**Summary of Expertise**

* Over **Five Years**of experience in **Software Testing, Quality Assurance** and **Defect reporting with strong experience in different phases of** Software Development Life Cycle (SDLC) – Waterfall, Spiral and Agile Methodologies, Rational Unified Process (RUP), Business Modeling Process (BMP) and Requirement Traceability Matrix (RTM).
* Proficient knowledge in various types of Software Testing such as Black box testing, System Testing, Positive Testing, Negative testing, Performance Testing, Smoke Testing, Regression Testing, Stress Testing, System Integration Technique, and Back end Testing
* Worked on scenarios related to of the Independent Agent payroll system, Property & Casualty Specialist compensation system, Telesales compensation system, contingent and bonus compensation system and several compensation
* Good knowledge about various SDLC methodologies like Waterfall, Agile (SCRUM) etc.
* Expertise in writing SQL queries and PL/SQL scripts on Oracle, DB2 and SQL server databases as part of Backend testing process Extensive experience in diversified industry sectors including Insurance, Mortgage, Commercial and Investment Banking, Bonds, Equities, and Derivatives.
* Experience in Application controls in support of financial audit – for clients Utilizing Windows Oracle, Great Plains environments
* Worked on Great Plains Report Writer and Great Plains Advanced Financial Analysis, Financial Report Writer and Management Reporter
* Extensive experience trouble-shooting Great Plains modules and Integrations, Setups and Configurations
* Strong expertise in Unified Modeling Language (UML) and Object-oriented Analysis (OOA).
* Created test plans, scenarios, test cases and test execution using HP ALM platform
* Strong in-depth knowledge in conducting User Acceptance Testing (UAT), data quality checks using SQL, GAP analysis and RTM. SWOT analysis, Cost benefit analysis and ROI analysis.
* Successfully managed multiple projects concurrently.
* Strong communication, Leadership and management skills.
* Exceptionally good interpersonal skills, good team player with outstanding written and oral communication skills.

# Technical Skills

**Operating Systems:** Microsoft Windows, UNIX

**Testing tools:** HP ALM/Quality Center, Rally, UFT/QTP

**Databases & Tools:** SQL, Access, MYSQL, Oracle 9i/10g

**Business Modeling Tools:** Rational Rose, Microsoft Visio, MS Excel, MS PowerPoint

**Change Management Tools:** Rational Clear Quest, Requisite Pro

**Reporting Tools:** Crystal Reports, Business Objects,

**Project Management:** Microsoft Project Professional, Great Plains

**SDLC Methodologies:** Agile, RUP, Waterfall, Spiral, Iterative, UML, Six Sigma, CMM

**Others:** MS Office, SharePoint

## EXPERIENCE

**Paychex, Inc. Hudson, OH Jan 2014-Present**

**QAAnalyst**

**Paychex, Inc**. is a recognized leader in the payroll, human resource, and benefits outsourcing industry, with a steadfast commitment to success and a record of achievement that continues a tradition of delivering excellence. I was involved in a project that aimed at incorporating, deploying, and maintaining, upgrading payroll Management Independent Agent payroll system, contingent and bonus compensation system and several compensation contract agreements

**Responsibilities:**

* Review of function requirements specifications and design documents. Identifying inconsistencies and omissions of the requirements in the design and implementation.
* Created Test Strategies, Test Scenarios, Test Plans and Test Cases for Manual, Functional and Regression testing.
* Prepare and review of test case documents. Verifying the thorough coverage of test cases and understanding the design aspects by interacting with the architecture and development teams.
* Prepared cross matrix report to map requirements with test cases.
* Performed backend database integrity testing using SQL queries to ensure the data consistency.
* Played key role in designing the regression test plan for every release cycle.
* Worked on client's current software explaining how Great Plains would fulfill client's application requirements.
* Performed software and computer system installations for MS Great Plains.
* Performed Financial Systems design, selection, implementation and training Great Plains installation and setup, GP Client setup, FRX financial report writer, MS SQL Server installation and setup, MS SQL Query Analyzer, SQL Business Alerts,
* Produced detailed specifications for Weekly Investment Screens, Disciplinary Growth, International Income and Equity Income.
* Worked with the Portfolio managers to streamline the trade orders process of securities and communication with the trading desks.
* Successfully created a Business Requirement Document (BRD) and Functional Requirement Specifications (FRD) in a timely manner
* Responsible for functional, Regression testing, Integration testing and User Acceptance Testing.
* Used UFT / QTP to generate the test scripts for testing the functionality of the application.
* Used HP ALM/ Quality Center for requirements management, planning, scheduling, running tests, defect tracking and manage the defects and executing the test cases.
* Used database check points in test script to check databases and detect defects.
* Involved in test database setup, developed and executed SQL statements.
* Defect tracking, defect reporting, analyzing results and documentation.
* Involved in submitting Bug Report weekly. Used resource Excel spread sheets to list problems for different modules.
* Worked directly with Portfolio Assistant and Trader, Fixed Income and Equity Reconciliation Supervisor,
* Developed and implemented processes and tools for requirements gathering, analysis, planning, tracking and delivery using Requisite Pro and Microsoft Visio.
* Designed and developed Use Case Diagrams, Activity Diagrams, Sequence Diagrams, and Class Diagrams.
* Conducted workflow, process diagram and GAP analysis to derive requirements for existing systems enhancements.
* Designed and implemented basic SQL queries for QA testing and report / data validation.
* Set up definitions and process for test phases including Product test, integration test, system test and user acceptance test (UAT).
* Extensively worked on MS Access, MS Excel, MS Word, PowerPoint, SQL, MS Project

**Guardian Life Insurance, Seattle, WA March 2012 – December 2014**

**QA Analyst**

Guardian is the fourth largest mutual life insurance company in America, with 145 years of experience in providing diversified financial solutions, including life insurance, Property, and casualty (P&C) insurance, disability income insurance, retirement services, employee benefits, annuity, and investments. An application for the Defined Benefits Administration and printing the retirees' was developed to maintain the records of employee retirement benefits, provide retirement estimates and projections for the employees, as well as Calculating retirement checks and Payroll. I was involved in Analyzing System and Functional Specification documents.

**Responsibilities:**

* Wrote Test Plan and Test Cases according to business requirement.
* Created user acceptance testing (UAT) Scenario Test Cases
* Execution of UAT Scenarios with multi browser testing, cross browser testing, testing in different platforms in formal testing environment
* Log Test results for review, approval and formal sign off from business leads
* Identify, log, link, comment and track the test case defects in QC
* Assess and communicate risks discovered in test execution and analysis
* Communication with business leads and UAT on test case content
* Communication with development on system functionality issues
* Automated test scripts with QTP, record and playback, data driven the scripts.
* Performed Regression Testing by generating QTP scripts based on the business process.
* Assigned problems to appropriate software development team for fixes.
* Developed strategies with Quality Assurance group to implement Test Cases in HP ALM/ Quality Center.
* Attended triage meeting and sent the execution report
* Analyzed and prepared reports using site catalysis
* Worked under the agile process
* Participated in weekly meeting with the management team and walkthroughs.
* Tested applications and documented results and bugs including documentation of information useful in the debugging process.
* Performed backend testing to validate the data using **SQL** queries.
* Interacted with developers to report and track bugs using HP ALM/ Quality Center.
* Generated various reports and graphs from Quality Center and analyzed the testing process overview.
* Prioritize testing priorities based on business risk, Access testing assets anytime; anywhere via a browser interface using HP ALM/ Quality Center.
* Attended weekly defect report meetings and presented progress update status.
* Participated in walkthroughs and meetings with business analyst, developers, team lead and QA manager on regular basis.
* Performed end-to-end testing User Acceptance Testing and coordinated sign off.

**Discover Financial, Chicago, IL Dec 2010 - Feb 2012**

**QAAnalyst**

Discover Financial Services is one of the leading companies of a wide range of credit card services. The project was to re-engineer company’s credit appraisal system. The project also involved enhancement of the application for accommodation of changing business and regulatory requirements. As part of the project, an application was developed to approve electronic applications to end-customers and to provide support for various types of credit applications that were being submitted for processing.

**Responsibilities:**

* Involved in tracking logs in case of any issues in Device testing
* Developed and reviewed for positive and negative test scenarios.
* Generated and submitted various issue related reports on daily and weekly basis during Test Execution phase using Quality Center
* Performed rigorous manual testing such Functional Testing, Smoke testing, Integration testing, UAT Testing, Backend Testing, Regression Testing, End to End Testing and System Testing
* Perform Functional testing of primary item and all the secondary items sold in the bundle to verify that the images, bundle description and product attributes are proper.
* Queried the database to cross-validate data obtained through the checkout process and the system displays order confirmation page.
* Used Rally as the test repository for executing test cases and reporting/tracking bugs.
* Walk through meetings with business analysts to resolve technical issues and meet client requirements.
* Coordinated with the development team on a daily basis regarding the bugs and issues.
* Utilized available resources to improve individual effectiveness and increase efficiencies in the QA process.
* Performed browser compatibility and configuration testing for various operating systems.
* Used Rally bug tracking tool to analyze & capture bugs, track and manage dashboard any type of updates for project release.
* Performed manual testing to conduct backend testing using and **SQL** Queries
* Reviewed extensive **SQL** Queries with complex multi-table joins and nested queries.
* Responsible for client interaction and reporting during UAT.
* Developed and implemented processes and tools for requirements gathering, analysis, planning, tracking and delivery using Requisite Pro and Microsoft Visio.
* Conducted workflow, process diagram and GAP analysis to derive requirements for existing systems enhancements.
* Coordinated activities between business unit and technical staff, developing new methods, policies, and procedures to meet the business needs, and acted as primary trainer in education of the business unit as it relates to business applications.