**Swapna Patnam**

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**510-304-5913**

**Sr. QA Tester**

***PROFESSIONAL SUMMARY***

* 7+ years of experience in Software Quality Assurance. Actively participated and contributed in all phases of Software Development Life Cycle (SDLC) with expertise in Requirement Analysis, Test Plan formulation, Test Design, and Test Automation. Expertise in Black Box, Performance, Ad hoc, User Acceptance and Security Testing etc.
* Experience in Waterfall and Agile Scrum Methodology.
* Good experience with automation tools like Selenium with browser compatibility testing across Firefox, IE & Safari and operating systems like Windows, Linux and Mac etc. Have worked both black box and white box testing.
* Specialized in Manual and Automated Testing of Client/Server based Applications and Web based Applications using Selenium Ide. Selenium RC, Selenium WebDriver, WinRunner and Test Director and Quality Center, Jira.
* Extensively used core java in test scripts.
* Hands on experience working with different modules of **ALM/Quality Center** such as Requirements, Release, Test Plan, Test Lab, Test Cycle, Defects and Dashboard.
* Good experience in **Web Services** testing using **SOAPUI, XML, & WSDL.**
* Self-driven team player with excellent communication skills, strong analytical and reasoning skills abilities.
* Proficient in different phases of Testing like Test Planning, Requirement Analysis, Test case Design, Execution (Black Box Testing, White Box Testing), Defect Management and Test Closure.
* Extensive experience using manual testing to troubleshoot systems integration, GUI, Compatibility, User Acceptance Testing (UAT), SOA Testing using web services, functionality, Database and regression testing. Good Expert on Tools like HP ALM QTP, Quality Center.
* Strong hands on experience in writing, planning, executing and maintaining test cases using **HP Quality Center**, **JIRA**, **Bugzilla**, **Test manager**, excel document and developing Test Automation Scripts using Quick Test Pro (**QTP).**
* Development and effective QA implementation in all phases of Software Development Life Cycle (SDLC)
* Performed Database Testing on Oracle, DB2 and SQL Server, Toad used SQL queries for retrieving data from the database.
* Proficient in all cycles of testing life cycle from test planning to defect tracking and managing defect lifecycle. Extensive experience in coordinating testing effort, responsible for test deliverables, status reporting to management, issue escalations.
* Good experience in preparation of test bed, Installation testing, Replication of problems & Generation of bug report.
* Professional experience in designing Test Cases and Test Scripts for Windows, Java and UNIX environments
* Developing and Maintaining Test Scripts, analyzing bugs and interacting with development team members in fixing the defects. Ability to work hard to meet the deadlines, Good communication skills.

***TECHNICAL SKILLS:***

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| Automation Tools | Selenium, Web Driver,QTP, SOAP UI 3.5(WebServices) |
| Project /Test Management Tools: | HP Quality Center(QC) 8.x/9.x/10.00, Test Director 7.2, HP ALM |
| Programming/Scripting Languages: | C++ ,Java, SQL, HTML5, JavaScript,Perl,Python,Vbscript |
| Databases: | Oracle,MSSQL Server, MySQL and MS Access.,DB2 |
| Domain Knowledge | Banking and Financial, Brokerage, Media, Insurance, |
| IDE | Eclipse(Galileo,Kepler), |
| Browsers | Internet Explorer, Firefox, Chrome, Safari |
| MS Office Tools | MS Excel, MS Word, MS Project |
| OS | Unix,Windows 98/ NT/XP/7 |
| Unit Testing/Test Driven Frameworks | JUnit , TestNG , |
| Testing Types | Black Box, Gray Box, White Box, Functional, Integration, System, Regression, User Interface, data driven testing, test driven testing and Database Testing |

***PROFESSIONAL EXPERIENCE***

***Mortgage Application services-Loan Modification Portal November 2013 – December 2014***

***Bank of America, Addison, TX***

***Role: Sr. Selenium QA Analyst***

***Description:***

LMP is web based process management application for Bank of America loan officer to originate, modify home mortgage loan. LMP supports multiple loan modification programs, including federal government’s Home Affordable Modification Program (for investors like FNMA, FHLMC, FHA) LMP assists loan officer with various bounds and checks enforced by bank, regulated by laws.

***Responsibilities:***

* Participated in Requirement reviews, HLD reviews conducted by Business Analysts, Developers and end users to understand, communicate and clarify details of requirements
* Tested the functionality of the APIs and web services for interfacing internal systems with vendors systems.
* Developed multiple Test plans with different test scopes including strategy, metrics, entry/exit criteria, requirements and aided management team with resource planning for accomplishing UAT goals to meet overall project deadlines
* Developed Test Cases for Manual and Automation testing to cover overall QA for final UAT approval. Involved in Sanity, Functional, System, Black Box, White Box, Regression, Backend testing activities.
* Evaluated QTP and installed it to set up automation of test cases.
* Developed VB script test cases and created test suites for group of test cases
* Worked as Subject Matter expert and Performed Manual Testing on different modules of the application, including Functional, Regression, Performance and UAT and Access Online applications. Performed PPV validations in Production environment, used SQL queries for backend validations
* Created **SOAP UI** projects for published **web services** to test the interface by providing the necessary parameters.
* Change the status of JIRA during the testing and also update the story based on functional requirement.
* Tracked and communicated project progress to management teams in a weekly report which included various QA Metrics, status and blocking issues
* Prepared Traceability Matrix to ensure requirements are validated by UAT team. Logged defects through defect tracking tools and re-validated data to ensure accuracy of data and track status of defect
* Performed white box testing using Selenium IDE.
* Used Soap UI for testing SOA and Web Services (SOAP, Restful WSDL).
* Extensively worked with Underwriters, Process Support, Aware Technicians, Super Underwriters, ILQA Auditors to analyze functionalities for each releases and presented changes in application for their consumption
* Met Aggressive deadlines under pressure, Followed Waterfall Methodology throughout project lifecycle phases

***Environment:*** HP Quality Center(QC)/ALMSelenium 2, IDE, JUnit, ANT, Eclipse, Windows NT/XP, HTML, XML, C++, Java script, Python , DB2, Web services, SOAP UI 3.5

***Royal Bank of Scotland, Chicago, IL May 2012 – November 2013***

***Role: Sr. Selenium QA Analyst***

***Description:***

Royal Bank of Scotland, Contact Center Solutions (CCS) department is in the process of deploying a new VXML Diners IVR application and new version of Genesys Agent Desktop (GAD) application. In addition, the Bank is integrating additional applications including Customer Connect with the Genesys Agent Desktop (GAD) application creating additional load on the infrastructure. In order to ensure the IBM, Avaya and Genesys infrastructure are properly scaled and configured to handle the anticipated call volume, the Bank must certify these technology changes under simulated load to ensure quality of customer experience.

***Responsibilities***

* Gathered NFR (Non-Functional Requirements) for new application Diners IVR and Legacy IVR Applications DB (Direct Banking) and CARDS.
* Had brainstorming session to understand IVR business process, configuration and technical details.
* Involved in reviewing SOW (Statement Of Work) document and provided review comments.
* Analyzed and comprehend System Architecture of existing IVR (DB and CARDS) applications and new IVR (Diners) application from collected System Architecture, Call Flows documents and Information from Sr. Business Technology Specialist.
* Extensively Involved in writing white-box test cases based on the User and Business Requirements.
* Prepared Test Strategy and Test Plan documents according to BMO Testing Service templates and standards.
* Incorporated review comments, presented final document and collected approvals on Test Strategy and Test Plan documents.
* Created Laundry list/ Action Items and Issues List excel sheets to manage, track and expedite process.
* Created Performance Test Script flow steps document mapping with Transaction Names (using naming convention) and Test Data requirements.
* Analyzed the Batch Process, Work-flow behavior and SOA/ Web Services testing using SoapUI.
* Used JIRA for bug filing and bug triage.
* Created, gathered and validated test data bases on test data requirements.
* Conducted validation of Empirix Hammer on Call scripts in QA Environment and received confirmation from QA Team.
* Created Data Stage jobs to extract, transform and load data into data warehouses from various sources like relational databases, application systems, temp tables, flat files etc.
* Negative and Positive testing of Web services on the UI level making sure that it is fetching the correct data.
* Identified defects and Reported through Jira.
* Setting Up and Configuring Siebel Integration with GPlus 7.5 Adapter for Voice, Campaign Synchronization and Configuration Synchronization
* Worked on White-Box server-side System level test cases using JUNIT.
* Implemented scripting standards for IVR and GAD Performance Scripts.
* Coordinated with different Vendors (IBM, Avaya, Genesys and Empirix) Groups (EI, InfoSec, NetServices and TD) to configure performance environment, create test data, gather information, setup monitoring, and collect test results and analysis reports.
* Analyzed Siebel CRM eBusiness Platform and underlying architecture.
* Created Performance Test Scenarios according to NFR Test Objectives.
* 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.
* Expertise includes industry knowledge for implementing Siebel Finance, Siebel Sales Force Automation (SFA), & Siebel eCommunications verticals
* Logged Performance defects, DR’s (Deployment Requests) for fixes in HP-Quality Center.
* Engaged appropriate resources for troubleshooting to identify core problem, lead towards to the resolution.
* Conducted defect triage meeting to explain outstanding issues and expedite the resolution.
* All documents and status reports are generated according to BMO Testing Services Standards with management enhancements inputs.

***Environment:*** HP Quality Center(QC)/ALM***,*** Selenium 2, IDE, JUnit, ANT, Eclipse, Windows NT/XP, HTML, XML, C++, Java script, Python, Web services ,DB2, SOAP UI 3.5

***State Street Financial, Boston, MA August2009 – April 2012***

***Role: Automation QA Tester***

***Description:***

State Street is a leading financial services provider serving some of the world’s most sophisticated institutions. The application enables the customers to check their portfolios online, get breaking financial news, real time access to accounts, get electronic copies of statements, trade the stocks along with providing real time quote information, etc.

***Responsibilities***

* Involved in analyzing system design specifications and developed Test Plans, Test Scenarios and Test Cases to cover overall quality assurance testing.
* Performed both manual and automation testing and created various test results to track the testing results.
* Exported requirement, test cases into the Quality Center, ran manual and automation test cases from test lab and logged defects from defects module.
* Development of Unix-based test harnesses for automated regression testing Black Box and White Box to interface to embedded computer 19mm Digital Tape Recorders using the Small Computer System Interface SCSI standard.
* Identified/documented data sources and transformation rules required populating and maintaining data warehouse content.
* Followed up with standard software testing life cycle (STLC) to perform different types of testing for the projects.
* Created standard testing life cycle flow diagram for projects and presented to test team to follow testing process.
* Participated to create Test Analysis reports (TAR) and stored them into the Quality Center.
* Negative and Positive testing of Web services on the UI level making sure that it is fetching the correct data.
* Updated RTM daily, sent status report and daily tracking report to test manager.
* Performed Functional Testing using Quality Center.
* Developed automation scripts in QTP to automate smoke and regression testing.
* Enhanced the scripts in QTP by applying checkpoints, parameterizations, synchronization points, data driven tests and creating modular tests.

***Environment:*** Selenium 2, IDE, JUnit,Windows XP, ASP.NET, MS SQL Server, Quality Center, Windows NT/XP, HTML, XML, C++, Java script, Python, HP ALM, DB2, Web services, SOAP UI 3.5

***Bank of the West, San Francisco CA Nov 2007 – July 2009***

***Role: QA Tester***

***Responsibilities:***

* Worked closely with development team in creating automated scripts for the application using Selenium.
* Effectively implemented different QA Methodologies/ Policies, Strategies and plans in all stages of SDLC.
* Prepared Test strategy and Test Plan for each Release cycle along with the UAT test plan.
* Created Master Test Plan, critical scenarios and Test Scripts and schedules for Testing.
* Involved in setting up configuring the testing environment with Eclipse, Junit, Selenium RC and Selenium Java client driver.
* Developed and implemented robust Keyword driven framework with Selenium RC that cut down the script development time by 50%.
* Developed test code in Java language using Eclipse, IDE and Junit framework.
* Developed Test Frameworks in Selenium for UI Regression Test Automation and when necessary, and potentially execute Unit Test Automation (Java /Junit).
* Developed Requirement Traceability Matrix (RTM) to ensure appropriate level of test coverage.
* Enter and maintain defect information in Defect Tracking System, JIRA.
* Created and executed database queries (SQL) to validate database data integrity.
* Worked with appropriate development and technical support teams to triage, assess and solution.
* Worked closely with different functional team including Development, QA, and Business.

***Environment:*** Java, Selenium IDE/RC/Grid, Agile, JIRA, QC, Junit, XML, Oracle 10g, Windows, LINUX.