceability Matrix.
* Coordinated with the developers on Defects Status on a regular basis.
* Successfully created and executed complex SQL Queries on SQL Server Database using SQL Query Analyzer to verify and validate data.
* Responsible for testing backward compatibility on various proxies of **web services**
* Participate in various meeting and discussed Enhancement and Modification request.

**Environment:** Windows, Quality Center, SQL, **QTP**, Loadrunner, JAVA, Web logic, MS Office Suite, UNIX, Oracle, XML, **Web services**, Etc