**Sr. QA Analyst**

**OBJECTIVES:**

To have an opportunity to serve position in the field of **Software Quality Assurance** and **Testing** in a growing organization that will utilize my analytical skills and experience gained during my previous projects to provide effective solutions, to meet customer needs and accomplish organization’s goal.

**PROFESSIONAL SUMMARY:**

* Over 7 + years of diversified experience in Software Quality Assurance and Software testing.
* Excellent Manual and Automation testing skills on Web-based, AS/400 and Client/Server applications.
* Extensive knowledge and experience in Software Development Life Cycle (SDLC) and experience in testing .Net, JAVA and VB Applications.
* Skilled in conducting System, Integration, Functional, User-Acceptance Testing (UAT) and improvement of QA Process.
* Expert in writing Test Plans, defining Test Cases, developing and maintaining Test Scripts, Test Case Execution, Analyzing Bugs and interacting with team members in fixing the errors as per specifications and requirements.
* Extensive experience in QA Principles and Processes, Methodologies, Test strategies, Metrics and Measurements, worked through each and every phase of Testing Life cycle, beginning with planning to the release of the product.
* Writing and Executing Test cases & defect tracking using Quality Center (ALM).
* Extensive expertise in manual testing includes Requirements Analysis, developing Test plans, Test Cases, Test scripts and Requirements Traceability Matrix.
* Experience in all stages of testing namely GUI testing, Functional testing, Performance testing, Integration testing, and User Acceptance testing, Compatibility testing manually as well as using automated test tools.
* QA methodologies like Rational Unified Process (RUP), Agile, Prototype, Iterative, XP, and GSDM.
* Experienced in evaluating test results using test tools to manage Test scripts, Test execution and Defect resolution process.
* Experience in full life cycle of automated testing using tools such as Quality Center, Quick Test Professional (QTP), Rational Test Manager, Load Runner, Win Runner, Rational Clearquest and Bugzilla.
* Specialized in extensive usage of the tools like HP Quality center from Requirements gathering till defects reporting.
* Expertise in Bug tracking using bug-reporting tools such as Quality center, and JIRA during various test cycle.
* Extensive experience of Automated Testing with Mercury Suite of products including HP Quick Test Professional (QTP) , HP Quality Center (QC), Itko Lisa, Selenium, Load Runner(LR).
* Extensive experience in the Administration of HP Quality center including the organization of Projects, Creation of different releases, Dashboard management, User access control.
* Functional Expertise in Insurance Domain: Quote, New Business, Underwriting, Policy, Rating, Billing and Claims
* Functional Expertise in BFSI Domain: Derivatives, Equity and Options Trading, Cash Management System, Core Banking, Mortgage, Prime Brokerage.
* Knowledge in Configuration Management using VSS 6.0 and Clear case.
* Experience in VB Scripting for automation using HP Quick Test Professional (QTP).
* Involved in the testing of the application and services were built based on Java, .NET and J2EE architectures.

**Technical Skills**

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| **Data Bases** | **MS Access, SQL Server, Oracle** |
| **Languages** | **C, C++, Java, PHP** |
| **Operating Systems** | **MS Windows 95/98/2000/XP/Vista/7, Sun Solaris 2.8, Mac OS X** |
| **Requirement Management Tools** | **Rational Requisite Pro** |
| **Project Management Tools** | **MS Excel, MS Word, MS Project** |
| **Business Modeling Tools** | **Rational Rose, UML, MS Visio,** |
| **Defect Tracking/Reporting Tools** | **HP Quality Center, Quick Test Professional, Rational Clear Quest, Clear Case** |
| **Web Technology/Server** | **HTML, XML, HTTP, Apache, Eclipse** |

**Professional Experience**

**ATPCO, Dulles, VA Jan 2015 – Present**

**Senior QA Test Engineer**

ATPCO is the world's leader in the collection and distribution of airline fare and fare-related data. ATPCO makes this process more efficient by permitting each airline to submit and distribute its information through our systems, thereby giving each CRS/GDS the opportunity for a single source of fare-related data.

**Responsibilities:**

* Conducted meetings and walkthroughs with users, developers and Business Analysts to gather information about business process.
* Design, develop and implement test plans, scripts, and tools using the detailed business requirements
* Document provided by the business analysts.
* Develop testing processes and approaches according to standards.
* Extensively used Web (html/http), Web Services protocol in Load Runner
* Involved in generating scripts and handling Correlation, parameterization, transaction points, debugging and various other functions using Load Runner Vugen
* Used and Performed manual correlation to compare and identify dynamic data in Vuser scripts.
* Responsible in developing and managing test data and test environment
* Involved in scalability and bottleneck testing of application.
* Designed the Manual and Goal oriented scenarios using Load Runner Controller module to test
* Responsible in executing scenarios and in analyzing results.
* Ramped up Virtual users in a load test to achieve a maximal transaction volume of 1200 concurrent users.
* Extensively used Controller to perform and execute Baseline, Ramp-Up, Endurance, and Stress test cycles.
* Used Wily Introscope for identifying response time and memory leaks during load tests.
* Performed in-depth analysis to isolate points of failure in the application
* Analyzed Throughput Graph, Hits/Second graph, Transactions per second graph and Rendezvous graphs using LR Analysis tool.
* Involved in analyzing Runtime, System Resources and Transactions Graphs.
* Reported average response times, 90% response times and to the development team.
* Report and track issues/defects using Quality Center, provide management with various test metrics and generate Quality Center reports and graphs.
* Actively participated in Defect Review meetings on a daily basis.

**Environment:** Quality Center, J2EE, Apache-Tomcat, Apache HTTP Server, UDB/ DB2, SQL Developer, Linux, Windows 7/ XP, JDE, Site Scope

**Southwest Airlines, Dallas, Texas Mar 13 – Dec 2014**

**Senior QA Analyst**

Southwest Airlines was incorporated in Texas and commenced Customer Service on June 18, 1971, with three Boeing 737 aircraft serving three Texas cities - Houston, Dallas, and San Antonio and grew to become a major airline in 1989 when it exceeded the billion-dollar revenue mark.  Southwest topped the monthly domestic originating passenger rankings for the first time in May 2003.

**Responsibilities:**

* Participated in full life cycle of Master data management project. Analysis, design and documentation
* Involved in Business meetings with TIBCO Architectures and gathered the Requirements.
* Involved in Preparing Master Test Plan and Reviewing with Developers and made the changes according to business requirement.
* Involved in Preparing Test Catalog’s and Test Cases and Review with Test Lead.
* Involved in writing the Test cases and Executing the Test cases.
* Participated in QA Meeting’s and provided status for various QC’s
* Tested the TIBCO Web services using SOAP UI and Validated the functions in it.
* Implemented the data driven frame in SOAP UI and Java Tested various functions in web services with different sets of data.
* Conducted the end-to-end mobile web application testing using emulator and logged the defects for it.
* Conducted the task of executing test cases on various devices like emulator and IOS devices with firmware 5.1.2 with 4G network.
* Conducted the regression testing on IPhone, IPad and Tablet Devices.
* Handled responsibilities of defining mobile specifications and implementing the test plans.
* Implemented the telemetry approach for all mobile applications testing.
* Responsibilities included acceptance testing, functional testing, Integration testing, system testing and performance testing.
* Reviewed the mobile security policies and prepared the test plans.
* Using Quality center to log the defects, Analyze and Assign them to responsible team and update the status accordingly.
* Involved completely in Software Development Test (SDET) Environment.
* Implemented the Batch processing for T-SQL Procedures.
* Deployed test scripts in TFS Server.
* Prepared Test Summary report and conditional acceptance memo if required.
* Conducted the cross browser testing to check the compatibility of the Applications with different browsers (IE, Firefox, and NetsScape).

**Environment:** Windows Server 2008, SOAPUI, Java, HP QualityCenter.XML SPY.XML Web services

**M&I Bank, Milwaukee, WI Jan 11 – Feb 13 QA Tester**

M&I Bank is a diversified financial service that provides trust and investment management, equipment leasing, mortgage banking, asset-based lending, financial planning, investments, and insurance services from offices throughout the country and on the internet. The project involved available facilities on the web site of the bank to personal and enterprise account holders. Customers can go to the bank site to check personal checking, saving, Money Markets, Consumer lending, statement options, transaction documents and forms.

**Responsibilities:**

* Participated in the management of testing project with the help of Quick Test Pro.
* Developed and executed test cases, test scenarios and followed-up defects using QC.
* Developed automation test scripts for performing regression testing on the application using QTP.
* Inserted Checkpoints to check for broken links, Text and standard properties of an object using Quick Test Pro.
* SQL queries are used for backend testing on the UNIX platform.
* Tested the interface between database and the application.
* Done web-site testing including validation of the page, browser compatibility and flexibility of the pages.
* Developed Base-line scripts for performing Regression Testing on future releases of the application.
* Developed test scripts for Data Driven tests. Executed the test scripts and analyzed the results.
* Verified the application’s functionality on different Configurations with QTP.
* Participated in requirement walkthroughs and creation of test plan.
* Developed Test Plans, Test Cases to test the Screens and workflows for Quality Assurance.
* Involved in both Manual and Automated testing.
* Performed User Acceptance Testing (UAT) manually.
* Performed Sanity Testing and Smoke Testing.
* Interfacing with developers to resolve the technical issues.
* Enhanced test scripts using various utilities provided in Quick Test Pro like check points, Data Driver wizard for testing multiple data input.

**Environment:** QTP, Load Runner Oracle/UNIX, QC, SQL, Waterfall, Apache, MS Office tools.

**Eagle Bank Corp, Silver spring, MD Jun 2008- Dec 2010**

**QA Tester/Analyst**

**Description:** Empower Lending Application. Worked on a Financial Loan Application that is designed to provide loan accessibility to all the departments in the bank that was embedded on the Empower Application. Routines are required to add, modify and delete loan applications and mortgage details to adjust the value of annual operating expenses and income based on the total output of the loan applications. Strong emphasis was applied towards black box testing, performance testing and UAT. Various problems detected have been eradicated by the regular maintenance and checking the functionality of the financial application.

**Responsibilities**:

* Generating and implementing templates for Test Plan, Test cases, Test Scripts on Empower lending application.
* Performing Functional Testing and GUI testing manually and using Win Runner.
* Conducting Back End Testing manually.
* Performing Negative and Positive testing manually.
* Developed test scripts for Data Driven tests using Win Runner.
* Used Load Runner for Performance, Stress testing and Load testing and User Acceptance Testing (UAT).
* Created Scenarios in Load Runner Controller.
* Regularly met with team leads, other team members to evaluate the project progress.
* Involved in Performance Testing to simulate a process, which allows more than 100 users to login at the same time, and observe the behavior of the system by using Load Runner.
* Recorded Test cases using the automation tool QTP, for web based application and checked the functionality of the application.
* Used Rational Clear Quest for version control, tracking defects, enhancement requests, assign work activities, and assess the real status of project.
* Participated in walkthroughs and Verification sessions.

**Environment:** QTP, Manual Testing, Test Director, UNIX, Windows 2000, Citrix.