**Summary**

Skilled and results-focused senior information systems professional with 15 years of experience in Quality Assurance and Software Testing. In depth project lifecycle experience with proven ability of managing multiple initiatives and performing multiple roles. Have broad range of professional experiences including but not limited to software testing, analysis, design, development, support and project management. Have excellent writing and communication skills.

* Proficient in different phases of testing like Black Box Testing, Functionality Testing, Unit Testing, Integration Testing, System Testing, Backend Testing, Load Testing, Regression Testing and User Acceptance Testing.
* Extensive knowledge and experience in all stages of the Software Development Life Cycle (SDLC) beginning from initiation and definition to deployment and support.
* Proficient in preparing the test plans, scripts and test cases by analyzing business requirements and various other artifacts with a strong ability to work closely with development team and business analysts to analyze the test scenarios.
* Automated Test tools – Mercury Quality Center, Win Runner, QuickTestPro, Selenium, Load Runner
* Experienced in AGILE software development paradigms and Scrum methodology to help drive projects and manage/co-ordinate multiple initiatives and development teams (including offshore/remote teams)
* Extensive testing experience of both web-based and client server Applications
* Good experience with writing and utilizing SQL queries for data verification in Oracle and other RDBMS.
* Experience in Black box testing with a complete QA cycle from testing, defect logging and verification of fixed bugs.
* Extensive experience various domains specifically financial - Fixed Income such as securities, bonds, trade feeds and Insurance.
* Ability to effectively communicate testing activities and findings in oral and written formats with excellent analytical skills.

**Technical Skills**

|  |  |
| --- | --- |
| **Testing Tools** | HP Quality Center 9.x, HP ALM 11.0, Borland CaliberRM 9.0, Selenium 2.47,WinRunner 6.0, QuickTestPro 9.1, Load Runner 5.0, JIRA |
| **Client /Server Tools** | Business Objects XIR2/6.x, Web Intelligence XIR2/6.x, Designer XIR2/6.x |
| **Relational Database** | Oracle 10g/9i/8i, MS Access 2000/7.0/2.0, SQL Server 2000 |

**Professional Experience**

**Sompo Japan Insurance Company, Charlotte Dec’13 to June’15**

**QA TEST LEAD**

Sompo Japan Insurance, Inc. (SJI), is among the largest Property and Casualty Insurers in the world and 3rd largest in Japan. Worked on Project management for Highly Protected Risks, HPR Line of business.

* Perform end to end testing For Policy Decisions Systems for HPR Line of Business. Involved in execution, writing and modification of the test cases, and bug verification.
* Perform functional testing & Integration testing.
* Manage and coordinate delivery and maintenance of User Acceptance testing.
* Ensure test process, methodologies are applied appropriately and that test phase entry/exit criteria are agreed to by test team.
* Report status of test planning, defects and execution activities, manage triage calls.
* Proficient in preparing the test plans, scripts and test cases by analysing Business Requirements and various other ARTIFACTS with a strong ability to Work closely with Development team and Business Analysts to analyse the test scenarios.

**CITI Group, NYC Oct’11 to Jun’13**

**QA Lead**

Citi Compliance group is implementing KYC monitoring for [anti-money laundering](http://en.wikipedia.org/wiki/Anti-money_laundering) (AML) and checks relating to [combating the financing of terrorism](http://en.wikipedia.org/w/index.php?title=Combating_the_financing_of_terrorism&action=edit&redlink=1) (CFT) increasingly use specialized software such as names analysis software and risk scoring algorithm software. Typically, these software systems will identify potentially suspicious or risky customer accounts. The systems create "alerts" which are then subject to manual [due diligence](http://en.wikipedia.org/wiki/Due_diligence) or Enhanced Due Diligence (EDD) investigative processes.

* Establishing goals oriented project management and quality strategies and planning
* Participate in the planning and analysis related to conversion of data and integration of various projects.
* Responsible for creating user Acceptance test plans and Participate in UAT.
* Working with business and technology team in FRD reviews.
* Configure the vendor product to meet client requirements (Actimize AML Solution).
* Working on problems of diverse scope where analysis of data requires evaluation of multiple factors.
* Partner with project management entities to create and manage to realistic timelines and identify/mitigate risks and dependencies.
* Responsible for managing on site and off shore team.
* Involved in staffing, metrics driven execution and risk analysis

**PHH Mortgage, NJ Oct’10 to Aug’11**

**Senior QA Analyst**

**PHH Mortgage** provides outsourced, private-label mortgage solutions to clients nationwide who are leaders in their fields of business, including financial institutions, real estate companies, credit unions, corporations and government agencies. In 2010 alone, PHH closed nearly $49 billion in mortgage financing for more than 205,000 homes. The success of their outsourcing model has enabled PHH Mortgage to become one of the top 5 originators of retail residential mortgages in the United States. PHH Mortgage also provides home financing directly to consumers.

* Define, develop and maintains test scripts.
* Independently execute test plans and test scripts based on planned project schedules and in accordance with SQA methodology.
* Proactively escalate issues to the SQA Test Lead and alert the project team on potential impact to test schedule.
* Manage defects from identification to closure through the Software Development Life Cycle.
* Record and track defects uncovered during the execution of tests scripts. Drive defect towards resolution; propose and design retest cases, scripts and data.
* Experience with Agile methodology (scrum), test management
* Contribute to the defect management meetings namely on defect status, root cause, daily triage.
* Provide timely and accurate status defect information and appropriate metrics to facilitate SQA reporting.
* Participate in production support by being on-call. Provide consistent and uninterrupted testing service to the organization and minimizes risk of systems down time.
* Implemented scrum methodology to emphasize communication and collaboration within various teams such as technology, business to adapt to emerging business realities.
* Review requirements and specifications and provides input during requirements and specification walkthroughs.
* Develop and executes SQL queries. Worked on creating Excel Macros per the requirement.
* Contribute to the development of the test plans and project testing approach. Contribute to the development of project and release Master Test Strategy documents. Understand and contribute to the process of test estimates and project schedules.
* Assist in the preparation of test estimates and project schedules.
* Adhere to established standards and methodologies. Utilize tools and methodologies to improve individual effectiveness and to increase efficiencies in the SQA process.
* Develop and sustain appropriate relationship with peers and other project team members.

**Chubb Personal Insurance, NJ Jun’09 to Sept’10**

**Senior Test Specialist**

* Chubb Commercial Insurance provides specialized insurance solutions for individuals and businesses around the world. Chubb offers high range of precision insurance solutions providing policy holders access to convenient, personalized online services.
* Responsible for delivery of a high level of quality in business systems through preparation of test plans, test case material, execution of test cases, verification of test results and the resolution of problems found.
* As a senior test specialist supported the re-architecture of Masterpiece System (SmallTalk version) developed using Java and Websphere
* Executed test cases during test phases for all of these phases - integration, systems/functional, regression and user acceptance
* Analyzed and validated formulas by comparing against legacy system, to ensure accurate results were realized in the new system (PDFS – Product Definition System).
* Prepared test materials needed for the test project, such as worksheets for test data input, created automated test cases and assembled previously recorded cases into test scripts.
* Participated in formulation, refinement and distribution of test plans and matrices based on customer requirements and system specifications.
* Utilized multiple software testing packages and other desktop products such as QTP, FJA (CETA) to prepare and conduct test activities.
* Assumed primary responsibility for planning and executing automated test phases of system development.
* Utilized established project plans and project schedules as a guide for organizing & prioritizing assigned work
* Recorded and reported defects/problems/bugs found during test execution.
* Re-tested corrections for reported problems and formally signed off on the system corrections.
* Participated in the review of QA procedures and processes and the development of QA metrics for assessing the product quality and process efficiency.
* Consulted with testing team and internal customers to ensure current, accurate and effective test procedures.
* Implemented recommendations/actions identified in sunset reviews, test summaries and customer feedback.
* Participated in process improvement initiatives at functional and group level
* Provided knowledge transfer/guidance to new or less experienced Test Specialist.

**Electronic Data Systems, NJ Oct’07 to Jul’08**

**Senior QA Analyst**

EDS provides a broad portfolio of business and technology solutions to help its clients worldwide improve their business performance. ***ExcellerateHRO*** is the jointly owned HR outsourcing business of EDS and Towers Perrin. The company was created when EDS combined its technology and HR business process expertise with Towers Perrin's benefits administration and HR domain expertise.

* Quality Assurance analyst with specific focus on defined benefit (pension) plans and data conversions.
* Lead data QA resource for EDS’ implementation to new pension database.
* Perform system, integrated and regression testing to ensure data integrity for millions of data records.
* Develop and execute test scripts and/or control groups based on business and technical specifications.
* Perform system, performance, integration, end-to-end and regression testing.
* Write technical and functional specifications to be delivered to programmers or clients, respectively.
* Use Quality Center and Access databases for managing all test cases, defect management, metrics reporting, traceability, as well as Borland StarTeam and CaliberRM for linking requirements & housing all QA documentation.
* Validate Hyperion reports data by directly running SQL queries against Oracle database.
* Write complex SQL queries on MS Access and Oracle for data validation.
* Worked on data load conversions of two major clients - Boeing and Raytheon, involving hundreds of thousands of participant records and millions of active/inactive data records.

**Chubb Commercial Insurance, NJ Aug’05 to Jul’07**

**Senior Test Specialist**

Chubb Commercial Insurance provides specialized insurance solutions for individuals and businesses around the world. Chubb offers high range of precision insurance solutions providing policy holders access to convenient, personalized online services.

* Perform extensive end-to-end unit testing prior to roll-out of functionality to the system test environment of Workers Compensation, Auto Insurance and Excess Umbrella applications.
* Analyze current development processes and methodologies to determine and recommend course of actions for initiating and integrating QA best practices, policies and standard procedures into their software development lifecycle.
* Provide technical expertise in deploying Quick Test Pro for application regression testing.
* Perform unit, integration and verification testing on patches, enhancements and repairs to all environments.
* Execute manual and automated end to end tests to ensure complete validation of system functionality.
* Design and develop test plans and test scripts based on functional and non-functional requirements.
* Perform interactive walkthroughs of test scripts with developers, business users and business analysts.
* Implement checkpoints, output values, parameterization and synchronization during testing.
* Responsible for writing version release notes as well as maintenance of the defect tracking system.
* Create and maintain functional summaries for developers to provide them with a one-stop location for all current documentation and requirements for each function under design.

**Integrated Media Management, NJ Jun’04 to Apr’05**

**Senior QA Analyst**

iMM specializes in Output Management and Document Automation Technology and has over 500 Credit Union Banks as their clients. As a Senior QA Analyst, responsible for manual testing and documentation of various products such as TotaleAtlas & TotaleReceipts.

* Reviewed and created design, business, system and functional requirements.
* Recommended additions/changes to development and release processes for improved operations and time management.
* Conducted system and functional testing on applications destined for release to production.
* Participated in design analysis and reviews, code reviews, validation readiness reviews, production readiness reviews and other process related meetings as necessary.
* Created test plans, test cases and test results reports for TotaleReceipts and TotaleAtlas applications.
* Recommended and tested all fixes, enhancements, and updates to applications in test and production environments.
* Augmented the customer support/help desk operations as a designated Subject Matter Expert for the applications released by the development team and their subsequent operations.

**Merck Pharmaceutical, NJ Jan’04 to May’04**

**QA Tester**

Merck is a global research-driven pharmaceutical that discovers, develops, manufactures and markets vaccines and medicines worldwide. The project involved upgrade of Business Objects version 5.x to version 6.5.

* As a part of the migration team, key responsibilities included developing test plans, configuring Business Objects 6.5 test and UAT environment, performing rigorous testing of the migrated environment to ensure smooth transition of all reports and users to the new environment.
* Responsible for testing of the migrated BO environment with the development team
* Tested key BO reports for performance and documented test results
* Managed & performed all testing activities such as report scheduling, refreshing custom LOVs and report migrations to production.
* Created and maintained issues log for universes & reports issues and shared with the developers.
* Validated data by writing SQL queries against the reporting Oracle database.
* Validated universe objects and joins for integrity post-migration.

**Knight Financial Securities, NJ Feb’03 to Dec’03**

**QA Analyst**

Knight has been a premier trade execution destination for on-line broker-dealers that provide a broad range of customized trade execution products. Key responsibilities included development and implementation of a complete testing life cycle for different components of applications, creation of a traceability matrix, identification, creation, and maintenance of test case scenarios designed to identify current trading operations and procedures. Utilized automation tools such as WinRunner7, LoadRunner7 & Test Director to enhance testing procedures. Performed data driven testing and adjusted the parameters to performance session scripts in Load Runner.

**TIBCO, Singapore Mar’98 to Jun’98**

**Software Consultant**

As a Software Consultant was involved in testing of TIBCO’s product called Reuters Asia Domestic Transaction Service (RADTS), which is a customized version of TibMercury. Responsibilities included software testing, creation of system test plan/test cases, coordinate user acceptance tests & documentation.

**Education**

* Bachelors of Science, Mumbai University, India
* Diploma in Information System Management, India

**Professional Trainings**

* Mercury certified Using Quick Test Pro 9.1
* Win Runner 6.0, Test Director, Load Runner 5.0
* Business Objects Enterprise 6.x
* Faculty Development Program, SEED (National Institute for Information technology)