## Shilpa

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## Summary:

* Over 6 years of experience in Quality Assurance and Software Testing in various industries such as Finance, Pharmaceutical, Healthcare, Insurance, ecommerce
* Involved in all phases of Software Development Life Cycle (SDLC) – Requirement, Design and Analysis, Development, Testing, Deployment and Support phase.
* Expert in writing Test Plans, defining Test Cases, developing and maintaining Test Scripts, Test Case Execution, and interacting with team members in fixing the errors as per specifications and requirements.
* Extensive knowledge in Food and Drug Administration (FDA) regulations, 21 CFR Part 11 (Electronic Records and Electronic Signatures), Part 210 (cGMP in manufacturing, processing, packaging and holding of goods), Part 211 (cGMP for Finished Pharmaceuticals)
* Extensive experience in reviewing and executing Test Scripts (IQ/OQ/PQ Test Scripts), Deviation management and Change Controls.
* Extensive experience in ETL process consisting of data transformation, sourcing, mapping, conversion and loading
* Extensive experience in backend testing using/writing SQL and Query tools – created SQL queries for preparing test data and check test results against the requirements
* Experience in both Manual and Automated and Test Management tools such as Quick Test Professional (QTP), Quality Center.
* Involved in different types of methodologies like Agile and Waterfall methods.
* Worked in SCRUM and Agile methodology of project development.
* Proficient in various types of testing like Web testing, Regression testing, User Acceptance Testing, Functional Testing, Smoke testing, System Testing, Integration testing, End to End Testing.
* Experienced in creating Requirement Traceability Matrix to ensure comprehensive test coverage of requirements.
* Hands on experience in XML, Web Services.
* A team player with excellent interpersonal, communication and presentation skills with strong aptitude towards learning new technologies. Attention to detail, and commitment to quality work.

## Technical Skills:

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| Languages | SQL, PL/SQL, UNIX Shell Scripts |
| Test Management | HP ALM Quality Center 9.2/10.0/11.0 |
| Defect Management | HP Quality Center, JIRA |
| Testing Automation Tools | QTP 10.0 |
| GUI or Front End | Java, J2EE, MS.Net, VB, C# |
| RDBMS | Oracle 10g/11g, MS SQL Server |
| Operating Systems | Windows Family, UNIX |
| Other | Toad, SharePoint, MS Office, VISIO |

**Education**: B.S in Electronics, India.

## Professional Experience:

## Fannie Mae, Herndon, VA Jan 2013 – Current

## Role: Sr.QA Analyst

Fannie Mae expands affordable housing and brings global capital to local communities in order to serve the U.S. housing market. The focus is on preventing foreclosures, making mortgages and rental housing as affordable as possible, and supporting the housing recovery. The Home Affordable Modification Program (HAMP) is designed to help at risk homeowners – both those who are in default and those who are at imminent risk of default – by providing the borrower with affordable and sustainable monthly payments.

**Responsibilities:**

* Developed Test Strategy & Test Plans for each level of testing.
* Extensively worked in creating Test Procedures, Test cases and involved in reviewing with peer. Involved in process tracking defects.
* Reviewed and Executed Test Cases in ALM Quality Center and documented all the results.
* Performed backend testing using/writing SQL and Query tools.
* As a key part of the IR2 System test team, responsible for creating test scripts, test cases and plans to support all software testing activities.
* Mapped software requirements to test case scenarios by developing Requirement Traceability Matrix, Gaps Reports, and Unmapped Scenarios in Quality Center.
* Documented defects found during execution in QC and keep track throughout defect life cycle. Interacted with team members in fixing errors.
* Used the Informatica Designer to develop processes for extracting, cleansing, transforming, integrating and loading data into data warehouse database.
* Experienced in performance of Build Validation and Verification, Positive and Negative testing and Boundary Values Analysis.
* Worked on DSS (Decision Support Systems) applications, and Extraction, Transformation and Load (ETL) of data from Legacy systems using Informatica.
* Participated in daily standup meetings, project status meetings as well as sprint retrospective meetings and iteration reviews.
* Involved in Internal and External reviews of requirements, specifications, and provided valuable inputs/comments.
* Provided regular status during planning, execution phases of the release.
* Involved in SOAP UI to test web services using WSDL file.
* Used Quick Test Professional to perform Regression Testing.
* Worked closely with the developers to verify bug fixes and resolve the defect.
* Responsible for communicating Defect Status Reports to business in project meetings.

**Environment:** SQL, TOAD, XML, Oracle 10/11g, QTP 10.0, Quality Center 11.0, modified Waterfall Methodology and Agile.

## Merck & Co., Inc., North Wales, PA Mar 2011 - Nov 2012

## Role: QA Validation Analyst

It is one of the largest pharmaceutical companies in the world. Merck discovers, develops, manufactures and markets a broad range of innovative products to improve human and animal health, directly and through its joint ventures.The project involved customization and validation of Lab Ware LIMS (Laboratory Information Management Systems) as per 21 CFR Part 11.

**Responsibilities:**

* Ensured that the system is in compliance with the FDA regulations, 21 CFR part 11, which deals with the maintenances of Electronic Records and Signatures.
* As part of the Part 11 remediation process, developed full validation life cycle documentation for laboratory and clinical systems per client standards including Validation Plans, Requirement and Design Specifications, IQ, OQ and PQ Protocols, Requirement Traceability Matrices and Validation Summary Reports.
* Reviewed, executed, and summarized validation protocols (IQ, OQ, PQ) for IT/computer control systems and aseptic pharmaceutical manufacturing systems.
* Validated Login screens and access profiles in LIMS based on the user requirements for User Interface (UI) testing.
* Participated in SDLC planning, implementation and documentation.
* Coordinated with the business users and team members in updating Standard Operating Procedures (SOPs) for lab equipment.
* Performed GAP Analysis and developed the corresponding Remediation plan.
* Validated the Electronic Records and Electronic Signatures in accordance with the FDA guidelines.
* Prepared documents for Test cases for Integration, Functional Testing and User Acceptance Testing using Quality Center tool.
* Developed Requirement Traceability Matrix (RTM) to track requirements and to co-relate with the conducted test cases.
* Conducted UAT to make sure that all the user requirements are met and maintained communication with team members, stake holders.

**Environment**: Lab ware LIMS, Oracle-9i, SQL, PL/SQL, SQL\*Plus (8.0), Quality Center, TOAD, QTP, MS-Access, Crystal Reports, UNIX, Windows 2000.

## Classified Ventures, Chicago, IL QA Analyst Mar 2009 – Feb 2011

Classified Ventures is an online advertising company for Automotive, Apartment rentals and Real Estate. Company has three separate websites for each division. Associated with Cars.com - very popular online automotive portal website, that provides details of the used and new cars by dealers in all areas for prospective buyers. Projects I was involved were CPO – Feed Fix, LAFI (Lead Anti-Fraud Initiative Project), Recall Feed Fix (NHTSA), Consumer Ratings & Reviews.

**Responsibilities:**

* Reviewed Business Requirements and Functional Specifications to ensure all user paths are covered.
* Worked in different Phases of testing: Test Planning, Test Development, Test Execution and Defect Tracking and Test Reporting and User Acceptance Testing.
* Worked with Application developers and internal users to develop thorough test plans.
* Verified software functionality for software development projects.
* Performed hands-on manual testing to validate that software meets the requirements.
* Created test data/conducted database queries as required to evaluate software functionality.
* Wrote and executed Test cases and Test Scripts after reviewing the business requirements and technical specifications in Quality Center.
* Created defect tracking in JIRA for application deficiencies found during testing.
* Participated in peer reviews of functional specifications, application previews, and test plans.
* Coordinated with end users to support User Acceptance Testing.

**Environment:** Windows XP, Linux, SQL Server, Toad, Jira, Internet Explorer 6.0, Mozilla Firefox, Quality Center 9.0, Waterfall Methodology.

## Allstate, Northbrook, ILQA Analyst Feb 2008 - Feb 2009

Tested web application for maintaining auto insurance customers' information, policy details, agent’s information, vehicle information and history of road accidents. Allstate offers a variety of insurance products for individuals and businesses. Automotive insurance forms a majority of All state operation

**Responsibilities:**

* Analyzed Business Requirements and prepare test cases in Excel sheet.
* Prepared RTM document to make sure each requirement is covered in test cases.
* Tested the upgrade of online payment processing system.
* Prepared test Data for the Requirements.
* Executed Test Cases, report defects, investigate and document results in Quality

Center.

* Defined test cases for functional, integration system, and user acceptance testing.
* Involved on testing the new functionalities based on test cases and coordinated with development team in fixing the issues.
* Generated the defect reports for active, resolved, re-test pending defects.

**Environment:** Oracle10g, SQL, UNIX, HTML, MS Excel, Waterfall methodologies.