**SUMMARY**

* Over 6+ years of experience in Software Quality Assurance & Testing on diversified projects in Banking & Media domain.
* Experience in Manual & Automation test case execution, defect tracking, test plan/test case creation and management, and requirements analysis.
* Extensive knowledge of **SDLC** (Software Development Life Cycle) and **STLC** methodologies.
* Experience in working with Windows, Client-Server, Web based as well as Mainframe related applications
* Experienced in developing **Test Plans and Test Cases** for different types of software testing.
* Proficient in both Manual and Automated Testing Tools such as HP ALM/**QC,** QTP, Win Runner,
* Hands on experience working with different modules of **ALM/Quality Center** such as Requirements, Release, Test Plan, Test Lab, Test Cycle, Defects and Dashboard.
* Self-driven team player with excellent communication skills, strong analytical and reasoning skills abilities.
* Good experience in **Web Services** testing using **SOAPUI, XML, & WSDL.**
* Knowledge in mobile technologies like **GSM, CDMA, 3G, WAP** applications.
* Experienced in various types of testing including **Sanity Testing, Smoke Testing, Functionality Testing,** Performance Testing, Volume Testing, Unit Testing, Integrated Testing, **System Testing, Positive and Negative Testing, Security Testing,** Stress Testing, Load Testing and Regression Testing of Stand alone, Web Based and Client-Server applications.
* Performed Back End Testing by executing **SQL** queries.
* 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).**
* 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
* Involved in maintaining **Test Matrix and Traceability Matrix** and performed **Gap Analysis**
* Performed **User Acceptance Testing (UAT)** manually.
* Participated in design walkthroughs and verified **QC Test Scripts** and results.
* Experience in creating various types of **reports** during **test execution process** such as Test **Execution Status/Summary.**
* A team player with analytical, problem solving, presentation, and interpersonal skills with ability to manage, coordinate and work independently in a time sensitive environment.
* Excellent communication skills and a quick learner of new skills.

**TECHNICAL SKILLS:**

**Product/Testing tools:** Quality Center, Quick Test Professional, HP (Mercury Quality Center) UFT11.5 (Unified Functional Testing).ALM (Application life Cycle Management) Win Runner, LOAD RUNNER.SOAPUI, Rational Clear Quest, and JIRA, CLEAR CASE, SHARE POINT,SVN.

**Languages Environment:** SQL, PL/SQL, SQL Developer, Visual basic, Java, JavaScript, HTML, DHTML, XML, NET, C, and C++

**Operating System:** Windows Vista, WindowsXP, Windows2003/2008r2 Server, Windows7, and Unix/Linux.

**Other Tools:** MS Office , MS Project, SQL, PL/SQL, SQL Developer, Oracle, TOAD for Oracle, for SQL Server, Java, JavaScript, Java Applet, QTP 9.0, QC 9.0, HTML, DHTML, XML,.NET,MS Visual Source Safe Open Source Tools. MS Word (2007), Excel, Oracle 11g.

**Web Browser:** Internet Explorer, Netscape Navigator, Mozilla Fire Fox, and Safari.

**WORK EXPERIENCE**

**Brightstar, Libertyville, IL Jan 2014 - Present**

**QA Tester**

Brightstar is the world’s largest specialized wireless distributor and a leading global services company, serving mobile device manufacturers, wireless operators and retailers. The company provides value-added distribution, supply chain solutions, handset protection and insurance, buy-back and trade-in solutions, multi-channel retail solutions, and financial services. Multiple customers likeBest Buy Inc. (BBY), Apple, sprint, Target, Wal-Mart, Tracfone, Walgreens, Verizon, cricket,have contract with Brightstar to provide solutions for the wireless devices(Phones,SIM and Accessories) specifically in the inventory and distribution of returned mobile devices.

**Responsibilities:**

* Analyzing requirement documentation, functional specification, design documentation and identified test scenarios.
* Created test plan, test strategy, test cases, scripts based on functional specification, prepared test data for testing.
* ·performed all types of manual testing including Functional, GUI Testing, Smoke, System, and Regression testing.
* ·Developed Automation Frameworks Business Process Testing Framework (BPT) and utilities to integrate between Quality Center and Quick test Professional.
* Tested web service architectures, **SOA** using **SOAPUI**.
* Created Defects and tracked the defects using Quality Center.
* Developed Traceability matrix, mapping Test cases to the Requirements.
* Plan, Schedule and Co-ordinate testing tasks in Quality Center.
* Capture the request and response xml for documenting the test case execution in SOAPUI.
* Created **SOAP UI** projects for published **web services** to test the interface by providing the necessary parameters.
* Developed Automation Driver & Component Scripts, common and application common reusable library functions, Configuration files and Recovery Scenarios using VB Script for QTP
* Tested **APIs (both RESTful and SOAP)** manually as well as through automation using SOAP UI.
* Involved in executing SQL queries to verify database was updated.
* Extensively worked with all QualityCenter10 modules Management, Requirements, Test Plan, Test Lab, Defects and Dashboard.
* Expertise working with Requirements Matrix Traceability in Quality Center.
* Used various SQL/PL queries, Procedures, Packages and Materialized views to validate Cognos reports.
* Working on Oracle JDEdwards modules like Inventory Management, Purchasing Management, Quality Management, Sales Management, Financials, WIP, Costing ,Planning, AP, AR and Reporting.
* Managed all testing efforts throughout the project lifecycle in an Agile/Scrum environment; responsibilities include daily scrum calls, test planning, test case creation, requirements traceability, issue defects, troubleshoot and retest defects, regression of the final product and coordinated UAT with client representatives for final approval prior to go live.
* Used SQL for querying the Oracle database in **UNIX** environment.
* Involved in Testing Web Services using SOAP UI.
* Generating Request XML, Importing WSDL documents and validating response XML using SOAPUI.

**Environment:**Quality Center, Quick test Pro(QTP), Windows 2003, ADO.net, C#, XML, ERP, Cognos, Radio Beacon, JD Edwards, Business Intelligence (BI), Web Services, APIs, SOAPUI, SQL Server 2008, Oracle 11i, SQL Developer, Share Point.

**Santander Bank, Boston, MA Aug 12 – Dec 13**

**Sr. QA UAT Tester**

Santander Bank (formerly Sovereign Bank) is a leading financial services company in NA. **The project ‘Mobile Wallet’** is related to **Mobile App** developed for the clients for managing their debit/ credit card account from anywhere 24/7. Client’s personal information is protected by advanced encryption technology to help prevent unauthorized access. Modules were distributed among account access, security, account summary and details, transfers, Bank/ ATM locations, FAQs and Help section.

**Responsibilities**

* Analyzed Business Requirement Specifications and System requirement specifications.
* Tested device’s Firmware to test the functionality on Telephony and Touch screen drivers.
* Review of functional test cases for QA functional testing.
* Coordinated with the offshore team for test related activities and updates and reported to lead & QA Manager.
* Extensively utilized Requirements, Test Plan, Test Lab and Defects Modules of Quality Center during STLC.
* Implemented automation for memory leak testing using **Xcode Instruments and See test tool**
* Tested web pages to display the account transactions and details pertaining to that account using DHTML and CSS.
* During the testing activities used Android SDK, ADB shell for keep control and interface with physical Android devices
* Performed browser compatibility and configuration testing on various operating systems such as Blackberry OS, Android OS, and iOS etc.
* Performed browser compatibility and configuration testing on various operating systems such as Blackberry OS, Android OS, iOS etc.
* Wrote UI and functional test cases from scratch for the development of the Remote Deposit Capture based on the behavior of each device iOS and Android.
* Prepared Test strategy and Test Plan for each Release cycle along with the UAT test plan.
* Wrote test cases for data analytics from scratch making sure that all the analytics tags are being passed on the **Cloud.**
* Worked with web service validations at different points in the app wherever the web service calls are being made.
* Work in **Agile**, scrum, and sprint environment in order to change the requirements and features set.
* Prepared automated scripts for Maintenance and Regression testing using **QTP**.
* Wrote scenarios and scripts for different Project Change Request (PCR) and PL’s (Patch Level) along the project progression.
* Worked with end users to generate UAT scripts and to successful completion of UAT testing.
* Use of Cat log for Android and iOS Configuration Utility tool for capturing and gathering backend data log and sending it to the developers to catch defects and **crash issues.**
* Analyzed the Batch Process, Work-flow behavior and SOA/ Web Services testing using SoapUI.
* Used JIRA for bug filing and bug triage.
* Progression and Regression testing in all the regions; System Integration Testing (SIT), Business Acceptance Testing (BAT) and Productions Acceptance Testing (PAT).
* Negative and Positive testing of Web services on the UI level making sure that it is fetching the correct data.
* Used XCode organizer to monitor crashes during test and report crash logs.
* Identified defects and Reported through Jira.
* erformed Regression, UAT, Integration, User Interface, GUI, and Usability Testing.
* Worked with Automation tem to create a regression suite with **Selenium** Webdriver.
* Monitored Proper allocation of defects as per their Priority and Severity and communicating it to the business in the project go-no-go calls.
* Involved in Test Estimates and metrics and circulated daily test dashboard to development team.
* Validating all the memo posts before the hard posting of transactions/deposits in the Host system.
* Major part of the testing done on devices but also worked on browser level testing in different SIT, BAT and PAT environments.
* Participated in daily defect call and troubleshooting of issues with the developers.
* Involved in downtime tracking for all environment hurdles and keeping track of issues as per hours lost and script execution impact and communicating it to development team.
* Involved in API testing with both SOAP UI and Restful web.
* Actively participated in Walkthroughs and Daily status report meetings.

Environment: HP Quality Center(QC)/ALM,SQL Server, JAVA, XCode, JIRA, Appium, WinSCP, J2EE,  QTP, Selenium, Web services, Soap UI, UNIX.

**TD Bank, Lexington, SC Mar 10 – July 12**

**QA Analyst**

TD Bank is one of the leading banks of North America fulfilling its customer’s financial and banking needs. As a QA analyst, worked on the project **Mobile Remote Deposit Capture (MRDC**) for TD Bank. Currently the Bank has a Mobile App out in the market and is introducing the very popular MRDC feature to its app. MRDC gives customers the convenience to take a picture of a check from anywhere, anytime and deposit it through their mobile device. App being released for iOS and Android users; has various security layers being implemented by different Web services.

**Responsibilities:**

* Involved in preparing Test Plan and Test Cases based on business requirements.
* Created Traceability matrix to keep track of changes in requirement to that of the testing efforts.
* Identified high-level requirements for documenting detailed business requirements using
* Performed browser compatibility and configuration testing on various operating systems such as Blackberry OS, Android OS, iOS etc.
* Wrote UI and functional test cases from scratch for the development of the Remote Deposit Capture based on the behavior of each device iOS and Android.
* Worked on the Mainframe system for data creation, validation and manipulation for MRDC testing.
* Manipulation of flags on the Mainframe system and validating the expected behavior in the UI.
* Worked on iOS, Android BlackBerry and Windows 7 devices for progression and regression testing.
* Worked with web service validations at different points in the app wherever the web service calls are being made.
* Worked on different versions of iOS , Android devices and Windows7 Phones.
* Work in **Agile**, scrum, and sprint environment in order to change the requirements and features set.
* Prepared automated scripts for Maintenance and Regression testing using **QTP**.
* Validate & wrote test cases based on business rules and documents like SRS, MCD, Wireframes, Visual Design, etc.
* Used Xcode to monitor, log and report defects to developers in iOS platform.
* Progression and Regression testing in all the regions; System Integration Testing (SIT), Business Acceptance Testing (BAT) and Productions Acceptance Testing (PAT).
* Negative and Positive testing of Web services on the UI level making sure that it is fetching the correct data.
* Used XCode organizer to monitor crashes during test and report crash logs.
* Performed device testing and also worked on browser level testing on different SIT, BAT and PAT environments.
* Participated in daily defect call and troubleshooting of issues with the developers.
* Involved in downtime tracking for all environment hurdles and keeping track of issues as per hours lost and script execution impact and communicating it to development team.
* Actively participated in Walkthroughs and Daily status report meetings.

Environment: HP Quality Center/ALM, SQL Server, JAVA, XCode, WinSCP, SOAP UI, J2EE,  QTP , Web services, UNIX.

Windstream Communications, Little **Rock, AR Jan 09 – Feb 10**

**QA Analyst**

Windstream is a leading telecommunications & entertainment services co. which offers phone, broadband, and digital TV services in rural areas of 16 states in Central America. The project Device Management Services (DMS) was a user friendly interactive web application related to the server side of Customers home/ remote STB

**Responsibilities:**

* Developed Test Plan as per business requirements
* Extensively conducting Back-End Testing using which involves complex SQL Queries
* Testing Applications to ensure they comply with Business specifications
* Setting up projects in Test Director, writing test cases, executing them and performing bug tracking
* Attending daily defect meetings with Developers, Business Users and Management
* Working with Modus and **XML** files to simulate Home Delivery of Cable boxes and cards in QA
* Provisioned Cable boxes after each Release on customer’s outlets
* Run the scripts on multiple environments (QA, **UAT** and Production) to ensure that requirements were still met.
* Worked with the business team to perform Database testing of integrated **IVR applications** such as transfers, real-time reporting, web reporting etc. using tools like Test Director.
* Reviewed extensive **SQL Queries** with complex multi-table joins and nested queries.
* Involved in reviewing complex **SQL queries**, views, functions and stored procedures and spotting issues before/during code migration.
* Performed Backend testing for data validation using **SQL Queries**.
* Performed negative and positive testing using **SQL Queries**
* Debugged the Database for accuracy of data using Test Director.
* Using XML to simulate production timers / logic in QA
* Performing GAP Analysis to verify that test cases matches to the user requirement
* Participating in the team for **User Acceptance Testing (UAT).**
* Performed Integration testing, System testing and Regression testing.

**Environment: Windows,** QTP, Test Director, Web Logic, C, C++, MQ .Net, XML, HTML, Java, Oracle, SQL/PL, Java Script, Perl,