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**Summary**

* Over 9+ years of diversified experience in all phase of Software Development Life Cycle (SDLC) and testing of Web applications & Client/Server for Functionality, Regression, Integration Testing and User Acceptance test (UAT) under Windows and Unix environment.
* In depth knowledge of Software Testing Life Cycle(STLC) and **QA** methodologies including **Waterfall** and **Agile** methodologies to ensure appropriate Quality Control
* Experience in analyzing requirement’s (Design document, Use Case) to writing test plans, test cases, traceability matrix, QC metrics, QC report and status reporting to Lead, PM and Client.
* Participated in **Manual**, **Automation** & **ETL** Testing.
* Experience in writing test plans, defining test cases, developing and maintaining test scripts and Documenting all phases of QA process.
* Expert in testing techniques such as black box, functional, regression test, end to end, positive & negative test, User Acceptance Testing.
* Possess excellent skills in Manual Testing along with skills in Automation Testing using Quick Test Professional (**QTP/UFT**), **HP-ALM**, Mercury Quality Center, **JIRA**, and SoapUI & **IBM-RTC**.
* Entered, retested and resolved defects, changed defect status and generated reports in ALM, Quality Center, IBM- RTC and PVCS Tracker.
* Work closely with the Admin for migration of **ALM** from **ALM 11.5** to **ALM 12.**
* Designed, developed and executed automated test scripts using VB scripting.
* Expertise in Relational Database Management System (RDBMS), and working experience in writing complex SQL queries.

**Technical Skills**

**Tools:** **Quality Center**, **ALM, ClearQuest, Informatica PowerCenter,**QTP/UFT, Mantis, IBM- RTC, **JIRA**, **Toad**, SharePoint, PVCS -tracker, Webi, SSMS, **DbVisaulaizer**, Beyond Compare, **SoapUI**, Snagit, **Ipswich WS\_FTP**

**Databases:** MS Access, Oracle, Microsoft SQL Server, Sybase, DB2.  
**Languages:** HTML, XML, VB Script, Java Script, SQL, PL/SQL.

**Reporting tools:** BIRST, DRS and Crystal Reports.

**Methodology:** Waterfall, Agile

**Operating Systems:** MS-DOS, UNIX, Windows 9x/NT/2000/XP/Windows7/Windows 8.

**Professional Experience**

**BCN/BCBSM, Southfield, MI** Dec 2017 – Present

**Senior QA Analyst**

TriZetto's **Care Advance** (CA) is a new care management system that BCN and BCBSM implemented. Staff will use it to perform case management, disease management, wellness management, and utilization management to ensure members are properly using their health benefits and maintaining a good state of health.

**Responsibilities:**

* Analyze **ADD** (Analysis and Design Document) to identifying test cases and setting up test data.
* Developed Test Cases and Test Scenarios according to the requirements.
* Participated and involved in test procedures and test plans reviews.
* Involved in **Functional**, **Integration**, **Regression and UAT** testing of the application.
* Maintained and executed test cases.
* Reported & tracked the bugs, performed E-mail notifications to the developers, lead using **ClearQuest**.
* Participated actively in team meetings with Functional/Development Team for fixing    the bugs.
* Create CM, DM and UM cases in Care Advanced application and validate cases are saved into right places.
* Provided back end testing for data validation using complex **SQL** Queries.
* Create Test Scenario and Test Cases to validate **ETL & EL** Jobs.
* Run **Workflow** in **Informatica PowerCenter** workflow manager and generate the reports.
* Designed and implemented complex SQL queries for reports and **ETL** testing.
* Extensive testing experience in writing and executing Complex SQL queries in **Oracle** and **SQL** Server to test **data migration**, generate report for validating business rules and logic applied to data conversion from old databases to upgraded data warehouse.
* Work closely with customer (business), schedule meeting with them, do UAT testing and provide the UAT result sheet t in order the get the business approval.
* Work closely with Test Lead during the Software Testing Life Cycle (**STLC**) by ensuring full test coverage of the assigned test cases.

**Environment:**  ClearQuest, **SQL Server2014**,**SSMS**,**Oracle**, **TOAD**, **Informatica PowerCenter**, **SSRS**, Windows, Unix,C#.NET, WinSCP, Ipswich WS\_FTP, Snagit, Microsoft Office.

**Department of Health and Mental Hygiene, Queens, NY** Nov 2016 – July 2017

**Senior QA Analyst**

Application tracks the allocation of financial resources by service category and service area. By tracking how and where the agency utilizes its financial resources, executive management can make more informed resource allocation decisions.

**Responsibilities:**

* Analyzing user Requirements, Use case identifying test cases and setting up test data.
* Developed Test Cases and Test Scenarios according to the functional specifications.
* Participated and involved in test procedures and test plans reviews.
* Involved in **Functional**, **Integration**, **Regression and UAT** testing of the application.
* Participated in peer reviews of software requirements, designs and test procedures.
* Documented test plans and test cases corresponding to business rules and requirements.
* Maintained and executed test cases and test scripts using **ALM**.
* Reported & tracked the bugs, performed E-mail notifications to the developers and PM.
* Responsible for weekly status updates showing the progress of the manual testing.
* Participated actively in team meetings with Functional/Development Team for fixing the bugs
* Provided back end testing for data validation using complex **SQL** Queries.
* Work closely with Test Lead during the Software Testing Life Cycle (**STLC**) by ensuring full test coverage of the assigned test cases.

**Environment:**  ALM, Windows, Microsoft Office, C#.NET, SQL Server 2012. SQL Server 2014, SSMS.

**Liberty Mutual, Dover, NH**June 2013 –March 2015 &May 2015- Nov 2016

**Senior QA Analyst**

Liberty Mutual **Group Benefits** programs play in helping families and businesses. For employees, group benefits are a way of providing financial security to their families now and in the future. For employers, group benefits are investments in employees keeping them healthy and at work.

**Responsibilities:**

* Participated in Peer Reviews and **Dev Walkthrough** of software requirements, designs and test procedures.
* Participate daily **Scrum** meeting and provide the status update.
* Work closely with the admin, lead and BA of **ALM** upgrade from **ALM 11.5** to **ALM12.**
* Validate that all test cases, business component, test resource file and defect are remaining same after the migration.
* Create User story using **IBM**-**RTC (Rational Team Concert)**.
* Create and maintain task under story and follow up with BA, Developer and customer using **IBM**-**RTC (Rational Team Concert)**.
* Provide test estimates and actual time in **IBM**-**RTC (Rational Team Concert)**.
* Log defect and connect with story using **IBM-RTC.**
* Involved in Business analysis and requirements gathering.
* Fully documented and replicated defects for Developers, enabling them to fix Defects faster and meet Production Deadlines.
* Create **Claims**, **leaves** and **employees** in **System one** application.
* Manually performed Smoke, **Functional**, **Regression**, **Integration**, Positive, Negative, ETE, **UAT** and **Database** Testing.
* Developed and executed Test cases and verified actual results with expected results.
* Maintained and executed test cases and test scripts using **ALM**.
* Create and manage the re-useable Business Component in **ALM**.
* Create and manage Test Resource file and Parameterized to create multiple test cases.
* Work closely with Test Lead, Developer, Technical Consultant and the Customer during the Software Testing Life Cycle (**STLC**) by ensuring full test coverage of the assigned project.
* Provided back end testing for data validation using complex **SQL** Queries.
* Create Test Scenario and Test Cases to validate **BI Reports** and Tables.
* Schedule BI report and validate that the data is pulls from the right sources.
* Enter test data in level one and validate that data saved into Data warehouse after the batch.
* Develop SQL Script for **IDI- ETL** testing.
* Responsible ETL validation, Data validation between sources to target.
* Create Test Scenario and Test Cases to validate **ETL & EL** Jobs.
* Designed and implemented complex SQL queries for BI reports and ETL testing.
* Write SQL query through DB Visualizer to retrieve the expected Data and compare with the actual data using **Beyond** **Compare** tool.
* Extensive testing experience in writing and executing SQL queries in **Oracle** and **SQL** Server to test **data migration**, generate report for validating business rules and logic applied to data conversion from old databases to upgraded data warehouse.
* Participated RCPS Meeting to solve any Root Cause.

**Environment:**  ALM, DRS, SQL Server, Sybase, Oracle, MS Access, CSVed, DB Visualizer, BIRST, Beyond Compare, Share Point, Microsoft Office, C#.NET, VB.NET, J2EE, TFS, VDE, Windows, SSIS.

**TD Bank (Toronto Dominion Bank) - Portland, Maine**                   March 2015 – May 2015

**Business System Analyst**

Financial Risk & Compliance, BASEL-II, Cards, Collections, Banking, Reporting

**Responsibilities:**

* Requirements Gathering and analysis.
* Risk management, Defect analysis and Change Request management
* Business Acceptance Testing Support.
* Designed and implemented complex SQL queries for data validation.
* ETL migration testing and validation in support of major release upgrade of Informatica.
* Gap analysis of migrated data sources for critical executive reports.
* Unwinding of data elements from reporting universe to system of record 'Golden Source'
* Communication and tasks coordination with project team members located locally as well as across multiple international locations.
* Work closely with Test Lead, Developer, and the Customer during the Software Development Life Cycle (SDLC).
* Write SQL query through **TOAD** for **oracle** database to retrieve the expected Data.

**Environment:**  **Oracle**, **Toad**, Webi, **ALM**, Crystal Reports, Excel, Windows, Informatica.

**Liberty Mutual, Portsmouth, NH**                                              November 2012 - April 2013

**Senior QA Tester**

**NextGen** Auto Bind in a re-platform of the existing online Auto Bind application. The goal is to provide a best-in-class customer experience for purchasing an auto policy, leading to increased online purchase completion rates, and translating into an increase in customers for Liberty Mutual.

**Responsibilities:**

* Participated and involved in test procedures and test plans reviews.
* Maintained and executed**test cases** and **test scripts** using **ALM.**
* Developed and executed **Test cases** and verified actual results with expected results.
* Performed **Smoke, Functional, Regression, Positive, Negative, Cross Browser, ETE, UAT and Database Testing.**
* Used **ALM** for requirements management, planning, scheduling, running tests, defect tracking and manage the defects and executing the test cases.
* Reported & tracked the bugs, performed E-mail notifications to the developers using **ALM.**
* Validated Request and Response data using SOAP UI
* Executed XML Validation, added assertions in the script using SOAP UI
* Adopted the Descriptive Techniques of QTP for maintainability of the Scripts.
* Extensively used the VB Script to develop highly optimized scripts.
* Prepared the Test Data sheets for Data Driven Scripts.
* Created a shared object repository for all the different modules by using the Object Repository Manager in QTP/UFT
* Developed automated test script using VB Script.
* Executed automation test scripts from ALM.
* Provided back end testing for data validation using SQL Queries.
* Working with business partners and UAT testers during the UAT phase of testing
* Responsible for weekly status updates showing the progress of the manual testing.

**Environment:**  **ALM**, **QTP/UFT**, **JIRA**, Mantis, QA Lab Manager, **SQL Server, Windows,** Microsoft Office, J2EE, HTML, XML, Web sphere, Web Services, XML, SoapUI.

**ICF International, Fairfax, VA**March 2012 – September 2012

**QA Analyst**

E-Grants Plus- a top grant management web based application software.  The system includes the ability to enter grant applications over the Internet.  The application also provides functionalities to review, modify, accept, and reject grant applications.

**Responsibilities:**

* Involved in analyzing user requirements, identifying test cases and setting up test data.
* Developed Test Cases and Test Scenarios according to the functional specifications.
* Participated and involved in test procedures and test plans reviews.
* Involved in **Functional** and **Regression** testing of the application.
* Participated in peer reviews of software requirements, designs and test procedures.
* Documented test plans and test cases corresponding to business rules and requirements. Manually performed Functional, Regression Testing.
* Maintained and executed test cases and test scripts using **ALM**.
* Reported & tracked the bugs, performed E-mail notifications to the developers using the ALM.
* Followed the Standard Test Process Guide for the QA Methodology.
* Responsible for weekly status updates showing the progress of the manual testing.
* Participated actively in team meetings with Functional/Development Team for fixing the bugs
* Work closely with Test Lead during the Software Testing Life Cycle (**STLC**) by ensuring full test coverage of the assigned test cases.

**Environment:**  ALM, Windows, Microsoft Office, J2EE, HTML, Web Logic.

**CareFirst, Rockville, MD**                                                      November 2009 – November 2011  
**Senior Test Engineer**

Application specifically designed, built and operated to fully address the need to manage patient’s records in the medical environment. It is also able to improve the way hospitals, medical practices and medical billing companies do business.

**Responsibilities:**

* Participated in peer reviews of software requirements, designs and test procedures.
* Documented test plans and test cases corresponding to business rules and requirements. Manually performed System, **UAT**, **Functional**, and **Regression** Testing.
* Maintained and executed test cases and test scripts using Quality Center.
* Reported & tracked the bugs, performed E-mail notifications to the developers using the Quality Center.
* Created the Regression Test cases and automated them for regression testing.
* Developed and maintained automated test scripts to support regression testing and participated actively in system testing and regression testing.
* Extensively involved in developing regression test scripts, creating output values, doing Data driven Test for all the projects using Quick Test Professional.
* Enhanced the scripts by Reusable Actions, Checkpoints, Synchronization points, parameterization and modular test in **QTP**.
* Extensively worked on VBScript to create the automated tests for QTP.
* Developed User Defined Functions (**UDF**) to support the automated scripts.
* Used reusable actions with utilizing the flexible functionalities in Quick Test professional.
* Provided back end testing for data validation using **SQL** Queries.
* Developed PL/SQL, and Complex SQL scripts for Oracle database.
* Work closely with Test Lead during the Software Testing Life Cycle (**STLC**) by ensuring full test coverage of the assigned test cases.

**Environment:**  **QTP**, **Quality Center**, **Oracle**, Microsoft Office, J2EE, Star Team, **TOAD**.

**Xceed Technologies, Reston, VA**September 2007 - September 2009  
**Test Analyst**

Web based application provide the convenience of managing account. Customer able to create an account and able to check minutes and messages, reset password purchase ring tone, and improve their service through the system.

**Responsibilities:**

* Developed and executed test plans and test cases based on the Requirement, and Design documents
* Performed Black Box, Smoke, Functional, Positive, Negative, Integration, System, Regression, UAT, and Automation Testing
* Log, track, and verify resolution of software and specification defects, documenting all phases of QA process using Mercury Quality Center
* Performed Functional, Regression, Data driven testing using Quick Test Pro
* Applications to provide technical assistance in identifying, evaluating, and resolving basic test problems
* Performed extensive database validation for MS SQL Server
* Designed and developed SQL queries to perform back-end testing
* Analyze, test, and certify application specific software and performed variety reviews of business requirements and functional specification documents.

**Environment**: Windows, UNIX, Quality Center, QTP, MS Access, Load Runner, .net,  MS Office, PVCS  Tracker.

**Education**

Bachelor in Physics - 1999 National University, Bangladesh

Masters in Physics - 2001 National University, Bangladesh

**References:**  Available upon request