**SUMMARY**

* Over 6 years of experience in Software Quality Assurance & Testing on diversified projects in Telecom, Retail & Banking domain.
* Experience in Manual & Automation test case execution, defect tracking, test plan/test case creation and management, and requirements analysis.
* Extensive knowledge of **SDLC** (Software Development Life Cycle) and **STLC** methodologies.
* Experience in working with Windows, Client-Server, Web based as well as Mainframe related applications
* Experienced in developing **Test Plans and Test Cases** for different types of software testing.
* Hands on experience working with different modules of **ALM/Quality Center** such as Requirements, Release, Test Plan, Test Lab, Test Cycle, Defects and Dashboard.
* Experienced with domain such as **Retail ecommerce, B2B, and B2C Websites testing projects.**
* Knowledge of the **congestion control, Windowing, and IP fragmentation.**
* Hand-on experience with**, Netstat, ipconfig(Windows).**
* Experienced in various types of testing including **Sanity Testing, Smoke Testing, Functionality Testing,** Performance Testing, Volume Testing, Unit Testing, Integrated Testing, **System Testing, Positive and Negative Testing, Security Testing** and Regression Testing of Stand alone, Web Based and Client-Server applications
* Performed Back End Testing by executing **SQL** queries.
* Involved in maintaining **Test Matrix and Traceability Matrix** and performed **Gap Analysis**
* Performed **User Acceptance Testing (UAT)** manually.
* Participated in design walkthroughs and verified **QC Test Scripts** and results.
* Experience in creating various types of **reports** during **test execution process** such as Test **Execution Status/Summary.**
* A team player with analytical, problem solving, presentation, and interpersonal skills with ability to manage, coordinate and work independently in a time sensitive environment.
* Excellent communication skills and a quick learner of new skills.

**TECHNICAL SKILLS:**

SDLC: Waterfall, Agile, Spiral, RUP.

Testing Tools: **Quick Test Pro**fessional (**QTP**), Win Runner, **Perfecto Mobile**

Bug Reporting Tools: Test Director, **ALM/Quality Center**, JIRA, Rational Clear Quest,

Databases: Oracle, DB2, MS Access, MS **SQL** Server

Networking:   TCP/IP, FTP, HTTP, Internet, Intranet, ipconfig, ping,

Security: Active Directory

Operating Systems: UNIX, Windows 2000/XP

Web Browsers: **IE, Firefox, Google Chrome, Safari**

Business Applications: MS Office Suite, MS Visio, MS Project, SharePoint

**WORK EXPERIENCE**

**Northern Trust Bank, Chicago, IL**

**June 14 – Present**

**QA Tester**

Northern Trust Bank is a diversified financial services company that provides a broad range of banking, assets management and corporate and investment banking.

**Project 1:** I worked as a Mobile Tester for mobile version of its multi-faceted web portal, **‘Passport’**. The Passport mobile application focuses on fast delivery of accounting information, available cash balances, and security exposure information to mobile devices to its customers. This mobile application is accessible with most mobile devices .The design and layout of the mobile version of Passport was created to optimize the space constraints of the smaller screens on smart phones and other hand-held devices.

**Project 2:** Worked on “Express Banking” project as well as applications related to front and back office activities such as account maintenance, single client profile, portfolio mgmt and integration of client facing application with their existing **IVR system.**

**Responsibilities:**

* Designing and developing various different scenarios and test cases by analyzing the business needs, user requirements and specifications.
* Involved in functional testing of **mobile application** on different platform **( iOS, BlackBerry)**
* Involved in Web Based testing, system testing, integration testing, mobile application testing.
* Involved in performing shakeout and smoke testing of various builds in the test and UAT environments.
* Executed Test Cases to perform User Acceptance Testing
* Executed test scripts using manual testing methodology.
* Conducted Parameterization to data tables in QTP.
* Performed Mobile **application** testing for devices like **iPhone, iPad, Android, Blackberry, Samsung,** and **phones using Simulator” Device anywhere, Perfecto mobile**
* Conducted Regression Testing, Retesting on each new build.
* Performed performance testing on **mobile application.**
* Conducted heavy data-driven testing ,functional and regression testing using QTP
* Performed Black Box testing, Security testing, and functionality testing.
* Backend testing of the data in **My** **SQL** database. Modifying the site contents and layouts using the Editor role.
* Created and maintained Test and Traceability matrix.
* Execute test scripts, co-ordinate & conduct system & UAT testing
* Manually tested modules for compliance with functionality requirements.
* Perform integration testing, acceptance testing and regression testing**.**
* Tracking of Xml logs
* Identified defects and interacted with developers to resolve issues
* Involved in API testing to validate the details (i.e., user account, destination number and other user information)
* Log and track the defects to closure in **JIRA**
* Prepared Test Log in excel for each new releases.

**Environment**: SQL, iPhone, Blackberry, **Perfecto Mobile**, Web application, Mobile OS (iOS, RIM), QTP, Quality center, Java, J2EE, PL/SQL, VB Script, JIRA, CMS (oracle database), MS Office, Internet Explorer, Firefox, safari, GUI,

**T-Mobile, Bellevue, WA Dec 12 – Apr 14**

**Quality Analyst**

T-Mobile wireless is one of the leaders of Mobile apps. The Project: **Search and Content Management (SCM Real-time)** on their **Company Website and Mobile Application** that provides the functionalities like **customer profile, shopping cart, order fulfillment, pricing, discounts, feature changes** to support Verizon customers through various channels like **Website portals, Handheld, IVR** for various products in the online Catalog. As a middleware SCM is interacting with various subsystems that are responsible for **Billing, Payments, and Product Catalogs.**

**Responsibilities:**

* Tested application under the agile, scrum and sprint development and process.
* Understanding the Business requirement and Functional requirements.
* Preparing the Test Plan and Test Scenarios.
* Prepared **UAT Test Scenario and Test Cases** as per the **requirement specifications documents** and **functional specification documents** Tested manually as per the specification documents.
* Involved in **Mobile Computing testing with Windows OS, iPhone, iPad and Android Essentials** including cross-browser testing.
* Perform mobile testing on various mobile devices such as **IPhone, HTC droid and Dell Streak.**
* Tested and coordinated mobile applications in both Native and Web environments and validated the mobile application functionality on physical smart phone hardware devices and virtual device emulators like: Device Anywhere, perfecto mobile and Simulators like: **Android SDK, IPhone SDK etc.**
* Conducted **intensive website testing, Cross-browser testing, Code and links validation, Content validation.**
* Attend **Triage Meeting, UAT Status Meetings and project Status Meetings**.
* Performed **Production Testing** for monthly and quarterly releases
* Manually tested the **Website** to ensure the flow of the **Website functionality**
* Writing and Executing Test cases for Android Testing
* Created, Managed, and Administered user roles through **Active** **Directory**
* Created and maintained **SQL** Scripts and Unix Shell scripts to perform back-end testing on the oracle database.
* Backend Testing using **SQL** and Unix Shell Scripts
* Arranged **test case review** sessions in order to ensure the 100% requirement coverage to perform various types of testing such as **Functional, GUI, Interface, System and Integration**, Back end, Security, Smoke/Sanity testing etc..
* Performed Database testing using **SQL queries**
* Performed backend testing for data validation using **SQL Queries.**
* Performed negative and positive testing using **SQL Queries**
* Created various test reports such as Test Execution Status, Defect Status, and Defect Injection Rate through **Reports and Graphs** feature of **Quality Center** and publish them on as needed basis on the SharePoint site.
* Conducted **Bug Review meetings** by reviewing and discussing all defects by their business severity and worked actively development and business team to perform the root cause analysis in order to find the resolution.

**Environment:** **Device Anywhere, Perfecto mobile, Android SDK, Windows Mobile SDK, XML, Unix, HP ALM**, Oracle, TOAD, **Active** **Directory,** MS Office (MS Excel, MS Word, MS PowerPoint), MS Project.

**Office Depot Corporation, Boca Raton, FL**

**Dec 10 – Oct 12**

**QA Analyst**

International ecommerce web Applications for all European countries (supports dialects) ecommerce applications developed by Office Depot for their Contract Customer under Office Depot Brand.

**Roles and Responsibilities:**

* Involved in analyzing Business requirements/Product Design documents, specifications and development of Test Scripts, Test Cases and executing & reviewing them.
* Performed Functional, GUI, Regression, System Integration, User Acceptance, Configuration and content testing for web-based **e-Commerce application and Content Management System**.
* Created test plan, test cases, scripts based on functional specification, prepared test data for testing.
* Performed black box testing- System, Integration, Regression, User Acceptance testing on web based application.
* Implemented Extensive SQL queries to verify the Data Integrity.
* Tested all jobs, software modules, Database interactions, all external interfaces, all features of the application and end to end functionality as part of System/Functional Testing.
* Responsible for creating automation scripts by using QTP with Data driven testing framework.
* Created Automation framework for future versions.
* Acted as a facilitator and liaison between the business stakeholders and the development team, aligning each others' expectation of the final product, suggesting and visualizing the solution to the business team, and providing technical insight that helps the business team to decide on achievable, realistic solutions.
* Coordinated with developers on defect fixes, priority of fixes and client requested enhancements to ensure no defects went without being addresses.
* Ensured that all the Manual Test Cases and Test execution status are updated in Quality Center.
* Involved in Release support- Release to **QA**, involved in environment setup, testing the Release Process.
* Made modifications to modules and data systems where necessary to resolve technical issues.
* Analyzed and defined clients business and marketing requirements.
* Setup staging environments and ran tests to recreate and analyze user problems.

**Environment**: **QTP**, **Ecommerce**, Quality Center, SQL, UNIX, Java/J2ee, HTML, XML

**IQ Labs, Pacifica, CA**

**Sept 09 – Oct 10**

**Quality Analyst**

IQLabs Inc. a Californian company designs, develops, markets and supports enterprise applications and solutions to meet the critical requirements of businesses. This project involved development of web-enabled professional grade a photo sharing application.

* Tested web-enabled professional grade a photo sharing application as a part of the QA team
* Analyzed business requirements and performed QA exploratory testing of the application
* Developed QA test cases for functional and regression testing of the application
* Tested functional modules: My Gallery, My Photos, My Albums, Registration, Account Management
* Tested implementation of social networking features: blog, forum, instant messaging, news feeds
* Validated Integration of the application with social networking web sites such as Facebook & Twitter
* Responsible for thorough testing of Media Sharing module (via social networks and emails IMAP, MAPI)
* Validated application's GUI for compliance with Usability Guidelines published by US Department of Health and Human Services and Industry standards
* Participated in cross-browser (MSIE, Firefox, Chrome, Safari) and cross-platform (Windows 7/XP, MAC OS X) testing in virtual machine (VMware) environment
* Conducted regression testing procedures using Release Notes generated by Mantis Release Issues Management application
* Participated in regular QA team meetings and communications with Development team to discuss testing process

**EDUCATION**

**Associate degree in Information Technology**