**NAGA REGULA**

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**Professional Summary**

* Software QA analyst with 5+ Years of experience in Conduct SIT and UAT testing and integration into production environment. Manage and track test cases and track issue/defects in HP ALM – Quality Center

• Experienced in Software Development Life Cycle (SDLC), Software Testing life cycle (STLC) and Testing Methodologies like **Agile** and **Waterfall**.

• Hands on experience in Analyzing Business specifications and Software Testing process which includes writing test plans, test script, test cases execution, defect reporting and defect tracking for both Automated and Manual testing.

• Experience in Manual/Automation Testing using HP Interactive Automation Tools -**HP ALM,** **Quick Test Professional (QTP**).

• Performed **Black Box Testing, Functional testing, System testing, Smoke testing, Sanity testing, Regression testing, Integration testing, Performance testing, Load testing, Exploratory testing, Backend Testing, User Acceptance Testing (UAT), Browser compatibility testing etc**.

• Extensive experience in Testing Client Server and Web based applications

• Experience in using bug tracking defect system, submitting the quality bugs, raising the issues, changes, defects, resolving bugs, enhancements using **Quality Center**.

* Hands-on experience in Web Services testing using **Soap UI tool**, validating WSDL, request and response XML.
* Experience in Performance testing tools like **HP Load Runner (VUGen, Controller, Analysis**).
* Experience in Health care, Finance and tax domains.
* Ability to work individually and in a diverse team environment.
* Excellent Verbal and Written communication skills. Self-motivated and results oriented, quick and eager to learn any concepts, programs or procedures that may serve to enhance company growth potential.

**Education:** Master’s in Finance, Osmania University, India.

**Technical Skills:**

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| Test Management Tools | HP Application Life Cycle Management (ALM), HP Quality Center (QC 10.0) |
| Test Automation Tools | HP Unified Functional Testing (UFT 11.5), Quick Test Professional (QTP 11/10), HP load Runner 12.0 |
| Bug Tracking Tools | Jira, Bugzilla |
| Scripting Languages | VB Script |
| Database/ Data Base Tools | SQL, Oracle 9i, TOAD, PUTTY, MS Access, SQL Navigator, AQT |
| Web Technologies | HTML, XML, SOAP UI 5.3 |
| Operating Systems | Windows XP/NT/2000/07/08/10, UNIX, LINUX, DOS |
| Microsoft Tools | MS Excel, MS Word, MS PowerPoint , Outlook, MS Visio, MS Access |
| Browsers | Internet Explorer, Google Chrome, Safari, Firefox |

**Professional Experience:**

**Client : Eversource Energy Feb’18-Aug’18**

**Role : QA Analyst**

**Project : Residential Customer Payment Plan**

To upgrade the existing Payment plan functions on the web, which will enhance the customer experience regarding making, updating and cancelling a payment plan for a residential customer and Customer Service representatives (CSR) . Consistency of overall payment plan offers, reduce call center volume and contribute to the decrease in bad debts expenses.

**Project : Payment Plan Enhancements**

Additional updates that needed to be made to the screens and contextual messages for a better Customer experience and missed areas of essential Customer representatives (CSR) functions.

**Project : Commercial Customer Payment Plan**

This is an internal portal application for Customer Service representatives to create and enter Payment plan terms into CACS/Credit System. Commercial customers will be able to view payment plan and make electronic payments on web.

**Project : Security deposit Processing**

Consolidate security deposit and energy usage billing information to appear as one account to the customer and facilitate customer payment of security deposits.

**Role & Responsibilities:**

* Conduct SIT and UAT testing and integration into production environment. Manage and track test cases and track issue/defects in HP ALM – Quality Center
* Participating in business requirement gatherings and review meetings and understanding the **UAT** testing scope
* Review functional and design specifications to ensure full understanding of individual deliverables.
* Experience in creating well defined test plan, test case, test results documents for CT, NH and MA.
* Create/identify test data for testing scenarios from the frontend and backend application and perform detailed frontend as well as **backend testing** (UAT) to ensure the results are in line with the requirements.
* Recognize any changes necessary to existing processes and take an active role in ensuring that the changes are made and adequately communicated to other Stakeholders.
* Identify any potential quality issues per defined process and escalate potential quality issues immediately to management.
* Ensure that validated deliverables meet functional and design specifications and requirements.
* Isolate, replicate, and report defects and verify defect fixes.
* Manage and track test cases and track issue/defects in **HP ALM – Quality Center.**

**Environment:** Windows 2010, AQT, HP ALM, Microsoft Excel, MS Word and PowerPoint.

**Client : H&R Block Aug’14– Jan’18**

**Role : QA Analyst**

**Project Name : Deluxe Tax**

DTP application helps the taxpayers in US to file their tax returns online. If the user specifies the income and expenses, DTP will maximize deductions and find the best tax credits by creating a custom Interview. This allows the user to focus on tax issues that are unique to their situations. Users have the option to import their previous year tax return. Users can file their Tax returns electronically E-File to IRS.

**Project Name : Appointment Manager**

Appointment Manager (AM) is a web-based application that provides the information necessary to manage office operations as well as Tax Professionals' individual books of business. It captures client demand and helps manage the client from front-office to tax desk.

**Project Name** : **BlockWorks**

Blockworks application helps the employees of the block to practice and file the tax returns online.

It deals with simple to complex tax returns and tax advices. It includes filing the tax returns, applying for credit cards, transferring of funds, payment of fees using different methods and financial transactions.

**Role & Responsibilities:**

* Worked in Agile environment, reviewed User Stories (business requirements).
* Involved in performing various kinds of testing like **Functional Testing,** **Regression testing**, **Integration testing**, **Backend Testing**, **User Acceptance testing (UAT)** for each feature in Tax Module.
* Performed System testing of the application to meet the Business requirement documents for state and Federal Tax lines.
* Updated the scripts and test cases according to updated requirements and simultaneously updated **Requirement Traceability Matrix.**
* Involved in developing and executing test cases using Business requirements of various modules of the application, defect reporting and analyzing Test Metrics.
* Interacted with Developers and Business Analysts to understand severity of the defects and assigned priorities accordingly to perform Integration Testing, Regression Testing, User Acceptance Testing, Functional testing based up on the web application
* Managed **Bug Tracking Life Cycle** using **Jira**
* Used **SQL** queries to verify the data in the database using Toad tool.
* Participated in daily and weekly reports on Test case execution, defects and RTM etc.
* Status Reporting (Daily/Weekly status report, Test Summary Report and Productivity sheet)
* Providing inputs to scrum team in retrospective meetings for improving the overall scrum process.
* Conducted Functionality and Regression Testing during the various testing phases of the application using **UFT/QTP**.
* Employing data-driven testing based on Excel tables by parameterize test scripts to check application behavior using **UFT**.
* Executed Loadrunner VUGen scripts using LoadRunner Controller and generated results and emailed to Performance Testing team lead.
* **Environment:** Windows XP, QTP/UFT, SQL, Jira, Soap UI, Toad, LoadRunner, Microsoft Excel, MS Word and PowerPoint, Java/J2EE.

**Client : BCBS Oct ’12– July’14**

**Role : QA Tester**

**Project : Find a Doctor**

Find a Doctor is an online participating provider’s directory. Any member or prospective member at any time can use this application to locate doctors, hospitals and dentists.

**Project : LDUES Pricing System**

**Project Description:**

WELLPOINT HEALTH NETWORKS INC:

LDUES project is to execute the implementation of BCBSA ITS release and their related addendums in support of release. It encompasses the Lines, Dollars, Units and Expansion Strategy component of the project. In this process the professional pricing system needs to enhance to sync with other Well point systems.

**Roles and Responsibilities:**

* Understanding and Analyzing **the Business, functional and technical specifications**.
* Involved in preparing the test related documents and execution of testing activities.
* Performed **Black box testing, Integration Testing, system testing**, **end-to-end testing,**  **GUI** and **functional** testing of the application.
* Performed Manual testing, inserted new test cases, and performed verification, validation and data integration checks according to the requirement specifications.
* Involved in Debugging and analyzing the test results, Bug tracking and documentation.
* Submitted status reports and attended triage meetings.
* Performed back-end testing using **SQL queries in TOAD** and validated the data.
* Extracted log files from **UNIX / Linux** using **Putty tool** and emailed the log files to developers for debug the code to fix the defects

**Environment:** Windows 2000, QTP, Quality Center, Putty, SQL, .Net, Microsoft word, excel, PowerPoint.