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**SUMMARY**

* Over **Seven** years of IT experience in **Software Quality Assurance** and **Testing** the application **Manually** using **HP Tools ( QC)** and **Automation** using **Mercury Interactive Tools (QTP, Test Director)** as a **Quality Analyst / Tester.**
* Over **4 years** of experience with **automation expertise** and in depth hands-on experience with several versions of **QTP**.
* Experience in testing the domains such as **Banking, Finance** and **Insurance.**
* Expertise in developing and applying customized **Automation Testing Strategies/ Automation Methodology and Automation Test Process.**
* Experience with **QA Methodology** and **QA Validations** to ensure the **Quality Assurance Control** and identifying the Test Requirements based on User Requirements and Design Specifications
* Worked in the **QA Life cycle**, which includes Design, Development, and Implementation of the entire QA process and documentation of **Test Plans, Test Cases, Test Procedures and Test Script** for Manual, Automated & Bug tracking tools.
* Conducted System Testing/ Functional/ Integration and Regression testing using **QTP**.
* Excellent in converting existing **Manual Test Cases** into **Automation Scripts** in **QTP** environment.
* Experience in testing **Stand alone, Web Based and Client Server** Applications.
* Expertise in working with **Checkpoints** to compare **Expected result** and **Actual result** and report the status in QTP.
* Have worked with Automation Framework **(of QTP)** like **Keyword Driven and Modular Driver Framework and** implemented the right one for testing needs**.**
* Experienced in **Test management** and **defect tracking tool** like **Quality center**, **Bugzilla**.
* Excellent knowledge of various phases of **Software Development Life Cycle (SDLC)** with emphasis on the Testing and Requirements gathering phases.
* Thorough understanding of Software Development Life Cycle (**SDLC**) like **Waterfall** Model, **Spiral** Model, **V-V Model, Prototype** Model.
* Expertise in testing applications on both **Windows** and **Linux** platforms.
* Experience in **backend testing** using SQL Server, Oracle, MS Access and good knowledge in **SQL**.
* Expertise in converting **Use cases** to **Test Cases**.
* Proficient in Front end (**Functional & GUI Testing**), **Black Box Testing, System** and **Integration Testing, Regression Testing**, and **User Acceptance Testing (UAT)**
* Experience in writing **SQL** Queries for back-end Testing
* Expertise in **Traceability Matrix preparation** and **Defect Prevention Analysis** activities.

Worked closely with development team, support team and customers. Coordinating with the onsite team and updating the status.

* Extensive **data validation** in batch files, reports and databases; used SQL to query database extensively for **data validation**; expert in SQL for sub-queries, nested queries and for complex data enquiries
* Skilled at working independently, multi-tasking and delegating responsibilities.
* Quick learner, strong analytical skills, motivated with a positive attitude, good inter-personal skills, individual contributor and team player.

**TECHNICAL SKILLS**

|  |  |
| --- | --- |
| **Testing tools** | Quick Test Pro, Win Runner |
| **Defect Tracking** | Test Director/ Quality Center |
| **Databases** | SQL Server 2005/2008, Oracle, MySQL, |
| **Configuration Management** | Rational ClearCase |
| **Scripting languages** | VB Script, HTML, XML, Java script |
| **Application environments** | C#, .NET Framework, ASP.NET, EDI, Crystal, .NET Web Services, SSIS/ SSRS/ SSAS, SOA, CSS, Java, C++ |
| **MS Suite/ Project Tools** | MS Office (Word, Excel, PowerPoint, Outlook), MS Visio, MS Project |
| **Methodologies** | Waterfall, Agile, RUP, Scrum, RAD, UML. |
| **Operating Systems/ Products** | UNIX, LINUX, Windows – 7, Vista, XP, NT, 2003, 2000, 98 |
| **BI Tool** | Business Object |

**Professional Experience**

**Client: Liberty Mutual Insurance, NH Oct 2013 – Till Date**

**Position: Sr. Data warehouse /QA Tester**

**Liberty Mutual is third largest Property & Casualty (P&C) insurance company in the nation. Worked on a project named REAL TIME DATA ACCESS (RTDA). This is a data mart which receives data from several source systems including another larger warehouse and does the processing on the data to make it ready and usable for different applications, which includes reporting on auto, home and life insurance products and applications. The ETL is performed on the data that is being sourced from.**

**Responsibilities:**

* Coordinated all QA activities and enhancements using Agile Methodology.
* Analyzed user requirement document and developed Test Plans, Test Cases and test Script.
* Prepared test data for positive and negative test scenarios for functional testing as documented in the test plan.
* Worked on with Object Repository where properties of object are stored under respective logical name.
* Worked with both Expert view and Keyword view of Editor Window in QTP.
* Worked on with Object Repository where properties of object are stored under respective logical name.
* Exposure to Database checkpoint to verify the data present in database with the help of DSN (Data Source Name).
* Executed Informatica mappings to load data from multiple source systems to the Data warehouse.
* Worked with Error Handling Technique like Recovery Scenario Manager present in QTP.
* Modified UNIX Shell scripts and SQL queries to validate source data and to load Data warehouse tables.
* Extensively used QTP integrated environment like Data Table, Actions, Recovery scenarios
* Performed System testing, Functional testing, Integration testing, Web testing and GUI testing.
* Prepared and executed scenarios for the Regression testing on new builds.
* Provided Efforts Estimate and coordinated the test schedule using Agile testing methodology in UAT phase.
* Escalation and resolution of issues with different teams during the UAT phase, getting the re-work done in a timely manner and re-testing the same.
* Tested several complex reports generated by Cognos including Dashboard, Summary Reports, Master Detailed, Drill Down and Score Cards.
* Analyzed test cases for automation and used Quick Test Professional (QTP) to automate manual test scripts for Regression and Functional testing.
* Prepared Test Plan wrote Test Cases and executed test scripts as well as tracked bugs and generated defect report using Quality Center (QC).
* Tested the reports generated from the data warehouse according to the requirement specifications.
* Administered Quality Center partly by creating the user groups and assigning privileges to Users.
* Hands on experience in collecting several metrics and preparation of defect reports.
* Conducted Regression testing using QTP after the bugs have been fixed by the development team.
* Performed Backend testing to validate the data using SQL queries to the required Test cases.
* Report and review the defects in Mercury Quality Center defect tracking systems.
* Written several complex SQL queries for validating Cognos Reports.
* Helped to create Traceability Matrix to ensure comprehensive test coverage of requirements identifies all test conditions and test data needs.
* Tested Cognos reports to check whether they are generated as per the company standards.
* Attended several walkthrough meeting with Business analysts, Project Manager and Developers and provided feedback accordingly.

**Environment:** ETL Informatica 9.x, HP Quality Center 11.0, BI Cognos 8.0 Series, NT, 2003, 98, UNIX, LINUX, Oracle10g/11g, SQL Server 2005, SQL/ PL SQL, UML, HTML,.Net, JavaScript, VB Script, Crystal, XML,Agile, HTML, SSIS/ SSRS, Quick Test Pro 11.0, Win Runner, MS Word, Excel, PowerPoint, Outlook, MS Visio, MS Project

**Client: Nationwide Insurance, Ohio Oct 2011 – Aug 2013**

**Position: Data warehouse /QA Tester**

**Nationwide Insurance Company, based in Ohio is one of the leading Insurance providers. It provides various types of insurance to customers like Home Insurance, Fire Insurance, Life Insurance, and Auto Insurance and so on.**

**The project Agency Office Automation deals with testing the Property & Casualty application used by the agents and other internal users of Nationwide to provide P&C insurance to customers.**

**Responsibilities:**

* Involved in the project from beginning of Requirements phase
* Involved in Test Estimates, Test Planning and Strategic planning of Test Execution
* Analyzing the component’s functional requirements and writing Functional level Test cases for Quote, NB and Inquiry/Change.
* Compared the data in the reports against the data warehouse using SQL.
* Wrote Test cases / Scenarios for Positive and Negative flows.
* Prepared Requirements Traceability Matrix for various phases of the project.
* Attended test case walk through sessions
* Performed testing in agile scrum methodology and involved in daily scrum meetings.
* Performed Sanity testing as soon as the code was deployed on the server to eliminate the possibility of show stoppers like screen freezes and ensure that the basic functionality is working fine.
* Performed extensive GUI Testing Functionality testing and Regression testing of Quotes, New Business and Policies by adding Coverage’s, Limits, sub limits and deductibles against created policies.
* Tested the mappings to the different sources such as Flat files and Oracle to load into the Oracle Data warehouse.
* Extensively tested Defect fixes and made sure new defects were not introduced.
* Using Agile methodology (Scrum, Bug Scrub) to ensure the new features meet the customer requirements and acceptable quality assurance standards.
* Reviewing the testing-related work of peers and providing them with appropriate feedback.
* Expertise in writing SQL Queries using Oracle, SQL Server and informatica in validating data into Data Warehouse.
* Guided the team for their day to day activities and prepared them to reach the deadlines
* Logged discrepancies in Quality center and sought resolution by coordinating with the development team.
* API testing, DB and scripting experience
* Reported the bugs and sent email notifications to the developers using QC.
* Timely escalation of issues if any
* Developed Test Summary reports.

**Environment:** ETL Informatica , HP Quality Center 11.0, Quick Test Pro 11.0, SOA TEST,Agile, Web services, Windows 2000 servers, Oracle 10g, Visual Source Safe, Microsoft office

**U.S. Cellular, Wooddale, IL Aug 2010 – Sep 2011.**

**Position: QA Analyst**

**United States Cellular Corporation, U.S. Cellular, owns and operates the sixth largest wireless telecommunications network in the United States; they serve about 5.8 million customers in 126 markets in 26 U.S. states. U.S. Cellular focuses on having the world's best customer service and delivering industry-leading innovations. Customers receive unique benefits such as a valuable rewards program that recognizes customer loyalty, and points can be used to upgrade to the latest 4G LTE devices faster as well as accessories and ringtones. U.S. Cellular strong line-up of cutting-edge devices are designed to simplify and organize your life and they are all backed by high-speed nationwide network which has the highest call quality of any national carrier. U.S. cellular are expanding a 4G LTE network, which currently covers 61 percent of customers and will cover 87 percent by the end of 2013.**

**Responsibilities:**

* Involved in Defining, and Analyzing the Test Requirements based on the Application Functionality.
* Involved in gathering business requirements, understanding the application, collecting the
* information from developers and writing the test plan.
* Performed Manual and Automation testing. Verified and Validated the Automated Test scripts.
* Exported Test Requirements and Test Cases from Excel and Word to Quality Center.
* Performed Sanity testing, System testing, Functional testing, Integration testing, Web testing, and GUI testing.
* Expertise in writing SQL Statements in database to make sure whether the data is populated in Data Mart/Data warehouse According to Business Rules.
* Used Quality Center for generating Requirements, Test Sets, and Test Plan and for reporting defects.
* Created test scenarios for System testing and Regression testing.
* Conducted Functionality testing during various phases of the application using QTP.
* Performed Data Driven testing, Inserted check points to check properties of an object using QTP.
* Developed and maintained automated test scripts using QTP to support regression testing.
* Conducted User Acceptance Test (UAT) with users and customers and wrote issues log based on outcome of UAT.
* By using Execution Grid, run all manual and automated test cases in Quality Center.
* Generated and executed VB Scripts using QTP Expert View.
* Conducted End to End and Black box testing.
* Involved in executing SQL queries for back-end testing.
* Logged the defects in QC and retested the application after the defects are fixed.
* Tested Web page presentation manually for different browser compatibility.
* Report and review the defects in Mercury Quality Center Defect tracking systems.
* Helped Lead to create Traceability Matrix to ensure comprehensive test coverage of requirements identifies all test conditions and test data needs.
* Used SQL queries to retrieve data from Enterprise Data Warehouse.
* Attended meetings to discuss on status of defects and projects.
* Interacted with developers regarding priority of bugs and update the status of bugs once they are fixed.
* Executed test cases before and after bug fixes for each build for User acceptance testing.
* Interacted with Developers and QA groups at various phases of project development.

**Environment:** Windows – 7, NT, 2003, 98, UNIX, Oracle10g/11g, SQL Server 2005, TOAD10, SQL/ PL SQL, UML, HTML, ASP, .Net, JavaScript, Ajax, VB Script, PDF, XML, HTML, SSIS/ SSRS/ SSAS QC 9.5, QTP 9.5/10.0, Visual Studio, MS Word, Excel, PowerPoint, Outlook, MS Visio, MS Project

**Client: J.P. Morgan Chase, Wilmington, DE Oct 2008- Jul 2010**

**Position: QA Tester**

**JPMorgan Chase is a leader in investment banking, financial services for consumers, small business and commercial banking, financial transaction processing, asset management and private equity. A component of the Dow Jones Industrial Average, JPMorgan Chase & Co. serves millions of consumers in the United States and many of the world’s most prominent corporate, institutional and government clients under its J.P. Morgan and Chase brands. The purpose of Mortgage Express program is to successfully implement a new originations platform, support downstream application needs and salability for Chase Mortgage Banking.**

**Responsibilities**

* Participated in walkthroughs and reviewed the business requirements and followed with the Business Analysts and worked towards the resolution of the specification issues.
* Created test cases and executed test scripts using Test Director.
* Involved in performing various levels of testing like Unit Testing, System testing, Integration testing and Regression testing.
* Performed Manual Testing of the application as well as identified the critical test scripts to be automated.
* Performed Data driven testing using multiple test data inputs with QTP and spreadsheets.
* Used Test Director to track and manage bug life cycle.
* Conducted various management activities by analyzing and verifying test results, providing status reports.
* Responsible to oversee day-to-day activities, provide support, and facilitate problem resolution for a team of Software Quality Assurance Engineers.
* Assisted Business team with planning, coordinate and execution of User Acceptance Testing.

**Environment:** Windows NT/2000, Oracle 10g, SQL / PL SQL, JAVA, Test Director 8.0, QTP 8.2