**SUMMARY:**

* 6+ years of experience in Information Technology as QA Analyst and Software Testing Engineer in web, and client/server applications.
* Strong knowledge of the Software Development Life Cycle (SDLC).
* Extensive knowledge of QA Standards methodology, QA framework, and QA process.
* Strong analytical and QA testing skills, capacity for work and diagnostic ability, gathering different kind of project requirements.
* Experienced in SQA (Software Quality Assurance) including Manual and Automated testing with tools such as, HP Quick Test Professional,Quality Center and JIRA.
* Experience with QA Methodology and QA Validations to ensure Quality Assurance and Control.
* Excellent Knowledge of Waterfall and agile models of SDLC.
* Strong Experience in Testing Client Server applications, Web application using both Manual and Automated testing tools.
* Experience using various automated testing tools like Quick Test Professional (QTP), Quality Center (QC)/ALM.
* Knowledge of HTML, XML, and SQL languages. Utilize methods on specified web objects in order to validate testing and implement.
* Well versed with defect tracking tools Quality Center/ ALM,Bugzilla and JIRA.
* Experience with hands-on coding for mobile test automation using QTP.
* Experience developing mobile test automation tools in Java, Objective-C is IOS and Android operating Systems.
* Experience in mobile web or mobile app testing, regression and bug writing.
* Created test Plans, Test Scenarios, Test Cases according to Business, Functional and User Requirement Specifications and Writing Test Scripts and Reports.
* Experienced on working with Excel sheets like loading data in and out.
* Participated in bug meetings with developers to validate the severity of the bug. Manually retested the application for smoke testing and regression testing.
* Involved in Regression Testing, System Testing, Integration Testing, Smoke Testing, Performance Volume, Stress, and Adhoc testing for Mobile projects.
* Conducted usability and user acceptance testing (UAT) on behalf of end users.
* Created test and tested Web based applications using manual and automation technique.
* Experienced in software testing which involved development of test cases, test scripts, User Acceptance Testing (UAT) and System Integration testing (SIT).
* Strong skills in Back-End testing using SQL queries generating reports to ensure data integrity.
* Excellent Verbal and Written communications.
* Exceptional ability to quickly master new concepts to applications and a team Player
* Worked closely with the developer to create, design and develop the web page using web method.

**TECHNICAL SKILLS:**

* Automation Tools: Quick Test pro
* Defect Tracking Tool: HP ALM/ Quality Center, QTP, Test Director and Rational Clear Quest.
* Languages: C, C++, JAVA, SQL
* Web Technologies: XML, HTML.
* Databases: MS SQL Server 7.0/2000/2005/2008, Oracle 9i/8i
* Operating Systems: Windows NT/200x/XP/9x, Linux

**PROFESSIONAL EXPERIENCE:**

**TOYS R US, Wayne, NJ Jan 2016 - Present**

**QA Analyst/Tester**

**Ecommerce Web Application**

Toys "R" Us, Inc. is one of the leading retailers of toys and baby products with more than 1, 400 freestanding destination toy and baby specialty stores worldwide. Toys R Us is migrating their web site from Amazon.com to a new platform supported by GSI Commerce and Exel Logistics. GSI will provide web site hosting services and Exel will provide inventory management and fulfillment. Exel Warehouse Management Systems will interface with ToysRUs.com corporate systems and GSI Commerce (GSI) Order Management systems to process orders, receipts, and manage inventory. It executes through 3 different applications like Point of Sale (POS), Functionality Check and Label printing. This Returns project integrates with the different retail applications like POS and Enterprise customer. GSI will provide the online store front for ToysRUs.com. Orders from the online store will be sent to the WMS for shipping. Custom drop Ship Orders will be handled by Commerce Hub.

**Roles and Responsibilities:**

* Worked Extensively in Agile Methodology.
* Tested WebSphere commerce Suite to set up, operate, and integrate e-business applications across multiple computing platforms.
* Attended daily scrum meetings which include discussion on newly reported high priority bugs, tasks details and etc.
* Analyzed System/Feature requirements and designed test specifications, test plans, Test scenarios & test cases.
* Performed the data validation to meet all test condition requirements.
* Participated in Feature Team meetings and Requirements/Analysis Reviews and provided valuable feedback.
* Executed SQL statements to check the database.
* Performed GUI testing as well as back-end testing that includes setting up complex test data, verification of backend results, troubleshooting, etc.
* Performed card testing to validate credit card, debit card and gift card transactions.
* Validated that card data is encrypted when storing and retrieving from the database.
* Validated transactions for different cards like VISA, Master Card, and Discovery and etc.
* Additionally, performed negative testing in POS system for incorrect card details.
* Involved in Testing host services and Terminal applications (POS)
* Involved in Supporting the POS and web based integration.
* Configured the QA environment of the application for functionality testing and integrated system environment.
* Converted most of the manual test cases into QTP automated scripts to perform Regression testing.
* Used SOAP UI tool to validate data in backed or server.
* Performed manual testing and data integrity testing by executing SQL statements
* Worked extensively on XML documents.
* Performed Component, Functional, Integration and E2E Testing.
* Collaborate with cross functional as well as relevant cross project teams for timely resolution of issues and for optimum results.
* Communicate Test Status updates and defect metrics to project lead, escalate critical issues to Sr. Management.
* Wrote various SQL Queries as a part of backend testing.
* Performed Regression testing on each new build using QC and QTP in the application.
* Actively involved in E2E Testing and reported the bugs using Quality Center.
* Provided feedback to the developers and the QA team on top priority issues.
* Worked independently and coordinated with developers to resolve issues for releases.
* Ensured appropriate test coverage for End-to-End Testing.
* Reported bugs and communicated notifications to developers using defect tracking tool called Quality Center.
* Performed exceptional handling testing in POS module for validating maximum and minimum values.

**Under Armour Inc. MD Jul 2014 – Dec 2015**

**Software QA**

Under Armour is an American sports clothing and accessories company. The company is a supplier of sportswear and casual apparel. Under Amour’s global headquarters is located in Baltimore, Maryland. Its European headquarters is in Amsterdam's Olympic Stadium.

The project involved E-commerce implementation in Under Armour.com enabling it to sell its products online. As a QA Analyst I was involved in the testing of GUI, Content Management, and logistic supply chain. I also worked in Testing of search engine optimization based on Customer’s age, Location and previously purchased order also called Intelligence Noticing. I was also involved in shopping cart verification and validation. Customers should be able to add items as well as remove items. I was doing both positive and negative testing.

**Roles and Responsibilities:**

* Involved in testing of payment process which plays a vital role in the POS, sales, return, exchange, cashback, void, promotion and multiple tender option ,reviewed the POS test report and coupon authorization.
* Designed, Developed, Maintained and Documented POS Business Applications and interfaces for multiple environments.
* Drove multiple projects with different work streams towards completion of testing, defect resolution, implementation, and support in an Agile/Scrum development environment.
* Performed Manual Functional and Regression Testing.
* Created Requirements Traceability Matrices (RTM) manually.
* Performed verification and validation test manually.
* Tested computation of customer premiums, cash value and benefits using Excel functions.
* Involved in integration testing of with added features like color and size.
* Implemented SDLC for the development life cycle and followed the standard process in the application development through Agile methodology.
* Perform Backend testing by extensively using SQL queries to verify the integrity of the database.
* Tested request and response XML's based web services interfaces using SOAP UI.
* Attended in daily standup status meeting for outlining goals for the day and discussion of current or potential blockers, enhancement and modification.
* Wrote test cases and Logged bugs through Jira.
* Performed Web Services Testing and XML validation by creating test case suiteusing SOAP UI.
* Worked on requirements for various modules covered under Retail and Global E-Commerce (POS) apps.
* Analyzed the requirements and created test plans and test cases for business process testing.
* Performed sanity and smoke testing on the system manually.
* Performed API testing to validate the error message coming from backend.
* Performed security testing manually to check whether the user gets required access privileges.
* Participated in meetings with other developers and testers on a regular basis to overcome the communication gap.
* Actively involved in planning, UAT, and implementation of system enhancements and conversions including requirements.
* Identify and create necessary Test Data using XML and perform XML Validation.
* Performed Data Driven testing of the application to determine data properties and structure.
* Performed functional testing of each module to check for its business process.
* Performed regression tests on each module collectively to check for functionality.
* Parameterized the test by entering different sets of data using QTP.
* Performed Black Box and Security Testing to verify proper processing of the applications.

**Environment:** Agile, HP ALM,JavaScript, SQL, UAT, SOAP UI, SharePoint Server 2003, MS Office, Oracle (RMS)

**Nordstrom, Seattle WA Mar 2012 – May 2014**

**QA Analyst**

Nordstrom Inc. is retail industry. Nordstrom Inc. is currently making many changes in their main website, Mobile Optimize Web (MOW) and customer app to make it service faster and easier for their customer. I was involved in the project called Beyond the Core (BTC) which is UI related changes. There are various tracks under this project such as shop, item, secure. I was a part of secure team. The company has recently adopted the agile methodology. Each sprint has four week. Each and every sprint has their own build. In my secure track there are various projects going on like same day delivery, Promotion and faster delivery promise. Worked on iPhone, iPad, Android and Blackberry

**Roles and Responsibilities:**

* Develop detailed test plans from use cases; detailed specifications etc. develop test cases for functional, Integration, System Integration Testing and User Acceptance Testing.
* Configure test environment for specific test cases, create test data, and execute automated or manual tests, document results, and update defect tracking systems.
* Used HP Quality Center for updating and generation of reports.
* Extensively tested upstream and downstream WebServices API, preparing XML/JSON request payloads, worked on SOAP UI, Advanced REST client, Postman REST client.
* Extensively used HP Quality Center, for test planning, bug tracking and reporting.
* Tested New Features and their impact on existing functionality before each release. (Agile Methodology)
* Used SEO (search engine optimization) to describe the page content, and title tag for each page.
* Reviewed the Business/ Functional/ System Requirement Specs, High Level Design Documents, Detailed Design Documents and Requirement Matrix.
* Tested implementation of Mobile web on smart phones that include I Phone 3GS, 4GS and Android 2.2, IPad 2.0 and BlackBerry 5. This includes complete application testing with business logic as of Normal website, but has different Product Data Feed and Node structure.
* Executed scripts for calls transfer, call duration, call hang-ups and validated messages for different callers
* Performed manual testing and data integrity testing by executing SQL statements.
* Worked with the stakeholders/SME to capture business process, functional and non-functional requirements for developing web applications.
* Documented and collected data from all the completed activities for future use.
* Documented all the change management records, ongoing upgrades, fixes and approvals.
* I have to coordinate with my off-shore team and guide them for test planning and test execution.
* Doing cross browser testing.
* Developed Test Plan and detailed Test Cases to perform Functionality of application in Quality Center after analyzing the Specifications Design Document.
* Performed System Testing to test the overall performance of the system after integrating all the modules.
* Interacted with the stakeholders/SMEs and conducted Joint Application Development (JAD) sessions to resolve open issues.
* Performed backend testing for data validation using SQL Queries.
* Tested the reporting portal for different types of reports generation.
* Conducted Cross Browser Testing to check the compatibility of the Application with different Browsers
* Worked with the stakeholders/SME to capture business process, functional and non-functional requirements for developing web applications
* Provided support for Unit and UAT testing as required for the application or any other assigned application.
* Performing Cross Browser, Configuration and Black Box.
* Reported Bugs to developers using Quality Center.
* Used HP Quality Center for updating and generation of reports.
* Extensively used HP Quality Center, for test planning, bug tracking and reporting.
* Manually tested and executed test cases.
* Providing support to technical support and help desk to analyze data and to verify the help desk tickets opened on the request of customers.

**Environment:** Jira QTP, UNIX, XML, Windows 2007, UAT, Microsoft SQL Server.

**Macy's - San Francisco, CA Feb 2011 – Feb 2012**

**Quality Analyst**

ConnetShip provides the fulfillment services for Macy's stores through web. It handles the customer shipment options with FedEx, UPS, and USPS. It provides the availability and preferred fulfillment location. It Provides solution providers of enterprise management systems, warehouse management systems, supply chain management systems.

**Roles and Responsibilities:**

* Involved in gathering requirements from the business analyst and created test plans.
* Designed, developed and executed the Test Plans and Test cases.
* Involved in agile software development methodology (Scrum) to iteratively provide usable and stable software solution.
* Designed Smoke Testing plan to ensure project's basic functionalities before proceeding further.
* Collaborated with team members to come up with good design framework that could be easily implemented with manual and automation testing.
* Reviewing the defects posted by the team members, suggesting modifications / enhancements.
* Updated task, report bugs, report defects with clear description to developers using JIRA.
* Involved in unit testing, integration testing and defect fixing.
* Performed Data Driven Testing for positive and negative data from external Excel file.
* Performed Integration Testing and System Testing for Functional and Non Functional requirements.
* Tested applications both in QA, Stage and Production environments.
* Participated in cross-browser (Firefox, Chrome, and Safari) and cross-platform (Windows 7, MAC OS X) testing in virtual machine (VMware) environment.
* Performed Regression Testing to ensure correct functionality of the whole system for each build and after any changes made to the system.
* Constructed and executed SQL queries to verify data quality.

**Environment:**TestNG, Java, Java Script, Jira, Firefox, Eclipse, Oracle SQL, Windows2007.

**EDUCATION:**

Masters of Science in Information Technology (MSc IT), USA