**PRABINA KHADKA**

**QA Tester**

**Phone no:682/472/8528**

**Email:nanu2008@yahoo.com**

**Summary:**

* Extensive experience in Manual Quality Assurance Testing with web-based and client server applications.
* Industry experience includes Airline, Energy, Restaurant, Insurance, Retail and Financial Services.
* Extensive understanding of Software Development Life Cycle (SDLC) and Software Testing Life Cycle (STLC).
* Proficient in QA methodology to ensure Quality Control.
* Expertise in Analyzing Business Requirements and developing Test Plan, Test Cases, and Test Scripts.
* Expertise in creating Test Plans, Test Scenarios and Test cases, software documentation from business, technical, functional and use case Requirements.
* Extensive experience in Ad-hoc, Functional testing, Integration testing, System testing, Regression testing, User Acceptance, End to End, black box testing, GUI testing, back-end testing, browser compatibility testing, load/performance testing in different stages of Software Development Life Cycle (SDLC).
* Extensive experience in using test management tools like Application life cycle Management tool(ALM), Quality Center (QC) and Test Director to develop test cases, test scripts, execute scripts and track defects, log defects and report defects (bug).
* Expert in using SQL queries for backend data validation.
* Documented thousands of Test Cases in MS Excel and MS Word.
* Experience in production support testing for the new releases.
* Supported and conducted testing for the Maintenance releases.
* Expertise in coordinating with Business and IT across all phases of software development life cycle.
* Excellent verbal and written skills, leadership qualities, conscience and ability to interact with customers with ease and professionalism.
* Proficient in Configuration Management, deadline and New release Requirement Meeting.
* A good team player with excellent time management skills having profound insight to determine priorities, schedule work, and meet critical deadlines within budgetary guidelines.

**Education:**

* Master’s degree in Business Administration (April 2014)
  + University Of Dallas (UD)
* Bachelor’s degree in Business Administration (May 2004)
  + University of Central Oklahoma (UCO)

**Technical Skills:**

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| --- | --- |
| **Testing Tools** | ALM, Test Director, Quality Center, Rally, Quick Test Pro (QTP), Soap Sonar, Interlink, SuccessFactors HCM |
| **Languages** | Basic, HTML, SQL, XML |
| **MS Tools** | Word, Excel, MS Access, Power Point, MS Project, FrontPage, |
| **Databases** | Microsoft SQL Server, Oracle |
| **Version Control** | PVCS, Rational Clear Case, Clear Quest, Onyx, Track Record |

**Professional Experience**

**Client: Southwest Airlines**

**Quality Assurance Analyst**

**May 2015 – Till Date**

Southwest Airlines Co.is a major U.S. airline and the world's largest low-cost carrier, headquartered in Dallas, Texas. They believe that they exist to connect People to what's important in their lives through friendly, reliable, and low-cost air travel.

**Responsibilities:**

* Tested Rapid Rewards new functionality to earn rewards quickly to customers through functionalities like Enroll, My account, check-in, Change Flight, Check Flight status.
* Performed validation of all pages through different links on the application and as different reward members like A-list, A-List-Preferred, Companion pass.
* Validated error messages, performed browser-compatibility testing and validate data in the backend.
* Worked in Ding for test data for ticket reservation, boarding customers and completing the transaction.
* Worked in Bar code validation application for kiosks.
* Worked in Payment transaction validation for various forms of payment including credit cards, gift cards, paypal etc.
* Validated online ticket reservation, package deal (air+hotel+car)reservation, vacation packages reservation.
* Performed mobile testing with variations of Apple iOS and Android OS.
* Wrote SQL queries to create, update and validate data.
* Assisted in writing UAT test scripts for business users, conducted testing and tracked UAT defects.
* Worked in SharePoint for QA document repository.
* Involved in daily stand-up meetings, Net Meetings, phone conferences and close interaction with Business Customers, Business Analysts,QA team, and Project Leads software developers to understand application functionality and performance issues.

**Environment:** IE9, html, Oracle SQL Plus v9.0, Client based application "DING", SharePoint as customer database, Windows XP, Quality Center v9.0

**Client: Brinker International**

**Quality Assurance Analyst**

**Nov 2012– Dec 2015**

Brinker International is the premier casual dining restaurant company in the world that has been called the "mutual fund of casual dining" - stemming from our powerful and unprecedented portfolio of outstanding concepts which includes Chili's Grill & Bar, On The Border Mexican Grill & Cantina, and Maggiano's Little.

Responsibilities:

* Involved in all phases of testing Ad-Hoc, Functional, Integration, System, Regression, End to End for BOLO starting from Searching Locations, Registering Users, Updating Profile, Placing Online Orders, Making payments Online or at Restaurants, Email Confirmation in all different browsers Google Chrome, Mac Safari, Fire Fox.
* Validated online orders placed were successfully communicated to the Brinker restaurant system through RTI client and restaurant system received the online orders correctly and the placed orders were fired to the KDS (Kitchen directory system) in a timely manner and Merchant and Gift receipts/chits were printed correctly.
* Worked on FOH applications to Validate Payments like paying check through cash, credit cards, gift cards, bog, house accounts etc. and worked on Manager Functions like voids, company discounts, transfer checks, etc.
* Worked on all FOH applications on different POS systems like Radiant registers, Brinker Restaurant Systems (BRS) registers etc.
* Validated Gift Cards and Test Credit Cards (MasterCard, American Express,Visa) against POS system to perform redemption and balance inquiry for BOLO.
* Executed test-scripts, wrote SQL queries to validate data between Source table and Data file (TXT file) generated from GUI Extract Package for Tririga.
* Validated Self Service functionalities in IDM like Changing the password, answering authentication questions answers to login, creating profile with personal information, using forgot ID and Password functionality to reset the password.
* Worked in SuccessFactors HCM tool in Employee central module verifying standard HR transactions employee self-service, manager self-service hiring, promotions, demotions.
* Validated uploaded data from IDM to SuccessFactors employee module.
* Assisted and participated in UAT testing by writing and executing test scripts.
* Updated Reports and dashboards to display the status of test coverage including the number of test cases passing, failing, or pending.
* Worked with Business Customers, Business Analysts, Software Developers, QA team, and Project Leads.

Environment: Tririga (v 1.0), IDM, SuccessFactors HCM, Microsoft SQL Server.2005 (v 9.0), Test Track Pro, QC (v 9.0), Windows XP Professional, Microsoft Word 2003, Microsoft Excel

**Client: Atmos Energy**

**Quality Assurance Analyst**

**Oct 2010- Oct 2012**

Atmos Energy is the largest natural-gas-only distributor in the United States. Atmos Energy delivers natural gas to 3.2 million residential, commercial, industrial, agricultural, and public-authority customers and provides distribution services to more than 1,600 communities in 12 states.

**Responsibilities:**

* Tested account center new functionalities that undergoes significant modifications to accommodate Fair and Accurate Credit Transactions Act changes.
* Verified additional user access constraints and verification to validate primary customers, active secondary customers and active authorized contacts prior to allowing web account creation and access to account information.
* Manipulated CIS and Banner application to match and mismatch user’s personal information to validate the authorized customer existence.
* Worked on Client based application "Banner" as store house for customer maintenance that runs on database LBAN30.
* Worked on Web based application "Advantage" as store house for customer maintenance that runs on database QBAN80.
* Validating messages for registering, accessing forgot password and username screen, performing secure transaction and screen changes.
* Assisted in writing UAT test scripts for business users, conducted testing and tracked UAT defects.
* Wrote SQL queries and executed stored procedures for data validation.
* Performed mobile testing with variations of Apple iOS and Android OS.
* Submitted Status Report for the project weekly to Team lead and QA manager weekly.
* Involved in Net Meetings, phone conferences and close interaction with software developers to understand application functionality and performance issues.

**Environment:** IE7, html, Oracle SQL Plus v9.0 Windows XP, Quality Center v9.0

2003,Java, PeopleSoft HCM 8.9, AD2003, Active Directory Application Mode (AD/AM) 2003,Unix, Soap XML,ASP.NET, Microsoft Windows, Windows2003 Server, Commerce Server 2007, SharePoint Server 2007

# Client: AmeriCredit, TX

# Quality AssuranceAnalyst

# Feb’2008–Sep’2010

AmeriCredit Corp. is a leading independent automobile finance company that provides financing solutions indirectly through auto dealers and directly to consumers in the United States and Canada. AmeriCredit has more than one million customers and approximately $16 billion in managed auto receivables. The Company was founded in 1992 and is headquartered in Fort Worth, Texas.

**Responsibilities**:

* Tested new Financing Strategy, “Full Spectrum” integration to accommodate Prime lending level including Bay View’s “PRIME” and AmeriCredit’s “Sub-PRIME” program in the market.
* Verified if application were fed into Provenir for decision process from different sources like Dealer track (DT), Rout one (RO), CarMax (CMX) correctly.
* Validated the new Prime Application logic that came through based on different Prime grade code criteria like Pricing, Access, Decision rules etc.
* Validated once the Application passes all the criteria’s, the Apps were decision, booked and backend pages like Loan Admin, Verification, Welcome opens automatically for getting contract funded.
* Validatedfunding process including, address, income, references, insurance etc. and finally is funded through AS400.
* Involved in helping UAT testers to carry out UAT testing.
* Responsible to obtain and gather information about each change requests,Timeline, Tracking document, Status report.
* Executed test cases, tracked and analyzed defects in Provenir.
* Defects were reported using Track Record.
* Extensive use of Table maintenance Tool for modifyingdata to make sure Provenir Pulls correct data like Base rate, Participation Percentage, Participation Spilt Percentage, Contract Rate, Buy rate, Dealers settingand perform testing on different scenarios.
* Worked inAS400 forpulling Provenir Applications, Matching Applications, Verifying Contract information like APR, Total of pmts, Down Pmts, etc.and funding the Application.

**Environment**: AS 400 (v 5.5),Track Record (v 8.2),Oracle 8i,COBOL, Windows XP professional, Excel

# Client: Allstate Insurance Co, TX

# Quality Assurance Analyst

# Jun’06 – Jan’07

Allstate sells 13 major lines of insurance, including auto, property, life and commercial. Allstate also offers retirement and investment products and banking services. Allstate provides insurance products more than 17 million households.

**Responsibilities**:

* Responsible for requirement analysis and documentation of required system testing efforts for all test scenarios (Positive and Negative tests).
* Responsible to obtain and gather information about each assignment: CRD, Timeline, Tracking document, Status report in the Workiaon folder provided by Allstate.
* Involved in preparing Test Cases based on CRD (Customer rules documentation) and Technical Specification.
* Used Excel to write Manual Test Cases, Tracking document, and Summary.
* Executed test cases, tracked and analyzed defects using Interlink Tool provided by Ivantage group and Test Director.
* Executed test cases in Interlink in Browser Client as an agent for quick and full quote and standard Client as CSR for matching rates as per the statewide and countrywide rules and regulations.
* Input test cases, rate and issued the NB, RR, UZ74 (billing) policies in Interlink. Verified the output in Master.
* Export grid created for issued policies and sent to Assembly Testing. When Polices came back from the assembly testing were checked in Mainframe. For the Passed policies, Declarations pages were generated in Mobius Document Direct Management Systems to be mailed to the insured customer. Then output was verified in mobius.
* Defects were reported and fixes were using the Call Log function in Interlink.
* Regression testing carried out in Interlink in Regression Environment in Browser Client.
* Tracking document for each assignment was updated daily. A910 status report was updated and sent to PM and QA manager weekly. Overall status reports including was sent to the QA manager weekly as well.
* Part of the Testing for Encompass and Deerbrook were performed in Mainframe operating system.
* In Mainframe testing, involved in Manual Testing On CICS system (Customer Information Control System) entering customer information, issuing transactions, verifying the results in both interactive and batch mode.

**Environment**: Interlink (v 3.0), Win Runner 7.6, Test Director 8.0, LoadRunner, IBM Mainframe (v 10.0.3), Mobius Document Direct, Oracle 8i, XML, Java, COBOL.