**Raymond Idienumah**

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**SUMMARY:**

* 7+ years of experience in using Test Management tools such as **HP Quality Center (QC)**  for organizing and managing all phases of application testing process, including specifying testing requirements, planning tests, executing tests and tracking defects.
* Extremely proficient in Manual (**QC), Automation (Quick Test Pro)** and database testing tools to troubleshoot systems, integration, user acceptance, positive and negative, functional and non-functional and regression in the specific field database.
* Extensive testing experience in all phases and stages of testing with good working knowledge of testing disciplines, tasks, resources and scheduling.
* Professional experience in writing Test Scenarios, Test Conditions, Test Cases and Test Scripts for Functional and non-functional requirements.
* Experience in building test cases using structure-based techniques (White Box) covering statement, branch (decision), Condition and path coverage.
* Used DB2 as source system to pull the data and loaded into SQL Server.
* Good experience of API, Functional, Unit, Integration, Regression, White-Box, Black-Box, GUI, Back-end, and Browser Compatibility testing.
* Extensively used Quality Center (QC)/ALM, Microsoft Team Foundation Server (TFS) to Test Cases, Test Execution and Defect tracking
* An excellent team player, a self-motivated, a quick learner and determination to learn new technologies.
* Excellent knowledge in creating Test Strategy, Test Plan, Test Input Data for positive and negative testing, Test matrix creation and Defect Analysis.
* Formulating Test Plan based on the Design Document, Use Case and User Requirement Document.
* Expert in test management tools like Quality Center, Silk Test, and Rational Test Manager.
* Ability to interact with developers and Business Analyst regarding Testing Status, Defects and change tracking using Quality center and Clear Quest.
* Expert-level experience in writing SQL queries using DDL and DML commands like Select, Create, Joins (inner and outer) and sub-queries.

**TECHNICAL SKILLS:**

Methodologies: **Waterfall, Agile, RUP, SOAP UI, UAT, TFS**

Project Management: **MS Office, MS Project, Ms Access,**

Version Control System: **Rational Clear Case, CVS, Visual Source Safe**

Process/Modeling Tools **Rational Rose, MS Visio, Rational Requisite Pro, Clear Quest**

Testing Tools: **Rational Enterprise Suite, ALM, Quality Center, Load Runner.**

Languages: **SQL, JAVA, XML, UML, .NET, HTML**

Databases: **MS Access, SQL Server, API, Oracle, DB2, Sybase Accelerator**

**Dollar General Corporation, Goodlettsville, TN Feb 2017 - Apr 2019 Sr. QA Tester**

Dollar General Corporation is a customer-driven distributor of consumable basics with more than 7,000 stores in 30 states. Stores are served by seven distribution centers. Company decided to change its old E- commerce, POS system, supply chain management and Merchandise activities. I worked as a Quality Analyst on an Order Management System (OMS) and Point of Sale that was part of the supply chain and Merchandise

**Responsibilities:**

* Generated test plans and test cases for system, integration and performance testing.
* Identified test conditions, reviewed test scripts and test plans.
* Involved in functional test scripts creation, maintenance and execution using QC.
* Coordinated testing efforts and results with development team
* Involved in web services testing using Soap UI.
* Participated in developing and implementing End-End testing.
* Tested the GUI / User Interface of the Web applications.
* Performed Backend Testing using SQL and PL/SQL Queries.
* Implemented scripting standards for IVR and GAD Performance Scripts.
* Extensively used SQL statements and to extract data from the tables to validate test results and to prepare test data.
* Have good exposure to modern Agile Methodologies such as SCRUM and TDD.
* Performed manual and automated test procedures for functional testing of web services using SOAP UI.
* Executed automation test scripts developed in QTP / UFT, Load Runner, UNIX, MS Office, Oracle, Web Services, IBM DB2.
* Discussed with business users and technical team members about the different features of EMR system to build the test plans.
* Worked with Empirix Hammer On Call to create IVR scripts and Oracle Application Test Suite tolls to create GAD (Genesys Agent Desktop) scripts.
* Tested the deployments and integration of Nuance IVR, Genesys CTI across several major support centers.
* Defect Tracking: All issues are raised and tracked accordingly in HPQC
* Identified the bugs and kept track of the defect report using ALM Quality Center, and also analyzed the root cause for defects.
* Performed Smoke, Functional, Integration, Testing, Regression, Load and System testing
* Performed REST API Testing using Http java Test Client for SOAP/REST web API
* 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.
* Tested all the Web services including the SOAP UI messages and validated the XML using SOA test tool
* Performed Sanity Testing, Functional testing, GUI testing, Ad hoc Testing, Integration testing, and Regression Testing
* Performed Manual Testing using **Quality Center (QC) and User Acceptance Testing (UAT)**
* Performed **UAT T**esting Manually in coordination with **UAT** group to ensure correct business logic.
* Maintained Test Matrix which gives overview of the **Testing Effort.**
* Created Functional and Integration Testing Folders in Quality Center
* Performing the initial review of test cases in HPQC and providing review comments for further changes

EBay Location – San Jose, CA **Jun 2015 – Jan 2017**

**QA Tester**

Company is into Online Auctions, Email, and E-commerce with the Internet. The Internet serves as a platform for e-commerce transactions and Multimedia Advertising. eBay online application, with many other partners like PayPal, Rent.com, etc., enables trade on a local, national and international basis.

**Responsibilities:**

* Develop and coordinate implementation timelines with Trading Partners including readiness assessment and coordinated testing.
* Responsible for writing Test cases to cover overall quality assurance.
* Executed Test Cases and Test Scripts in HP Quality Center (QC) after reviewing Business Requirements and Technical Specifications to define the high priorities
* Performed manual testing to conduct backend testing using UNIX shell scripts and SQL Queries
* Analyzed business requirements, system requirement specifications and responsible for documenting functional requirements in ALM
* Worked extensively on Clinical Rounding Reports Module in Patient Keeper and validated data between Patient Keeper Portal and Clinical Rounding Reports generated.
* Tested Web Services using SOAP UI.
* Logged the errors, reported defects, determined repair priorities and tracked the defects until resolution using ALM.
* Conduct Manual testing, Compatibility testing, System testing, Regression testing, and Functional Integration testing
* Created an ad hoc defect tracker on **Microsoft (TFS) Team Foundation Server to track testing** related issues that arose during testing
* Developed Test Plans, Test Cases, Test Data, Traceability Matrix and Test Summary Reports and followed Agile/Scrum process.
* **Used SQL for Querying the DB2 database in UNIX environment**
* Implemented the data driven frame in SOAP UI and Tested various functions in web services with different sets of data.
* **Defect Management** & triage, provide expertise to resolve defects that raise business issues.
* Defined and directed the development of all functional tests, regression tests, unit tests, API tests, integration tests, performance tests, load tests and code coverage tests.
* Tested the portal application to make sure the claims and the members are loading to Power MHS, where the providers can check the member eligibility and claim status.
* Actively involved in documentation of **UAT** (User Acceptance Test), Functional Test, Integration Test Scenarios and Bug Log.
* Extensively used **SQL statements to query the Oracle Database for Data Validation and Data Integrity.**
* Provided support during Functional Integration testing and UAT
* Tracking Software defects collected from different sources and categorized severity in **HP Quality center.**

**Macys System and Technologies, Duluth, GA Aug 2013 - May 2015**

**QA Analyst**

Macys is one of the largest and most respected direct marketing companies in the world Macys discovered and developed dozens of well loved, high quality consumer products in the beauty, skincare, entertainment and wellness categories. In order to serve customer better and gain market share the company developed the web application and mobile application for IOS, Android users.

**Responsibilities:**

* Acted as a primary contact in all the phases of Software Development Life Cycle **SDLC** including Quality Assurance Testing, Performance & User Acceptance testing.
* Performed unit testing, System testing, Functional testing and Integration testing various actions of the integration utility.
* Created the “AS-IS” as Current Quality Process Model and the “TO-BE” as the Intended Model, to analyze and improve the Quality processes.
* **User Acceptance Testing (UAT) – Performed UAT tests using the MORAE Usability Testing Tool using the Observer and the Manager Mode.**
* Performed manual Back-End testing on the application by writing complex SQL queries.
* Wrote INNER, OUTER JOINS to retrieve desired or expected data from tables of database with and without comparison operators to perform Backend testing in **QTP.**
* Recorded the Test cases using **Quick Test Professional (QTP) for web based application and performed** regression testing of
* The application for every release.
* Maintaining the Traceability matrix and defect tracking using different tools like ALM Quality center, Quality Center and Clear Quest.
* Exposed the web services to end clients for their internal consumption using SOAP UI project.
* Utilized a wide variety of testing approaches and techniques, including Integration Testing, Functional Testing, and User Acceptance Testing (UAT).
* Executed the test scripts on different releases as well as in different modes and validated the actual results against the expected results using HPQC.
* Worked on **UNIX** Platform and experienced in back end testing by executing SQL Queries.
* Checked the data flow through the frontend to backend and used SQL Queries to extract the data from the database.
* Involved in writing extensive **SQL Queries for back end testing oracle database**.
* Retrieved files using **SQL** statements and **UNIX** commands.
* Test Management using Test Management tools like HPQC and ALM QC
* Created and maintained **SQL Queries** for **back-end testing.**
* Used Rational Clear Quest to track and report system defects and bug fixes

**Nordstrom, Washington, DC Mar 2012 - July 2013 QA Analyst/ Tester**

Nordstrom, Inc. is one of the leading fashion specialty retailers. It was implementing a new system for improving the point of sales performance. New functionality was added to the registers at the stores, of the **POS System** to keep track of the slow moving inventory, over-stocked items, stock-outs so as to ensure optimum level of stock in the stores and maximize sales by increasing the speed for credit sales. The project was to work on point of sale application, which includes functionalities like credit card processing, accounting, financial analysis, and inventory control.

**Responsibilities:**

* Analyzed the Business Specification and created the test plan, test cases for functional and GUI testing.
* Conducted extensive Manual Testing.
* Identified the high-risk points and the priorities of the application.
* Created Test plans and performed manual testing of the application to test the system for both the functional and business requirements for positive and negative scenarios using Mercury Quality Center.
* Wrote test cases to make sure the system captures the checks, creates check images, determines the amount, verify the account/transit number.
* Conducted Black Box Testing.
* Created and executed manual test cases. Conducted GUI/Usability Testing and Black Box Testing according to specifications.
* Developed, documented and supervised **User Acceptance Test (UAT)**
* Performed complex analysis of business requirements and system specifications.
* Tested the software using different browsers to study the compatibility.
* Logged and tracked defects in bug tracking tool Bugzilla and verified resolution of software and specification defects.
* Extensively used HP Quality Center for various test activities such as identification and execution of test cases, defect tracking and fixation
* Interacted with the Technical Leads and Developers, Business Analysts to evolve the functionalities, workflow, and business transactions
* Performed **DWH ETL testing and extensively used SQL functionalities. Used SQL Navigator to connect to Oracle Database**
* Formulated QA Documents and tracked the requirement changes and test cases.
* Categorized the test cases, test data and maintained separate test sets to execute various real time transactions
* Responsible for the UAT activities for planning and test execution with Business End users
* Identified the test scenarios for automation and developed **QTP actions (VB script) to simulate user actions**
* Analyzed the change requests, new patches and accordingly updated the test cases and test data to provide test coverage.
* Updated the team status in Quality Center as how many test cases were executed, how many failed as compared to the total no of test cases in each module
* Tested the new and modified pages, components added to the system.
* Wrote SQL queries to check the population of the data and do negative testing
* Performed regression testing using QTP