**EXPERIENCE**

* Over 6 years of industry experience in Software QA Test Engineer And Client/Server, GUI and Web based applications. Testing, reporting, acceptance, and Agile Scrum methodology.Entertainment
* Proficient in Manual and Automated Testing Tools such as Selenium, QTP, Jira, Quality Center, Rational suite (RFT, RPT), Clear Quest, Load Runner, Test Manager and Device Anywhere
* Strong working knowledge of all stages within Software Development Life Cycle (SDLC) methodologies such as Waterfall and Agile-Scrum.
* Good experience of API, Functional, Unit, Integration, Regression, White-Box, Black-Box, GUI, Back-end, and Browser Compatibility testing.
* Proficient in using Bug tracking and Test management tools like Bugzilla, JIRA, and Quality Center.
* Experience with diverse testing tools (Mercury’s Test Director and HP Quality Center and ALM.
* Strong working knowledge of all stages within Software Development Life Cycle (SDLC) methodologies such as Waterfall and Agile-Scrum.
* Experience performing Functionality testing, System testing, User Acceptance testing, and Database testing.
* Experience in Functional testing, Integration testing, Regression testing, Performance testing, User acceptance testing and Verification & Validations.
* Performance testing using Load Runner to test the stability of the application under stress.
* Used DB2 as source system to pull the data and loaded into SQL Server.
* Proficient in analyzing Business requirements, Use Cases to Create and maintain the test plan, Traceability matrix, Manual and Automation Test Scripts, test cases and generating Reports.
* Extensively used Quality Center (QC)/ALM, Microsoft Team Foundation Server (TFS) to Test Cases, Test Execution and Defect tracking.
* Expert in Test management using HP Quality Centre, MS TFS, MS Testing Center.
* Expertise in Problem solving and Defect Tracking Tools like Quality Center, BugZilla and Rally.
* Experience in back-end testing to query and access Oracle database using SQL
* Worked in all phases of Black Box (Front End) and White Box (Back End) Testing of the application beginning from the preparation of Test Plan, Test Cases and Test Scripts.
* Involved in design and maintain of Test Plans, Test Cases and Test Scripts using Test Director,Test Manager.
* \Involved in Providing the FRD / Specification Document Review Clarifications to detect the Defects in the Early Stage. Also lead the creation, preparation, and conduct of QUALITY ASSURANCE/verification reviews of software development artifact
* Derived UAT Test Cases based on the FRD and the Test Scripts used for System Integration Testing.

**TOOLS/TECHNOLOGIES / PLATFORMS**

**Web Technologies:** HTML, Java Script, JSON, SOAP, JUNIT, J2EE, and Servlets

**Bug Tracking Tools:** QTP, Quality Center, HP/Mercury and Rational (RFT and RPT), Test Partner JIRA, ALM

**Web Services:** SOAP web services, RESTFUL web services, WSDL, SOAP UI, P

**Database:** Oracle, Microsoft SQL Server, MS Access, My SQL, DB2, DBA

**Web server:** Microsoft IIS, Apache Tomcat, Oracle WebLogic, WebSphere

**Misc. Software:** Microsoft Office, Win SCP, Secure CRT

**PROFESSIONAL SUMMARY**

**Sure West Communications, Roseville, CA Oct 2015 – July 2017**

**Quality Analyst**

With over 90 years of quality service within the Northern California area, SureWest Communications and its family of companies have provided an integrated network of highly reliable advanced communications products and services such as Digital Cable TV, Fiber Optics, PCS wireless, DSL, High-speed Internet Access, Data transport, and Local and long distance Telephone service with the highest standards within the Northern California and surrounding districts. I was involved in the Exodys project that was initiated to upgrade and implement SureWest internal and external provisioning system architecture and applications aimed to deliver the best service possible to SureWest customers while increasing quality, production, revenues and maintainability.

**Responsibilities:**

* Used Load Runner to execute multi-user performance tests, used online monitors, real-time output messages and of the features of the Load Runner Controller.
* Conducted all tests in the controller by creating virtual users for load, stress and steady state test respectively.
* Experience working in Agile and Waterfall Methodologies
* Responsible writing Test Plans, Test Cases and Test Scripts using manual and automated testing tools from Rational and Mercury Interactive such as test Director, Win runner.
* Worked on SQL statements to check the validity of the backend data.
* Responsible for providing business requirements within an AGILE software development SCRUM environment.
* Extensively created Data Driven Test scripts to read data from text files for testing. Checked for data boundaries/limits, incorrect input of data.  
  Load, Stress & Performance testing of Web Application using Load Runner.
* Developed Test Suites in ALM and performed regression testing on new release to verify that the latest version of code has not affected previous working functionality.
* Experience in developing test plans and strategies and have conducted User Acceptance Testing (UAT) of systems.
* Wrote Modification Requests that showed severity of defects and the priority level that needed to be addressed first using Quality Center.
* Created Microsoft Team Foundation Server (TFS) to queries to help testers locate existing to defects and track defects currently In the defect lifecycle.
* Verification/check points have been implemented such as GUI checkpoints, bitmap checkpoints, text checkpoints and database checkpoints.
* Black Box and White Box Testing were implemented as testing methodology.
* Identified the bugs and kept track of the defect report using ALM Quality Center, and also analyzed the root cause for defects.
* Executed the test cases and test scenarios using HP Quality center (QC).
* Implemented custom PL/SQL packages for DBA related jobs such as purging custom tables, loading data into custom tables etc.
* Conducted system testing for applications to ensure requirements are met and defects are managed.
* Create and execute the load/performance/stress scripts to test of the system using HP Load Runner
* Extensively interacted with developers to analyze and resolve the issues that were encountered while testing the application

**Environment**: Agile Scrum Load Runner, UNIX, GUI, UAT, SQL, HP Quality center,TFS,

**DirecTV, El Segundo, CA Feb 2014- Sept 2015**

**Quality Analyst**

DirecTV (trademarked as "DIRECTV") is a direct broadcast satellite (DBS) service based in El Segundo, California that was founded in 1990. It transmits digital satellite television and audio to households in the United States, the Caribbean and Latin America except for Mexico. DirecTV is owned by DirecTV Group, which is controlled by Liberty Media. DIRECTV was rolling out their legacy mainframe Comergent BAU system to a new Comergent Data Driven system. I was multitasking as a functional BA & enterprise BA working on different offers and functional changes at the same time. My major responsibility was to maintain and update the DWS (Dealers Website) so that the latest promotions and offers from DirecTV were shown on the DWS platform.  
**Responsibilities:**

* Reviewed SRS to accurately understand the project
* Wrote test plans, test cases and developed them based on functional requirements and system specifications;
* Performed different types of manual testing such as GUI, Functional, Performance, Backend and Regression testing;
* Followed the Agile methodologies, throughout testing process;
* Extensively used of HP Quality Center (ALM) for test execution, defect tracking and sharing QA related reports with Business Analyst and Developers;
* Detected the bugs and reported them with their severity level and controlled that they had a “Pass” result;
* Created Requirement Traceability Matrix, to make sure that all requirements of each modules are covered with my Test Cases
* Extensively used SQL Server for managing database and making sure Front-end data matches with Back-end data, so as system is safe;
* Validated Client XML using XML notepad.
* Logged the errors, reported defects, determined repair priorities and tracked the defects until resolution using ALM.
* Involved in UAT testing, to make sure the application meets client’s expectation
* Worked on Change Control to reach final result and meet business expectation;
* Identify and log defects if/when a test fails, if necessary, using SQL to narrow down the root cause of the problem for efficient investigation by the development team
* Performed Release Validation Testing on the core functionalities to ensure that the products delivered to Production meet the specified Business Requirements for the launch of the application
* Tested whole application, performed system test, checked severity level and verified priority aspects and submitted bug free product;
* Performed cross browser testing on Opera, IE6, Mozilla, safari and cross platform testing on Windows PC, to insure compatibility works;
* Worked with different data sources like DB2, Oracle and Access.
* Analyzed business requirements, system requirement specifications and responsible for documenting functional requirements in ALM
* Experience in Manual and Automated Functional Testing using tools like QTP UFT and performance testing tools like IBM RPT, HP Load Runner
* Designed and developed reports using SQL Server Reporting Services and Crystal Reports.
* Created QTP scripts with reusable and external Actions and, called functions in Actions.
* Involved in Agile testing of functionalities and methodologies like Scrum
* Used SQL & PL/SQL developer tools to query the database and validating the data.
* Used JIRA in conjunction with HP Quality Center to report defects and monitor progress on defect resolution testing on the application.
* Participated in Design Phase, together with members of the Product team, developers, and DBAs.
* Performed Regression testing by executing the scripts developed with QTP.
* Manage and mentor offshore testing team on Agile Testing best practices
* Conducted User Acceptance Test (UAT) with users and customers and wrote issues log based on outcome of UAT.

**Environment:** Agile Scrum , SOAP UI, Load Runner, ALM Quality Center, Mercury Quality Center HTML, Manual testing,

**Motion Picture Industry Pension & Healthplans, Studio City, CA Apr 2011 – Jan 2014**

**Quality Analyst**MPI is in the process of currently upgrading QNXT 5.1 to 5.4 at the same time working on implementation of the CTP tool for this project in order to automate their claims and have the ability to generate reports within CTP to follow best practices and procedures to meet specific claims based on entered selection criteria on a much faster pace with large volume of claims as needed on demand.

**Responsibilities:**

* Knowledge of software development life cycle (SDLC) and defect management life cycle methodologies. Knowledge of insurance claims lifecycle.
* Develop test cases according to business requirements document (BRD).
* Testing software by executing the test cases to identify and resolve problems from an end users’ perspective
* Log and track defects using Quality Center.
* Liaising with developers and programmers to swiftly resolve faults.
* Experience testing Document Management, Imaging and Scanning applications
* Perform data load validations using SQL Queries
* Performed Black Box testing and conducted Functionality and Regression testing on various phases of the Management software
* Developed & executed several Optimized queries in SQL on this data.
* Responsible for Deployment of the report to report server using SSRS
* used Report Subscription (Data Driven and Standard) to publish reports.
* The tests also included GUI testing: Testing for validation and display of screens
* Test Management using Test Management tools like HPQC and ALM QC
* Created dummy accounts on our system and verified the account generation process and date integrity
* Used SQL queries to test the integrity of data by querying the database
* Initiated defects and assigned to Development teams with appropriate severity levels.
* Maintaining the Traceability matrix and defect tracking using different tools like ALM Quality center, Quality Center, Clear Quest and Test Director.
* Actively participated to setup the test environment for the application(s) needs to be deployed on test environment.
* Used Quality Center to maintain Test Cases.
* Recorded the Test cases using Quick Test Professional (QTP) for web based application and performed regression testing of
* the application for every release.
* Prioritized and reported defects using Quality Center to present documents and reports in weekly team meetings.
* Generated test scripts for Load and Performance testing to see how the system behaves under load using Load Runner.
* Participated in Software Quality Analysis, Manual Testing and Defect Tracking Tools.
* Designed and developed test cases by putting the application through manual testing and automated testing
* Represented the end user by conducting User Acceptance Testing (UAT) and System testing
* Involved in writing Use Cases, UAT Plans and UAT cases from Business Requirements
* Performed Integration, Regression, UAT and Database testing

**Environment:** Win runner, Test Director, Windows Professional, SQL, Quality Center, Clear Quest, SQL Server, UNIX, PL/SQL, QTP, HTML