**SPECIFIC EXPERTISE**

* Result oriented professional with over 6 years of hands-on experience in multiple phases of Software Development Life Cycle as well as Software Testing Life Cycle
* Strong knowledge & experience in **Banking/Finance** Domain
* Extensive experience in Water Fall & Agile model of project execution
* Extensive experience in Smoke Testing, Functional Testing, Usability Testing, Integration Testing, End-to-End Testing and Regression Testing, Manual and Automation
* Experience in **QTP- VB Script** programming standards, developed reusable functional libraries which are used in different scripts
* Expertise in using **QTP** and integrating **QC** and **QTP**
* Added checkpoints, object repository, descriptive programming while **developing VB Script** to automate Regression Test cases.
* Well versed in **Siebel modules: Sales, marketing, Contact Center and Mobile CRM.**
* Good knowledge of **WebServices** and SOA using SOAP UI
* Proficient in writing Test Plan, Traceability Matrix, Test Cases, creating Test Data and writing Test Reports.
* Good client relationship management and communication skills
* Experience in providing UAT support
* Good documentation and problem solving skills
* Experience in working with Project Managers, Business Analysts, Development team and End Users

**Technical Skills**

|  |  |
| --- | --- |
| **Bug Reporting Tools** | Quality Center |
| **Operating System** | Windows, Unix |
| **Requirement Mgmt Tools** | Quality Center |
| **Web Technologies** | HTML, XML, DHTML, Java, J2EE, JavaScript, VB Script |
| **Databases** | SQL Server, Oracle, MS Access, DB2 |
| **Testing Tools:** | QTP, Quality Center, SOAPUI |

**Citizens Bank, Cranston, RI                                                    Oct 2013 - Present**

**QA Analyst**

As QA Analyst I worked on the enhancement of their **SiebelCRM** application (**SiebelFinancial Services version 8.1.1).** It is used across for all Lines of Businesses of Citizens to create, track and maintain opportunities, sales, accounts, investments, Loans, mortgages for Citizens customers.

**Responsibilities:**

* Review Business Requirement Documents, Functional Requirements Specification, User Interface Design Documents and Use Cases to understand the functionality and working of the custom developed application.
* Author, Review, and Modify Test Strategy & Approach, Test Plans, Test Procedures to meet testing and product deadlines.
* Developed Test Plans, Test Cases to test the Screens and workflows for Quality Assurance.
* Wrote test cases in excel spreadsheet and imported them to Quality Center.
* Tested data integrity of all data transferred from the external vendor to internal systems **(Siebel CRM)**.
* Participated in workshops, Interviewed SMEs, performed Gap Analysis and Feasibility study, created Functional Specification documents and wireframe documents in order to implement **Mobile CRM.**
* Assessed the intelligence data methods requirements and database marketing issues and presented findings to management.
* Analyzed Loan file**XML** Schema. If necessary, created elements and attributes with consultation from Line of Business (LOB), for passing loan file information from one service to another as part of the testing,
* Responsible for Automation of all applications Using **QTP**.
* Created custom Keywords invoking function/subroutine developed with overridden methods to allow for self-documenting code and auto-documenting   
  test scripts using VBScript and custom **QTP** libraries.
* Created reusable actions using **QTP** for existing test case request response web   
  services for enterprise integration.
* Performed Back-End testing using **SQL** queries within the parameterized QTP   
  Scripts to compare and retrieve data by using Database Checkpoints.
* Developed Test scripts using **QTP** by recording test cases and enhanced scripts by adding checkpoints, parameterization and synchronization.
* Provided test team status reports on weekly basis to the project manager.
* Wrote various **SQL queries** to validate data inserted, deleted and updated in the Oracle database
* Wrote **SQL queries** and performed Back-End Testing for data validation to check the data integrity during migration from back-end to Front-end.
* Performed SIT, UAT, Functional/Regression, Backend, Interface, Customization, and Browser Compatibility testing for web based applications.
* Extensively used **Quality center** modules such as Test Plan, Test Lab, Defects, Requirements and Report features.
* Involved in creating various types of test reports such as Test Execution Status, Test Summary, Defect Summary/Progress reports etc.
* Developed and executed test cases test Scenarios and followed-up defects using Quality center.
* Tracked defects using Quality center.
* Conducted Bug review meeting to discuss resolution of issues

**Environment: Siebel Financial Sales, Mobile CRM,** Windows XP, Visual Studio, SQL Server, HTML, XML, Quality center, Quick Test Professional, MS Office.

**The Capital Group, Los Angeles, CA May 2011 to Sept 2013**

**Automation Tester**

The Capital Group Companies is one of the world's largest investment management organizations with assets of around one trillion USD under management. It comprises a group of investment management companies, including Capital Research and Management, American Funds, Capital Bank and Trust, Capital Guardian, and Capital International. The Capital Group's investment groups are segregated and each group manages its own pool of assets.

**Responsibilities:**

* Worked with Business Analysts, Development Groups and Project manager in analyzing Business Specifications.
* Perform manual testing of a web-based application.
* Developed **QTP** scripts for various reports.
* Created **VB scripts** for regression testing using **QTP**.
* Ensures that the existing functionality is working properly by performing regression testing with **QTP** Scripts.
* Developed Shared Object Repository for reusability across the **QTP** scripts.
* Executed and managed test cases and reported bugs in **Quality Center**, test management suites for writing test cases, test execution, defect management, defect tracking and Bug Reporting.
* Performed Verification, Validation, and Transformations on the Input data (Text files, **XML** files) before loading into target database. Analyzed the System Specification Requirements (SSR) to understand the Test Requirements in each release.
* Developed documentation for Automation Scripts and Libraries.
* Involved in the construction of test plans and execution and validating various test cases in order to ensure that the operational capability of new software meets the client.
* Developed Manual Scripts in **BPT** from Generic Script for testing various features.
* Executed testing of the applications using **Agile's** Test Driven Design (TDD) technique.
* Performed End-to-End testing manually.
* Used Agile testing methodology for achieving deadlines in UAT.
* Good knowledge of Financial Products like Derivatives, Equities and Fixed Income.
* Involved in working with developers for Code-Refactoring and checks for the code achieves desirable quality.
* Used different Modules in Quality Center like Dashboards, Management, Requirement, Testing and Defects.
* Prepared scripts, running tests, Analyzing results in Load Runner for Performance testing.
* Worked on Unix Platform and experienced in back end testing by executing **SQL** Queries.
* Involved in testing of various functionalities that includes blogs, message boards and RSS portlets.
* Responsible for Functional, Compatibility testing of web reports.
* Used web services for varying shipping address of customers before shipping product.
* Maintained Traceability Matrix using Rally.
* Documented test hierarchy, test scenario, test case based on the SRS and BRD.
* Worked with **UNIX** Shell Scripts to automate the tasks.
* Observed all data flow in the data warehouse system and verified details.
* Performed cross browser testing for compatibility checks on IE, Firefox and Safari.
* Conducted various management activities by analyzing and verifying test results providing status reports and created detailed periodic status reports for senior management to keep them posted on the progress.

**Environment:** MSSQL Server, Java, .net framework, Load Runner, Apache, Oracle, VB script, PL/SQL, HTML, HP Quality Center, Word, Excel, PowerPoint, Outlook, MS Visio, MS Project, Windows, UNIX.

**JP Morgan Chase, Newark, DE June 2009 to April 2011**

**QA Tester**

JPMorgan Chase & Co. is a leading global financial services firm with assets of $2.3 trillion and operations in more than 60 countries. The Firm is a leader in investment banking, financial services for consumers, small-business and commercial banking, financial transaction processing, asset management and private equity. JPMorgan Chase & Co. has six lines of business: Asset management, Card Services, Commercial banking, Investment bank, Retail financial services, Treasury and Securities services. I was responsible for testing the Card services application system.

Worked for Portfolio Management team it includes Credit Strategy Engine, Fraud Strategy Engine for Risk Execution. Execute the processes for validating different lines of businesses, which includes Auto Approval Apps, Credit line increase and decrease, Fraud Detection, Auto-declines and Validating them ensuring that they meet JPMC Quality standards.

**Responsibilities:**

* Studied and analyzed the Functional Requirements Specifications and System Design Specifications and interacted with developers for changes in the requirements.
* Designed and developed detail Test Cases using functional requirements for my group.
* Installed tar Files and executed on UAT Unix servers and prepared the test documents using screen shots.
* Developed **QTP** scripts for various reports.
* Created VB scripts for regression testing using **QTP**.
* Wrote Test cases based on Functional and Business requirements.
* Attended status review meetings, interacted with developers, Architects to resolve the issues.
* Extensively Used VI editor to Modify, write and replace shell scripts.
* Participated in Requirement meetings (RSD) and Detail Design meetings (DDM) to understand the functional requirements of the application so as to come up with test scenarios, test flow and test procedures.
* Emphasis on integration, system and regression testing of Java based applications
* Used **SFTP** for exchanging files and information.
* Generated the detailed reports of the Bugs, Pass-Fail report and Assigned defects using Quality Center.
* Used Quality center for execution of test scripts, defects tracking, error logging and bug reporting.
* Performed Webservices testing using **SOAP UI**
* Validated **SoapUI** result in **XML** format and prepared Test Summary Report for end client.
* Wrote **SQL** queries and batch programs to test validity of database contents
* Worked with development team to ensure testing issues are resolved on the basis of using defect reports.
* Validates automated notification of Emails, using UNIX shell script, to the users in case of failure in the process from time to time.

**Environment:** C++, Java, SQL server, Oracle, Linux, Unix, MS Office, Visio, Windows, QTP, Quality Center, Oracle SQL Developer, SoapUI

**Education**: Associates in Business Administration