###### **Niharika Goyal Mobile No. - +1 510-320-9669**

###### **Email id- niharika.singhal26@gmail.com**

###### **SUMMARY**

* Over 7year’s expertise in Quality Assurance Analysis with hands on experience in **Energy, Cloud Computing, Retail, Banking, Sales force, Healthcare, Telecom and Web Based applications.**
* Expertise in Software Test Design, Test Planning and Test Implementation for software projects.
* Expertise in **QA methodology, Web Applications, Web Services and Software Development Life Cycle (SDLC).**
* In-depth knowledge of all QA Phases that include **Manual, Automation, Functional, System, Integration, End-to-End testing.**
* **7 year experience in Black box and Grey box testing.**
* Experienced with **Automation Frameworks**
* Knowledge on **Automation testing Myths and concept**
* Expertise with **Creating Test Suite, Case, Step in Automation testing**
* Experienced in **Legacy Testing.**
* Experience of managing **KPIs and performance management.**
* Experienced with **Performance Assessment**.
* Experienced in software testing which involved development of test cases and test scripts and **User Acceptance Testing (UAT).**
* Performed **Functional, System testing on Mobile and Tablet**
* Knowledge on **Mobile testing myths**
* Perform end to end testing on **Android and Ios on real time device**
* Experienced with **Hp QC Administration** work.
* Knowledge in **Hp ALM with** Information Technology departments with a centralized application management platform for managing and automating within and across application teams and throughout the complete process of developing an application, all within a single workflow
* Experienced with **Loan Organization system and Insurance Life Cycle.**
* Proficiency in development, execution, and maintenance of test cases.
* Experience in creating **Requirements Traceability Matrix** to ensure comprehensive test coverage of requirements
* Configured and maintained **user security permissions** in compliance with organizational needs
* Experienced in **SOAP UI for Web Services testing.**
* Experienced in **Selenium IDE and Web Driver for Web Application** **Testing**.
* Extensive experience in **Functional, Smoke, Regression and Integration Testing, System testing of web-based and client-server.**
* Extensively involved in **Test Summary Report and Defect Report.**
* Extensive testing experience in all phases and stages of testing with good working knowledge of testing disciplines, tasks, resources and scheduling.
* Skills include defining Project Scope, Business Process Analysis, Business Process Reengineering, Requirements Gathering, Data and Process Modeling
* Expertise in Business Process Modeling, Business Process Re-design and in designing Process Architecture.
* Worked as **Team Lead** of three to four member team.
* Experience with Iterative Software Development Life Cycle Process as per **Rational Unified Process (RUP),** involved in inception, elaboration, construction & transition phases using rational tools like RequisitePro, ClearCase, ClearQuest during various phases of RUP.
* Depth knowledge in Cloud computing model- **Iaas, Paas, Saas**
* Excellent knowledge in creating Test Strategy, Test Plan, Test Input Data for positive and negative testing, Test matrix creation and Defect Analysis
* Expertise in preparing Test plans, Test Scripts and Test Cases for Manual and Automated Testing.
* Effectively used Rational Requisite Pro to organize, track and change requirements of the system.
* Knowledge of Defect/Bug tracking system with the use of tools like **HP QC, Jira, Bugzilla, Fogbugz, Microsoft Test Manager.** Experience in importing/ exporting the Test case /data into QC and Bugzilla by using MS Word and Excel Add-ins.
* Experience working with query languages like **SQL,TOAD**
* Facilitated User Acceptance Testing (UAT) with the stakeholders and the business users as well as trained users to use the system configured.
* Experience in creating **Test deliverables**- Test Plan, Use Case, Test Report, Test Graph Report, Bug Report, User Manual, Application Build, Performance Report using Quality Center and Ms Office.
* Worked closely with **Developers, Business Analyst and Project manager** to test and document new product and new product enhancements. Excellent Analytical, Decision-Making and Organizational Skills to trouble shoot the problems.
* Excellent in co-ordination and communication with different type of team. Committed Team Player with an ability to handle/organize multiple projects simultaneously.
* Expertise in **Manual** and **Automated testing** of various **Web based** and **Cloud based** applications. Expertise in **developing test documents** like **Test Plans, Creating** and **Executing Test Cases & Test Scripts**

**TECHNICAL SKILLS:**

**Programming Languages :** C, VB Script,

**Operating Systems :** Ubuntu 14.04, Windows 95/98/NT/2000-03/XP/Vista/Windows7, 8

**Databases :** MySQL, Oracle

**VMware Tools :** VMware Cloud Director, vShield Manager

**Utility Tools :** MS Office Suite, MS Project, Open Office, Ubuntu Office, Sale force Module

Bug Reporting Tools : HP QC, Jira, Bugzilla, Test Complete, Fogbugz, Microsoft Test Manager

**Testing Tools :** Quick Test Professional (QTP), Quality Center, SOAP UI, Microsoft Team Foundation Services, Selenium IDE, Putty

**Virtualization :** VMware Server and Oracle Virtual Box

**CERTIFICATIONS:**

Certified Software Test Professional

Certified **HP Quality Center 10.0** Software Test Professional

###### **PROFESSIONAL EXPERIENCE**

**Redstack Computing Oct 2013 – Present**

**Sunnyvale, CA**

**QA Analyst**

Redstack is a start-up company in Silicon Valley that provides complete software solutions to their client. City National Bank Customer Account Management Systems (CAMS) involved testing an online account management system. This Web-based application enabled clients to apply and manage their services like Credit cards, Bank accounts, Loan and Foreign Exchange.

**Responsibilities:**

* Creating Application Test Strategy, Test Plan, Test Cases, and Test Scenarios according to the BRD (Business Requirement Document).
* **Interacting** with **customer to understand** the **requirements** and **reporting** the **Project status. Coordinate** with **development team** for the **correct implementation.** Prepared **test cases** and **review to test** the effectiveness of this **software**.
* Providing **on call support.**
* Experienced with **Automation Frameworks**
* Knowledge on **Automation testing Myths and concept**
* Expertise with **Creating Test Suite, Case, Step in Automation testing**
* **Extensive experience in Black box and Grey box testing.**
* Experienced in **Selenium IDE and Web Driver for Web Application** **Testing**.
* Created **Test Script with Eclipse**
* Experienced with **currency convertor application.**
* Experienced with **Performance Assessment with characteristics.**
* Analyze the **product performance related to Knowledge, Path, Scope, Future Review.**
* Experienced with **Java base application**
* Knowledge with Java on **Regression and Functional Testing**
* Interacting with **On shore and Off shore** team.
* Used **MS Excel Plug-in** and import test cases in HP ALM
* Performed **Functional, System testing on Mobile and Tablet**
* Knowledge on **Mobile testing myths**
* Perform end to end testing on **Android and Ios on real time device**
* Writing the test case and execution on **Mobile Testing**
* Performed **Test case Execution using HP QC (ALM)**
* Involved in developing and integrating the tasks performed and uploading the resources to CMS for access across the organization.
* Conducting Cross Browser testing for different browsers such as IE, FF, Chrome and Safari
* Performing compatibility testing on iPad iOS and Android real device
* Used **HP QC** to store all **testing result** and for **defect Tracking** and **Reporting**. Attended **Scrum meeting** every day. Created **Test Requirements Matrix** to track the **stakeholders** **requested enhancements** and **changes**.
* Used **HP ALM for Managing the project and delivery within the Life cycle.**
* Participated in Defect Triage Meetings to discuss various issues, impediments and barriers during the testing process.
* Experienced in **SOAP UI for Web Services** testing.
* Performed **manual tests** on **various modules** using **positive** and **negative** **scenario**. Analyzed the **end-to-end functionality** by **testing** the application manually. Carried out **security tests** **to check** that only **valid users** could **access** certain sections of the **site.**
* Membership and Coordinating test efforts; ensuring adequate product testing prior to implementation.
* Involved in **System Testing, Smoke Testing, Release Management Testing, End to End Testing, Production**
* Wrote **SQL** queries for database testing.
* Handling four members **QA team**
* Performed Web application testing using **Selenium IDE**
* Documented and communicated test results and status in the Team Status meetings.
* Utilized project management methodologies to develop project deliverables.
* Experienced in working with **Initiate Inspector, Enterprise Viewer,** and **Web Report**. Experienced working with all subject **area/entity** such as **Consumer/Customer**, **Provider**, **Practitioner.**
* Extensively involved in all phases of **SDLC (Software development Life cycle)** and follows **Agile methodology.** Involved in **Preliminary discussions of the Project** with the **Core Team** according to **Business Requirement Document.**
* Performed **Development** **Integration, System Integration, End to End** and **User Acceptance testing** for the **data services with HP QTP.**
* Performed Manually **Functional testing** and **Performance testing** to see the entire functionality using **VMware tools** such as **VMware** **Cloud Director**, **vShield** **Manager** and **SOLIDFIRE.**
* Attending **meeting** for project teams with **business users**, **programmers** and other **analysts**. Experienced in working with **internal** and **external trading partners.**
* Analyzing **software problems**, **providing clear** and **concise defect reports,** and measuring **risk of defects** and reports to the project team. Responsible to assist **other tester** to create **use case** and other **testing document** and **able to test** all the **codes**.

**Environment**: HP QC 10.0, Ubuntu 14.04, Windows XP, 7 and 8, MS OFFICE, VMware tool, IE, Firefox, Google Chrome, QTP, XML, SOAP UI

**Hitachi Data Systems** **June 2012** - **Aug 2013**

**Pune, India**

**Staff Engineer**

Hitachi Data Systems provides best-in-class information technologies, services and solutions that deliver compelling customer ROI, unmatched return on assets (ROA) and demonstrable business impact. With a vision that IT must be virtualized, automated, cloud-ready and sustainable, Hitachi Data Systems offers solutions that improve IT costs and agility.

**Responsibilities:**

* Published a research paper on “ A Study on Different Type of Distributed File Systems”
* Visited **Japan** for industrial visit related to Sales force module.
* Providing **on call support.**
* Interacting with **On shore and Off shore** team.
* Proficiency in **SFDC Administrative tasks** like creating Profiles, Roles, Users, Page Layouts, Email Services, Approvals, Workflows, Reports, Dashboards, Tasks and Events
* In-depth experience in **CRM business processes** like Forecasting, Campaign Management, Lead Management, Pipeline Management, Order Management, Account Management, Case Management.
* Studied Storage Array, RAID and Cloud Computing
* Designed and documenting Test Plans, Test Cases, Test Scenarios, and Test Strategies based on business requirements.
* Prepared Test cases for both Windows and Linux Operating Systems.
* Identified the Test Cases and documented them in Bugzilla and HP QC.
* Developed Requirement Traceability Matrix for all business requirement and covered all test case related to Snapshot
* Performed manual Snapshot testing
* Developed test cases for Cloud Computing Model of Infrastructure as a Service.
* Performed Cloud Testing for Iaas portal.
* Created Virtual Machine in VMware Cloud Director
* Worked with the Developers and the test lead to verify the Test Cases.
* Prepared test data for positive and negative test scenarios for functional testing as documented in the test plan.
* Performed Development Integration, System Integration, End to End and User Acceptance testing for the data services.
* Performed Functional testing, Performance testing and Regression testing on Windows and Linux.
* Performed backend testing using VMware tools such as VMware Cloud Director, vShield Manager and SOLIDFIRE.
* Used Quality Center to store all testing result and for defect Tracking and Reporting.
* Generated enhanced graphs and reports with Quality center.
* Provided weekly management status reports and coordinated meetings between test team and development team to review defects.
* Worked as Team Lead
* Created User Manual and Build for client.
* Shared current topic related to SAN (Storage Area Network) in the Test and Development team

**Environment:** Quality Center 10.0, UNIX, Windows XP, 7 and 8, MS OFFICE, VMware Cloud Director, vShield Manager, SOLIDFIRE, SAN (Storage Area Network), Hybrid Drive, Cloud Iaas Portal, Storage Array, RAID, Snapshot , IE, Firefox, Google Chrome

**Halliburton** **Feb 2011 - May 2012**

**Pune, India**

**Sr. Software Test Engineer**

Halliburton is one of the largest providers of products and services to the energy industry. It serves the upstream oil and gas industry throughout the lifecycle of the reservoir- from locating hydrocarbons and managing geological data, to drilling and formation, evaluation, well construction and completion, and optimizing production through the life of the field.

Responsibilities:

* Prepared Use case and User Manual of product for client.
* Attended Scrum meeting every day.
* Documented details of test plans, test cases and expected results in Test Director.
* Extensively documented Test Requirements and Test Plan using Test Director to track the stakeholders requested enhancements and changes.
* Analyzed the end-to-end functionality by testing the application manually.
* Carried out security tests to check that only valid users could access certain sections of the site.
* Writing and reviewing Manual test cases and customizing Test Director as needed.
* Participated in the team to performed User Acceptance Testing.
* Communicated testing progress to Business and Project Management team; setup meetings with project managers and other senior members on the project to prioritize testing strategies and Exit Criteria for various testing cycles.
* Identified the Test Cases and documented them in Bugzilla and HP QC.
* Worked with the Developers and the test lead to verify the Test Cases.
* Locked Show Stopper Bugs with Quality center.
* Prepared test data for positive and negative test scenarios for functional testing as documented in the test plan.
* Performed Development Integration, System Integration, End to End and User Acceptance testing for the data services.
* Performed Functional testing, Performance testing and Regression testing on Windows.
* Generated enhanced graphs and reports with Quality center.
* Provided weekly management status reports and coordinated meetings between test team and development team to review defects.
* Handled three Jr. Tester team

**Environment:** Windows XP and 7, Test Director 8.0, HP QC, MS-OFFICE, Bugzilla, IE, Firefox, Google Chrome

**Hp (Hewlett Packard) Jan 2009 – Jan 2011**

**Pune, India**

**Sr. Software Test Engineer**

PPM (Project and Portfolio Management System) was a HP utility software tool being developed for Business leaders. They must be able to easily visualize, explore, prioritize, and resource their portfolios of innovation investments. It was enable the companies to more effectively prioritize product ideas, focus resources on the most promising opportunities and bring the right products to market on time. The solution pulls information from Project as they go through the development process, enabling cross-functional users from marketing, engineering, manufacturing, and other key functions involved in product lifecycle management to establish a single source of truth to drive successful product portfolio planning.

**Responsibilities:**

* Analyzed business requirement documents, functional requirement documents, Use cases, and Use case diagrams.
* Developed Test Plans and Test Cases from the functional requirement document and scheduled the test case execution.
* Involved in Smoke, Functional, Regression, System, Integration and Security testing during all phases.
* Interacting with customer to understand the requirements and reporting the Project status.
* Coordinate with development team for the correct implementation.
* Prepare test plan, test cases and review to test the effectiveness of this software.
* Manual Execution of test cases and bug reporting.
* Prepare the build for customer and Prepare User manual
* Used Quality Center to store all testing result and for defect Tracking and Reporting.
* Generated enhanced graphs and reports with Quality center.
* Provided weekly management status reports and coordinated meetings between test team and development team to review defects.
* Created the Automation Test Plan and extensively used QTP for creating scripts for functional and regression testing of various features of the application.
* Extensively used different types of Check points (Standard checkpoints, Table checkpoints, Image checkpoints) using QTP
* Worked with the Developers and the test lead to verify the Test Cases.
* Prepared test data for positive and negative test scenarios for functional testing as documented in the test plan.
* Performed Development Integration, System Integration, End to End and User Acceptance testing for the data services.
* Performed Functional testing, Performance testing and Regression testing on Windows.
* Used Quality Center to store all testing result and for defect Tracking and Reporting.
* Generated enhanced graphs and reports with Quality center.
* Provided weekly management status reports and coordinated meetings between test team and development team to review defects.

Environment: Windows XP, 7 and Vista, MS OFFICE GUI, HP Quality Center 9.2., QTP 9.2, My SQL, VB Script, IE, Firefox, Google Chrome

**NexGEN Consultancy Pvt Ltd** **July 2007- Dec 2008**

**Noida, India**

**Software Test Engineer**

NexGEN is a leading Software product and services company that provides full-spectrum software product development services to help organizations leverage leading-edge technologies for business improvement. HDFC\_CMS (HDFC\_ Check Management System) was a utility software tool being developed for HDFC bank. The project was to create a web based solution which allows customers to deposit checks electronically to their account at the bank using a personal computer and a unique check scanner. This service enables businesses to enjoy the ease and convenience of depositing checks electronically. This application also provides additional features to the already existing online Bill Pay service where users can set up recurring bill payment for regular bills and schedule payments in advance as well as track bill pay history.

Responsibilities:

* Interacting with customer to understand the requirements and reporting the Project status.
* Coordinate with development team for the correct implementation.
* Prepared test cases and review to test the effectiveness of this software.
* Manual Execution of test cases and bug reporting.
* Used Quality Center to store all testing result and for defect Tracking and Reporting.
* Attended Scrum meeting every day.
* Created Test Requirements Matrix to track the stakeholders requested enhancements and changes.
* Performed Smoke, Functional and Regression testing using Test Director.
* Performed manual tests on various modules using positive and negative scenario.
* Analyzed the end-to-end functionality by testing the application manually.
* Carried out security tests to check that only valid users could access certain sections of the site.
* Analyzed test monitoring and take quick test control decisions by the Reports and Graphs using Test Director .
* Grouped Manual test cases in sets and scheduled them for execution using Test Director.
* Monitored test results, tracked defects and communicated them using Test Director.
* Actively participated in bug meetings with QA team and developers to discuss and resolve outstanding defects.

Environment: Windows XP, 7 and Vista, MS OFFICE, Test Director, Oracle 9i/10g, IE, Firefox

###### **EDUCATION**

BE in Computer Science

MBA in Operations & Marketing