**Summary:**

* 8 years of Quality Assurance experience in Automated and Manual Testing in various Software Development Environments and devices including Mobile in all phases of SDLC using Agile or Waterfall methodologies.
* Experienced in requirement analysis, developing test plans, writing test cases and test scripts for maximum coverage. Test Case & Defect Management using ALM / HP Quality Center and Jtrac tools.
* Experienced in creating Automation Framework by writing descriptive Scripts in UFT / QTP or similar Tools.
* Expertise in performing Smoke, Integration, End-to-End, Regression, White Box Testing & UAT Testing .
* Experienced in testing Web, Client Server & Mobile Applications on Windows, Unix flavors or Mobile OS written using Java, C/C++/C#, .NET etc.
* Expertise in researching and identifying problems by monitoring logs and error message definitions.
* Strong interpersonal skills with excellent verbal and written communication skills. Experienced as a Test Lead and hands on Tester. Friendly, patient, enthusiastic people’s person.
* Process and detail oriented. Ability to prioritize testing based on deadlines and implement or improve processes as needed.
* Experienced in documenting test results, tracking defects in detail and Review meetings with the customer and resolving or escalating issues to the appropriate level.
* Proficient in supervising Testing activities and Training / mentoring Team members.
* Experienced in writing SQL Scripts for data manipulation and querying.

**Testing Tools:** Quality Center/ ALM, Jtrac, Microsoft Office, PVCS, Quick Test Pro / WinRunner, JUnit

**Development Environments:** Java, JQuery, Websphere,.NET , C/C++/C#, Android, iOS , SDK in WP8

**Databases:** Oracle, DB2, SQL, MS Access, XML

**Tools and Browsers:** Toad, Filezilla, PVCS, Perforce, Jing, Internet Explorer, Mozilla Firefox, Chrome & Safari

**Operating Systems:** Windows, Unix, Solaris, iOS, Android, DOS, Windows Phone.

**Hardware Platforms:** Mainframe, PC, Mac, Mobile, iPhone , iPad, .

**Education:**

1995 Bachelor of Science, Hindu College, Delhi University, India

**Professional Experience:**

[**Prolifics**](https://www.linkedin.com/company/12824?trk=prof-exp-company-name) **Testing, Pleasanton, CA - June 2014** **– December 2014**

#### [QA Automation Engineer](https://www.linkedin.com/vsearch/p?title=QA+Automation+Engineer&trk=prof-exp-title" \o "Find others with this title)

#### Developing Regression Automation Scripts in UFT 12 for a .NET Windows Application for our Client Hewlett Packard’s Automation Project for testing the entire Application for DMV Rhode Island. Part of the Automation Team of 4 Software Engineers. Responsibility included understanding of the Manual Functionality, effort estimation, automation Script Development, Peer Code Reviews for others in the Team, incorporating Script review feedback to ensure compliance to Coding Standards. Status calls with the Customer.

#### Develop Scripts in UFT 12 using descriptive VB Scripting creating reusable Framework for Automated Regression testing of HP’s .NET Application for DMV, RI. Agile Methodology followed for Development. Complex Application with various transactions and navigation paths/ scenarios.

#### ALM 11.52 used for Test Management; including Script version control, Test execution and result management.

#### Functional Requirement Analysis of the Application and developing Automation Test Cases.

#### Writing SQL Queries for Test Data retrieval from the DB.

#### Regression executions for daily reporting.

#### Code review with project manager as well as technical team and in ensuring high coding Standards, reusability and no redundancy.

#### Participating in Update Meetings and Status Reporting with Client and QA Team.

**Sybase Federal, SAP GSS Company (Financial Fusion), Dublin, CA**

**- November 2011 – May 2014**  
**QA Professional (Test Lead/Sr. Tester)**

Testing customization of SAP’s Java based Web and Wireless e-Finance Online application Financial Fusion for Corporate BankCustomers Mutual of Omaha and Citizens Bank (details below). Test Lead and Tester involved in entire product lifecycle. Testing and managing QA team in planning tasks and managing test results, prioritizing and verifying fixes in New Releases. Tested modules that handle retrieval of real-time balances, current-day transactions, accounts history, displaying check images from an archive or deposit checks using mobile, wire transfers, ACH, administrative module and audit logging. Tested email and mobile alerts to customers for transactions and operational alerts to banking staff. Tested Core and Custom Business and Customer centric Reports. Third party Solutions integration testing for functions like online Billpay and eStatements.

**Environment:** Windows 7, Unix, iOS, Java, Websphere, JQuery, PVCS, ALM/Quality Center, Jtrac and Microsoft Office, DB2.

**Sr. Tester - Citizens Bank, NC (January 2013 – May 2014)**

Remotely supporting the upgrade of Citizens Bank’s customized Web Based Online corporate Banking application written in Java to the latest version of our core Financial Fusion. Writing test cases based on SOW and Technical Design Document. Training and over-seeing testers. Testing modules based on test cases and verifying defects against design / previous product Version / Core Product. Tracking defects. Following-up with the Development Team or Product support and working with on resolution. Verifying fixes and regression testing. Status reports and updates in HP ALM. Mobile testing on iPhone, Android and iPad.

* Designing test cases against functional, technical specification and use-cases.
* Implementing Test Cases and track defects.
* Evaluating new requirements and creating test cases or action plans to cover those requirements
* White Box Testing with Developers to design Test Cases.
* Automating test cases, finding defects, verifying fixes and regression testing.
* Mobile Testing on iPhone, Android, iPad, Windows Phone and Safari.
* Interfaced with overseas QA for remote Testing in India.
* Defect management in HP (ALM) Application Lifecycle Management Software.
* Data loading, importing and testing data alerts.
* Reports testing including prepping Test Data on Servers.
* Studying Logs for errors and finding root cause for defects.
* Testing login with complex combination of RSA Token, Challenge question, Image and Password.
* Integration Testing for existing third Party products with Custom Code.
* Tested GUI consistency and User Experience based on Client and Core Product Design.
* Validating and documenting completion of testing and development.
* Performance testing for web Script Errors across Browsers.
* Validating / Rejecting Customer defects and working with development Team for resolution.

**QA Test Lead – Mutual of Omaha Bank (November 2011 - December 2012)**

Lead QA on testing customized financial Java web based Online Corporate Banking application for Mutual of Omaha’s Banking Customers. Writing Test Plans, Test Cases, Scripts, scheduling and managing QA resources. Managing the testing, defects and the reporting Status. Customer reviews and Team follow-ups. Testing and promoting fixes. Participating in entire test lifecycle from design, development, integration, User Acceptance, Performance, Pre production and GO Live. Post production QA support, User Training product support and defect remediation. Development Team support in fixing Production Defects. Worked in a fast paced Agile environment performing multiple functions across the Team.

* Worked closely with Project Team to ensure high quality Software Releases.
* QA on Test, Systems Integration and UAT Environment.
* Reported Functional, technical and GUI related cosmetic Issues in detail and reported status to Team and Customer.
* Coordinated with development team to research or fix defects
* Verified fixes and performed detailed regression testing moving through various Test Environments.
* Led project status meetings as required and followed up as appropriate.
* Communicated with Customer and Development Team.
* Production Support by validating new defects and communicating with Customer. Debugging and escalating to Development Team for resolution after researching the Issue.
* Writing SQL Scripts for Data querying and manipulation. Creating Test Data.
* Performance Testing and Cross Browser Testing.
* Tested Customer facing and Business centric Interfaces.
* Reviewed Release Notes to Customer. Created defect and fixes Spreadsheet Reports with each Code Delivery for Customer.
* Verified Custom Defects with Core Product and reported defects to overseas Engineering Support.
* Verified new Releases of base product integration with Customized Online Application.
* Worked with a cross functional Team using Agile Project lifecycle to deliver Monthly Code Updates.

**HomeDec Incoporated, Hoffman Estates, IL - January 2008 – May 2011**

**QA Analyst**

This was a Web testing project for textile products marketing B2B web portal and an online e- Commerce store

* Test Planning with stakeholders and developers. Managed requirements and Test Cases using HP Quality Center
* Noted the Test Results in Quality Center and entered the defects found after validation.
* Conducted Smoke, functional, regression and User acceptance testing (UAT) of online storefront. Did interface testing with Paypal and other payment gateway.
* Conducted website usability & GUI testing and field validations in forms .
* Worked with developers to resolve defects, retested fixes and monitored releases. Did defect management in Quality Center.
* Did status reporting to business owners and conducted defect review with developers.
* Wrote site FAQ documentation and did Technical Customer Support.

**Environment:** Windows XP, SQL Server, HTML, XML, .NET, Java, Quality Center , QTP and Excel

**Sabbatical Leave from work - August 2003 – December 2007**

**Infopower Systems Deerfield, IL - January 2000 – July 2003**

**Quality Analyst/ Software Tester**

As a contractor, worked on the following client projects in different development phases. Involved in reviewing documents, writing test cases, executing test cases, automation of tests, defect reporting, daily meetings, ensuring fixes and releasing the retested new build to users.

**AllState:**

Transcend application developed in Magic for claims management and customer reports being used at AllState Insurance. UNIX environment with Oracle 7 as the backend.

* Wrote tests in Test Director/ Quality Center and executed tests for Regression Testing of Transcend application change requests.
* Identified Test Data .
* Wrote PL/SQL Scripts for Database queries.
* Wrote UNIX scripts for running processes and used PVCS for version control.
* User acceptance testing (UAT) by testing with the Business Users.
* Tracked test results in TD/ QC and participated in daily review and status meetings .

**In-house:**

Web portal for Infopower Systems for Time Entry, Billing and Customer Management (Database in Oracle 8i).

* Wrote test cases in Mercury Test Director and automation data driven framework scripts in Mercury WinRunner.
* Did navigation, usability and functional testing of the site.
* Validated the time sheets, billing and customer reports and did UAT with customer.

**Motivation Online:**

Internet based portal for Employee encouragement and award presentation (Database in Oracle 8).

* Tested various web based reports using Crystal Reports 8 and Oracle Database by using data logs, queries, scripts and cross checked calculations using Microsoft Excel formulas.
* Created automation framework to test reports at every regression in Winrunner/ QTP and saved testing time each cycle.
* Reported Bugs and retested after fixes and verified closed bugs and conducted UAT with customers.

**Tuff Shed:**

Web based application for Tuff Shed customers to order customized sheds and to record orders and generate reports.

* Wrote test cases in Excel and ran tests to do end to end functionality testing including UAT of web based application for Customer and Order management, in-house Inventory control and interactive price quotes for customized Sheds.
* Automated test cases by writing Scripts in WinRunner/ QTP.
* Documented Test results and created reports in Word. Did UAT with customer at site.

**Market Facts:**

Visual Basic for Applications used for creating graphs in Word and Excel based on research data collected by Market Facts.

* Regression Testing of Graphical Reports created in VBA using Oracle/ Access/ ASCII Data.
* UAT of the look and feel of the Graphs generated with business users.
* Did defect management and status reporting in Test Director / Quality Center.

**Printech:**

Windows based Customized solution for check printing using printer Control language 5.

* Database testing of the check printing by writing SQL Queries and verifying the printed data.
* Performed positive and negative testing of the application after each build to find defects.
* Did report analysis for software quality certification.
* UAT including acceptance test planning and reviews with Customer.

**Mindware Consultants (Software Solutions for Exporters), New Delhi, India**

**October 1998 – November 1999**

**Software Programmer in Test**

Worked on a Windows solution to manage product catalogue, Buyer order tracking, production monitoring and control at various stages of manufacturing like Inventory and material management and export documentation. Application was customized and deployed at different client sites.

* White Box Testing for Coverage Testing
* Monitored change requests and the regression testing.
* User acceptance testing for each customized deployment
* Did end to end functionality testing and UAT in various production environments.
* Did software quality certification tests prior to product deployment

**Environment:** Windows NT, SQL Server, Visual Basic, Excel