Sant Shah

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**Professional Summary**

* Around 8+ years of strong experience as Sr. QA Analyst in the field of Software Testing
* Experience in testing of client/server and web-based applications (web-sites and portal testing) with Manual and Automation approaches using QTP
* Involved in developing Test components for BPT automation, assembled components according to the manual test case flow, test script execution and preparing test result reports.
* Expert in creation & implementation of Test Plans &Test Strategies and Test scenarios from given requirements & discussion with business stakeholders
* Involved in Production Support in reproducing/verifying the Production issues in JIRA for multiple projects
* Agile development process as a scrum team member from requirements analysis and design up through final feature acceptance and deployment
* Also working in client’s place at onsite to Manage and coordinate with all business stake holders from planning, execution of the project from all perspective.
* Strong understanding and practice of various Software Development Life Cycle(Agile, SCRUM, Waterfall) process
* Well versed with different Defect tracking tools: Test Director, Quality Center, JIRA, Rational Clear Quest, Bugzilla
* Experience on Web services to combine component based development and Internet standards and protocols that include HTTP, XML, SOAP and Web services Description language.
* Involvement in rigorous QA cycles of various releases including Deployments on Servers
* Well acquainted with complete Software Development Life Cycle (SDLC) and exposure of all stages of Software Test Life Cycle (STLC) and Defect Life Cycle.
* Experience in QTP - Developing, Debugging and executing the Automation scripts.
* Experience in working with Business Analysts to understand the business critical functions and workflows define in BPT module of ALM/Quality Center.
* Working experience in agile methodology, V model, Waterfall model and Spiral model
* Proven ability to work efficiently in both in team environment and as individual contributor with excellent analytical, interpersonal and communication skills

**Technical Skills**

* **Testing Tools:** Quick Test Pro (QTP), Win Runner and Load Runner
* **Defect Tracking Tools:** Quality Center, ALM, Test Director, Clear Quest, Bugzilla and JIRA.
* **Languages:** C, C++, JAVA
* **Data base:** Oracle and SQL Server 2005 and 2008.
* **Browsers:** Internet Explorer, Netscape Navigator, Mozilla Fire Fox and VMware.
* **Scripting Languages:** VB Script, Java Script, Flash, HTML, DHTML, UML and XML.
* **Others:** Doors, MS Office, MS Excel, Word, PPT, MS Visio, Adobe, Acrobat, Win merge, Very PDF, Visual Studio.
* **Operating Systems:** Windows 2000, 2003, XP, XP Home, Vista and LINUX, UNIX.

**Professional Experience**

**State of MA (Department of Children and Family), Boston, MA May 2012 - Present**

**Sr. QA Tester**

The state of MA administered through the Division of Welfare and Supportive Services, is a comprehensive childcare resource system. The Supplemental Nutrition Assistance Program/SNAP is a nutrition program for families and individuals that meet certain income and resource guidelines. SNAP benefits help you buy nutritious food for your family. You can be working and still qualify for SNAP benefits. If you qualify for SNAP benefits you can use these benefits to purchase food at most grocery stores, convenience stores and pharmacies. SNAP benefits are accessed with an Electronic Benefit Transfer Card (EBT).

**Responsibilities**

* Created Procedure for writing and reviewing Test Objective, Manual Test Scripts, and Automation Test Scripts
* Knowledge and experience in User Acceptance Testing (UAT) by creating and executing test scripts.
* Developed several database queries in VB script for getting loan numbers and loan underwriter status from the central database.
* Reviewed the migration results from UNISYS to UNIX
* Tested web services by generating XML SOAP requests and validated the corresponding XML SOAP responses.
* Developed and executed test cases test Scenarios and followed-up defects using ALM/Quality Center.
* Created and executed the test cases to test the functionality of the application.
* Involved in creating QTP test scripts, BPT Tests, executing test scripts and leading Automation Team.
* Developed manual and Quick Test Professional automated test scripts for functionality and regression testing.
* Involved in supporting the real-time users during the User Acceptance Testing (UAT) phase and contributed in successfully delivering the application within the deadlines.
* Experience in working with different modules of ALM/Quality Center such as Requirements, BPT, Test Plan, Test Lab and Defects.
* Created and maintained regression validation test scripts (XML) for Unisys response mapping payment tests.
* Used Business Process Testing Concepts i.e. BPT methods to automate the script using QTP through object repository.
* Worked in Agile environment with monthly scrum’s and weekly scrum meetings
* Delivered Sign off's for Functional Testing in QA, Staging and Production environments.

**Environment**: HP Quality Center, BPT, VB Scripting, UNISYS , ALM, JavaScript, XML, Scrum, Oracle, SQL, PL/SQL, Visual Basic, J2EE, Web Logic, Visual source safe.

**Washington State Dept of Social and Health Services, Olympia, WA Jan 2011 – April 2012**

**QA Tester**

The Division of Children and Family Services merge the former Offices of Protection and Safety and Economic and Family Support. The systems for the merger include the areas of child abuse, foster care, adoption, ADC, Medicaid eligibility, childcare subsidy, child welfare, child support enforcement, food stamps, economic assistance, Integrated Care Coordination Units, and community-based juvenile services

**Responsibilities**

* Attended daily SCRUM meetings by following agile methodology
* Used Agile and Scrum methodologies and involved in scrum meetings as per requirements.
* Experience in Manual Testing environments - Test Director and Mercury / HP Quality Center
* Strong experience creating automation scripts using VB script
* Performed the Backend integration testing to ensure data consistency on front-end by writing and executing SQL queries on the Database.
* Experienced in using SQL queries on RDBMS database for backend testing
* Performed End-to-End Manual Testing of web-based and client-server applications for web testing.
* Developed and wrote SQL queries against various data and computer sources using connection strings.
* Developed automation scripts in QTP for manual test cases and improved regression test coverage.
* Created Manual test cases and scripts to test Workflow and work distribution application.
* Tested and Validated Request and Response of XML using SOAP UI.
* Collected and analyze failure data for the test case. Problem logged in Unisys Defect tracking tools.
* Executed test cases through ALM/Quality Center and reported defects in ALM/Quality Center.
* Automated test cases using QTP and worked on BPT component of Quality Center to create quality scripts.
* Worked closely with Business during User Acceptance Testing (UAT) phase in providing and drafting Business testing cases, reviewing System Testing test cases & results.
* Involved in reviewing complex SQL queries, views, functions and stored procedures and spotting issues before/during code migration
* Designed and developed the Automation framework using Quality Center and Business Process testing (BPT).
* Managed and analyzed defects and provided defect summary to stake holders
* Updated test reports, test summary reports, defect and build reports

**Environment**: Windows Azure, Jira, QTP, Quality Center, XML, ALM/, BPT, Unisys, Agile, SQL Server 2008.

**Kaiser Permanente, Oakland, CA Feb 2009 – Dec 2010**

**QA Tester**

Kaiser Permanente is one of the leading providers of medical, dental and life insurance services. Kaiser Permanente has a unique opportunity to build an open, inclusive and engaged health system, adaptable to shifting market conditions and industry demands. Kaiser Permanente is a leading consumer health services and health insurance provider in North America. They are committed to assisting physicians and hospitals to their members to improve the extraordinary quality of healthcare.

**Responsibilities**

* Designed and reviewed Test Plans and Strategies including generation and execution of test scripts and data.
* Worked extensively in designing the Test Plans, developing the Test Scripts and Test Cases and executing for both Manual and Automated Testing.
* Experience in creating function libraries using VB script and Automated Test Scripts in QTP
* Used Test Director for running automated and manual tests and for defect reporting.
* Good experience performing Database Testing using SQL Queries and procedures.
* Performed tests on various features of Agile development process
* Developed automation test scripts using VB Script in Quick Test Pro.
* Tested web services by generating XML SOAP requests and validated the corresponding XML SOAP responses.
* Designed, developed, documented, and executed manual/automation test scripts using QTP
* Extensively used the VB Script to develop highly optimized scripts.
* Reviewed extensive SQL Queries with complex multi-table joins and nested queries.
* Executed manual and automation test cases and verified results with expected results.
* Creation of test requirements, test plans, test sets using Manual as well as Automation concepts.
* Performed data driven testing and parameterization using vb script in QTP.
* Analyzed the system requirement and technical specifications to create and execute test case for HIX project.
* Defects were tracked, reviewed, analyzed and compared using JIRA and Quality Center

**Environment**: Web Driver, Agile/Scrum, Eclipse IDE, Firebug, Microsoft SQL Server 2008, Toad, Jira, Perforce, Windows, XML,

**Best Buy, Minneapolis, MN Apr 2006 – Dec 2008**

**Software Tester**

As a Fortune 500 company, and one of the nation's leading providers of consumer electronics, Best Buy strives to offer value to investors, businesses and consumers. Best Buy has over 600 stores and employs more than 40,000 associates. Company decided to change its Point of Sale (POS) system to Replacement Point of Sale (rPOS) system. The project was implementing a new system for improving the Point of Sale performance. I worked on E-commerce application, which was available in Japanese, English and French Versions; I was responsible for executing functional test cases on the English Version and communicating issues for resolutions. Specifically, this role included testing the English version of Best Buy’s website. As a Software Tester of the IBM System Testing team of the rPOS Project, worked on Credit Card transactions, Daily Operations, Finance Promotions, Inquiry, Life Cycle Transactions

**Responsibilities**

* Analyzed the Business Requirement Documents and Use Case Documents.
* Wrote the Test Plan, Test Scenarios, Test Cases, and Test Scripts and manually executed the Scripts successfully.
* Performed the traceability matrix between Requirements and Test cases.
* Involved in preparing the Automation Design document and framework with the automation team through BPT module of Quality Center
* Extensively executed SQL queries on SQL server tables in order to view successful transactions of data.
* Tested application under the agile, scrum and sprint development and process.
* Experience in working with Test Management tools like HP ALM.
* Participate in the daily SCRUM meetings, as well as all other meetings required to support the project’s Agile development methodology.
* Tested and Validated Request and Response of XML using SOAP UI.
* Performed manual tests and created SQL queries for data verification
* Involved in defect tracking, impact analysis and maintaining traceability matrix.
* Used Test Director for Defect Tracking and to analyze the variation between the expected and actual results.
* Closely worked with the Business Analyst and Development Team, to understand the system logic, and issues/defects resolving and closing.

**Environment**: Windows 95/Win NT, UNIX, Scrum, DHTML, ALM , HTML, Oracle, Test Director