**Summary**

* Over 6 years of QA experience in all phases of life cycle, including requirements gathering, risk analysis, project planning, scheduling, testing, defect tracking, management, and reporting.
* Strong experience in domain **Healthcare /Retail/Banking/Financial/eCommerce.**
* Exposure to both Manual and Automated Testing of applications developed on Windows and UNIX platform.
* Hands on experience in Agile / Scrum, Waterfall and Iterative Development Methodologies.
* Expertise in Bug tracking using bug-reporting tools such as **HP ALM/Quality** **center**.
* Created updated and maintained Test Matrix and Traceability Matrix and involved in Gap Analysis.
* Good experience in using Interactive Automated Testing tools **UFT/QTP**, and **Quality** **Center**.
* Experience in conducting various types of System and Integration testing for various web based application such as Security(to validate Username/Password), Account Creation process, e-mail testing for each stage of workflows, access grants, navigation testing to check the integrity between different screens within the application etc.
* Experience in performing validation regarding Check-out and cart functionality for e-commerce web based applications.
* Performed Black Box Testing, Unit Testing, Regression Testing, Integration Testing, Sanity Testing, Smoke Testing, Performance Testing, Stress Testing and Load Testing of Web-Based applications and Client/Server applications using Tools.
* Executing test cases, ad-hoc product testing, reporting bugs and reporting tester status, writing test scripts, test automation using diverse testing tools UFT/QTP, **SOAP-UI**, Quality Center and Version one.
* Tracked bugs and created reports using stest management/defect tracking tools like **Quality** **center**, and documented Test Documents Using MS Office Tools - Word, Excel, Power Point.
* Used extensively SQL to perform backend testing.
* Experienced in developing Test Plans, Test Cases based upon the business requirements.
* Extensive knowledge of SDLC methodologies such as traditional SDLC, Agile, Waterfall etc...
* Have Experience performing Mobile Automation testing using Perfecto Mobile
* Excellent understanding of all phases of STLC (Software Test Life Cycle)
* Experienced in testing Client-Server and Web-Based Applications.
* Experience in performing various types of back-end testing such as data validation, data migration, data conversion, data integrity testing.
* Active participant of Defect Management and resolution process.
* Created updated and maintained Test Matrix and Traceability Matrix and involved in Gap Analysis.

**Technical Skills**

**Testing Tools:** **UFT**/Quick Test Pro, **ALM**/**Quality Center, SOAPUI**

**Database:** Access, Oracle 9i/10g, SQL Server 2005/2008, DB2

**Platforms:** Windows, Linux, UNIX

**Software:** Microsoft Office Suite, MS Project,

**Professional Experience**

**Emblem Health, New York, NY March 2014 – Present**

**Quality Analyst**

Emblem Health is a medical insurance provider based in New York City. Emblem Health provides subsidized health insurance plans to all NY government personnel.

I worked as a QA Tester on the GHI/HIP (subsidiary of Emblem) based applications which deal with claims processing of all its members. All claims processed through GHI and HIP systems were migrated to Emblem Claims processing system. We tested the data processed in these claims and claims with invalid information were rejected. I tested the claims and the insurance eligibility functionality using HP Quality Center.

**Responsibilities**:

* Used waterfall methodology as prime SDLC methodology.
* Wrote test plans, test scripts, test cases, and test conditions.
* Ensured the EDI development efforts met the required specifications.
* Experience working with data mapping documentation
* Worked for Claims Processing, EDI X12 837P, 837D, 837I, 834 files processing.
* Hands on experience in **EDI 834 enrollment file**.
* Hands on experience working with EDI 837 institutional claim file.
* Analyzed and documented **ICD 10 requirements related to data elements, data exchange and data transmission**.
* Conducted Validations for different **FACETS modules Providers, Claims and Membership.**
* Documented business needs for **ICD 10 resulting from the HIPAA 5010 gap analysis**.
* Participating in Daily stand up Scrum meeting and reporting daily status to Scrum master on my task status.
* Built Scenarios and wrote Test cases for each user story based upon acceptance criteria.
* Performed Functional Testing and Regression Testing after fixes or modifications.
* Executed and Documented the Teat cases and Test Results.
* Executing Test Cases and Bug Reporting using Defects Tab.
* Defect reporting and tracking in Visual Studio Team Foundation Server.
* Provided defect and test status reports to the project management team periodically.
* Developed SQL Queries for Back-end testing.
* Developed SSRS reports using SQL Server.
* Documented the outcomes of all the testing in MS Word and MS PowerPoint
* Worked on Scheduler to Schedule Monthly or Weekly jobs to generate Reports on High Risk patients.
* Identified the Test data to Validate the Test Results for the Reports generated.
* Developed test automation basic scripts using QTP.
* Participated in Requirement Walk through Meetings.

**Environment**: Facets, Quality Center, .NET Framework, MS Office, SQL Server, SSRS, MS Visio, XML.

**Bed Bath & Beyond, Union, NJ January 2013 – February 2014**

**Mobile QA Tester**

Bed Bath & Beyond is one of the largest Retail/ Ecommerce in home equipment business. As a QA Analyst with Ecommerce team, the project is to test the Order Management System was part of the web based **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. 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**

* Performed Functional, System, Security, and Regression & User Interface testing of software applications.
* Utilized Defect module of **Quality Center** for Defect Management.
* Interacted with the Business Users and BA to determine and review BRDs, SRSs, and FRDs.
* Created Detailed Test Plan, Test Cases, Test Matrix, Integrated Scenarios, Test Strategy documents based on the information gathered through business requirements and design/application walkthroughs.
* Participated in the **Manual** Vs Automated testing decision-making process.
* Preparation of Requirements Document, AGILE Storycards, etc
* 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.
* Created and executed test plans and scripts to verify software functionality and adherence to business requirements.
* Created test cases to perform different types of testing such as positive/negative, functional/regression, interface, Unit testing, black box, white box, performance testing, smoke/sanity testing, etc.
* Documented and reported defects within established process and tracking systems using **Quality Center**.
* Conducted Parameterization to data tables, system performance tuning, heavy data-driven testing created object repositories in **UFT**.
* Worked on supporting **SAP BW --**FI, Sales & **HR** Reports.
* Responsible for the first level support which extended to **SAP BW -- FI, Sales & HR Modules**
* Prepared automated scripts for Maintenance and Regression testing using **UFT**.
* Performed **Browser** compatibility and configuration testing for various operating systems.
* Reviewed extensive **SQL** Queries with complex multi-table joins and nested queries.
* Involved in reviewing complex **SQL** queries, views, functions and stored procedures and spotting issues before/during code migration.
* Performed Backend testing using **SQL** queries against Oracle database to perform data validation, to check data integrity etc.
* Extensively worked with **BPT module** of **Quality Center** in order to derive **automation** scripts in **UFT** with the help of SMEs and Business Analysts.
* Involved in preparing the **Automation** Design document, identifying the test cases to be automated for Regression Testing.
* Involved in the discussions of Defect Tracking Process and Updated Work Progress in Excel Sheets.
* Extensive **UAT Testing Manually**.
* Identified, analyzed, and documented defects, errors, and inconsistencies in the application using **Quality Center**.

**Environment:** Windows, **SQL**, Server, **SAP**, **Quality Center**, **SQL**, **UFT**, Web logic, UNIX, Oracle

**Harris Teeter, Charlotte, NC June 2010 – December 2012**

**QA Tester**

The project was related to implementation and upgrade of an eCommerce website supporting Hanes marketing, merchandising, and sales processes in the Microsoft .Net environment. Project focus areas were Merchandise Assortment planning tool and Invoice Management tool created for the Business Unitof Hanes Business Strategy Solutions. This application was also integrated with third party vendor tools.

**Responsibilities:**

* Conducted a walkthrough session of the **scope document** to ensure that the project sponsors and stake holders understand the project scope and any associated constraints, risks and issues as early as possible.
* Conducted the **Functional Requirements** and User Requirements Specification reviews and walkthroughs with designers, developers and stakeholders.
* Created Detailed Test Plan, Test Approach, Test Matrix, Test Strategy documents based on the information gathered through business requirements and design/application walkthroughs.
* Gathered and organized from the business side requirements and business rules, created **Manual**s, on-line content, diagrams and graphics for a variety of clients.
* Performed Regression Testing by generating QTP scripts based on the business process.
* Prepared a package of Process Flow diagrams to document the existing system and used UML notations for Object Oriented Design and Documentation.
* Tested various versions of handheld devices to perform **Cross** platform and **Browser** compatibility testing.
* Assisted designing and developing workflow diagrams for different modules using Rational Rose.
* Responsible for identifying gaps in the software between core functionality and user defined requirements.
* Used **Quality Center** bug tracking tool to analyze & capture bugs, track and manage dashboard any type of updates for project release.
* Created various test sets for different test cycles within Test Lab module of **Quality Center** and perform the test case assignment within **Quality Center** for offshore QA testers.
* Testing performed on a data warehouse platform, including data integrity and data validation.
* Performed Database testing using **SQL** queries
* Performed backend testing for data validation using **SQL** Queries.
* Performed negative and positive testing using **SQL** Queries
* Performed Smoke, Functional, Regression, System and User Acceptance Testing (UAT) in Web and Mainframe application.
* Designed report specifications for Internal Departments.
* Provide estimates on Change Requests for Analysis, Development and Testing.
* Coordinated with Business Users and Development for setting up Test Environment, Test Data and Backend Interfaces.
* Assist and guide project teams to implement and document standards, procedures, artifacts, and plans consistent with QA and Test deliverables for the project team.
* Mentored QA Team by looking into different technical problems with development and helped them prioritize Testing tasks.
* Analyzed test progress and send weekly progress reports to the Project Manager
* Actively trained Business Users involved in User Acceptance Testing (UAT) and helped them understand UAT procedure.

**Environment:** MS Visio, Oracle, QTP, **Quality Center**, Rational Rose, MS Excel, MS Access, DB2, UNIX, MS Office

**BMO Harris Bank – Chicago, IL July 2009- June 2010**

**QA Analyst**

BMO Harris Bank has grown to become one of the largest banks in the Midwest serving personal, commercial and affluent customers. The project Harris Online Banking helps customers view their statements, pay bills, transfer funds or simply manage their accounts.

**Responsibilities:**

* Worked on HOB (Harris Online Banking) application for Accounts, Transfer Funds, Statements, Bill Pay, Transactions, Services and other online activities during System Integration Testing.
* Analyzed the requirements for “Removal of ODP lines from ACH/Transfer/ Wires” and reviewed the requirements document with the BA.
* Developed test scenarios and test strategy and test scripts in Quality Center based on the HOB system requirements and reviewed with the business analyst for System Integration Testing.
* Used Quality Center for test case development, test execution, defects tracking and tagged test cases with the relevant requirements for Traceability.
* Work with Sales Team and Product Management Team for product implementation and training customers.
* Oversee Test Automation Design, Regression Test Bed architecture and maintenance of the test suite.
* Strong experience with testing products with contemporary technology stacks: Web Services, API using SoapUI.
* Create and report defect metrics for project level testing.
* Provided production support after the application was deployed in production.
* Validated COS (Class of Service) functionality in the Financial Institutions and verify the level of access, services and fees for different customers.
* Performed validations in ACH, Personal Finance Management module for different categories and reports.
* Performed smoke, regression tests for different modules in System Integration Environment (SIT), UAT and Staging Environments for the HOB and SAM applications.
* Performed Regression testing in UAT environment in HOB to support the UAT group.
* Managed issues through the defect tracking system in QC and followed up with development team to analyze, resolve, and retest defects.
* Performed regression testing after the code fix to re-validate the functionality of the Application

**Environment:** Windows, **Quality Center, SQL**, MS SharePoint, Outlook, MS Office

**Education**

**Bachelors in Engineering**