14 years of experience as a Sr Quality Analyst. Certified Software Quality Analyst-**CSQA**, Certified Software Test Engineer-**CSTE** (Quality Assurance Institute). Capability to apply wide technical and processes skills to execute automation testing, performance testing and functional testing.

**Key areas of specialization include:**

* **Performance Testing, Load testing** Stress testing using **LoadRunner**,Performance Center, Test Center,WebLoad,OpenSTA
* System & Functional Testing on Mobile platform, Client Server & Web Technologies on Windows,Mac & UNIX OS.
* Automation Testing using **Quick Test Professional 10.0**
* Test Case Management and Defect Tracking Using **HP ALM, Quality Center, SpiraTest, Bugzilla.**
* Expertise in testing of Mobile devices, Business Intelligence, Reporting, SAP, Salesforce CRM applications.
* Hand on testing experience in Banking, Life Insurance, Financial Services, Healthcare, Medical & FDA Regulatory compliance.
* Expertise in Test Estimation, Test planning, Testing Strategy, Test case designing and Test case execution.
* Did Security Testing, Database Testing, Business Engine Testing, Data Migration Testing.
* Expert in Agile/Scrum, Software Development Life Cycle, Testing Life Cycle and Test Methodologies.
* Software Quality Assurance, Software Configuration Management and Defect Prevention techniques
* Usability Testing and Internationalization Testing for Multilingual software’s.
* Extensive experience in Integration testing, System testing and User Acceptance Testing**.\**
* Preparation of Defect Report, Review log Report,Test Summary Report.
* Good Exposure to Web services Testing and Virtual Reality Modeling Testing.
* Hands-on experience in Investment Banking, Retail Banking, Clearing and settlement, Securities.
* Highly sought after communication between developers, business analysts, clients, implementation and QA teams
* Significant knowledge of .NET,J2EE and N-Tier Architecture.
* Good exposure to **ISO,SEI-CMM,Six Sigma** standards.
* Worked with Development, Project Management, Software Testing, Quality Assurance and Technical Operations teams to assure a smooth and well-coordinated testing processes
* Expertise in tailoring testing specific processes and implementing testing best practices into the project.
* Performed Trainings, Audits, Recruitment & Resource allocation.
* Worked as QA Manager for JP Morgan Chase (Wall Street), Pfizer, Wachovia,Cognizant,Keane.
* Served as VP-Education,VP-Public Relations for a Non-Profit(Toastmasters International)

**Education & Certifications**

* Project Management Professional(PMP) (2010)
* Project Management in IT- Harvard University (2009)
* Mini-MBA Rutgers University(2008)
* Masters of Business Administration -IT & Systems(2004) : Indian Institute of Business Management, India
* Bachelor of Engineering(2000) : Amravati University, India
* Certified Software Quality Analyst (CSQA) from Quality Assurance Institute, Florida(USA).
* Certified Software Test Engineer (CSTE) from Quality Assurance Institute, Florida(USA).
* Harvard Manage Mentor: Harvard University

**Technical Skills:**

Operating Systems : MS Windows 9x, 2000, Professional, Sun Solaris 8.0,Linux

Programming Languages : C, C++,PHP, Visual Basic, VC++ (SDK, MFC) JAVA 2.0,JSP

VB.net,ASP.net

Test Automation Tools : LoadRunner 8.1, Performance Centre 8.1, Quality Centre 8.0

WebLOAD 7.0, WinRunner 7.0, QTP 8.2 Street Proof, Transaction Tracer

Databases : Oracle8i, Oracle9iSQL Server2000

Middle Tier : Weblogic 6.0 IBM MQ,Oracle AQ,JMS

Version Control Tools : IBM Rational Clearcase Visual Source Safe

Test Management Tools : Test Director 8.0

Tools and Utilities : TOAD, Cute FTP,WS\_FTP

Defect Tracking Tools : Test Director 8.0, Bugzilla

**Professional Experience:**

#### SAP CRM to Salesforce Mobilization, HP CA [Feb 2013 – 10/31/2014]

**Technology: Informatica,Vertica,Salesforce,SAP5.0**

This project is the migration of CRM system from SAP to Salesforce.com. HP CSS-IT handles all the HP customer support calls across the globe. Salesforce is used to handle all the customer relationship management activities as well as Business Intelligence and Reporting needs.

**Responsibilities: Sr. Quality Analyst**

* Developed testing artifacts such as – Performance Test Plan, Test scripts, Test Case Index, Defect Report, Test Summary Report.
* Did Automation testing using Load Runner, QTP,Selenium
* Worked as a Performance Test Architect, created Performance test scenarios using load runner, executed Load tests, reviewed the scripts.
* Analyzed the performance testing results, identified bottlenecks and created Performance Test Summary reports.
* Worked on Salesforce, Vertica,Qlikview,Informatica, Qualtrics testing.
* Ensured that all the test cases are updated in ALM along with Master test plan.
* Did Test case Management & Defect tacking using HP ALM Test management Tool.
* Analyzed the test results and created Test summary report.
* Managed team of 20 Onsite-Offshore QA Engineers.
* Worked on SharePoint Testing.
* Did Status reporting, Risk management, Estimations, Monitoring and control of project.

#### Intercall Streamline Platform-Stream57, Intercall NY [Feb 2011 – Jan 2013]

**Technology: C#.NET,SQL Server 2010,Flex**

Stream57 is a Internet broadcasting with easy-to-use live and on-demand streaming audio and video technology. This product consists of Web based and mobile platform. Intercall Streaming audio and video technology over the Internet offers significant benefits over previous media distribution channels. Businesses and organizations of every type leverage Internet broadcasting for a variety of purposes such as virtual conferences, web meetings, virtual classroom.

**Responsibilities: Sr. Quality Analyst**

#### Acted as a focal point and leader to all quality related programs – Directed QA activities to ensure maximum quality and effectiveness. Did Test planning, test strategy, Test status reporting, test template design.

* Worked as a Performance Test Architect, created Performance test scenarios using loadrunner, executed Load tests, reviewed the scripts.
* Analyzed the performance testing results, identified bottlenecks and created Performance Test Summary reports.

#### Supervised and guided quality department to establish quality standards as per industry and market requirement. Conducted regular meetings with Business analysts, SME & stakeholders.

#### Directed employees to ensure highest standard of quality so that the organization meets both internal and external requirements – Ensured that all quality standards are met by all departments, by explaining the importance of maintaining quality standards.

* Worked on Sharepoint Testing and Web services testing.
* Did testing on Mobile platform such as Android, IPhone, Tablets, Ipad.

#### Executed System testing & Automation testing projects.

#### Speaker Bureau Extranet CMS, Exploria [Dec 2008-Jan 2011]

**Technology: ASP.NET,Flex, SQL Server 2008,Flash, SpiraTest, OpenSTA**

**Description:** Speaker Extranet Content Management Solution (CMS) is used to house digitized Speaking Events aids and broadcast the contents, presentations in a secured way. It’s driven by business and behavior rule driven algorithms, these scalable enterprise solution is built to effectively and efficiently leverage existing content, preserve brand messaging, utilize alternate marketing channels, and protect organizational assets.

**Responsibilities: Sr. Quality Analyst**

* Developed Test Plans, Test Strategy, Traceability Matrix ,Status Reports
* Defined Quality policy, implemented Quality processes.
* Did Automation testing using LoadRunner & QTP.
* Worked on Sharepoint Testing and Web services testing.
* Managed System Testing,Automation Testing & Performance Testing.
* Involved in QA vendor evaluations, Team Ramp up, Training, Mentoring activities.
* Did Test case Management & Defect tacking using SpiraTest Test management Tool.
* Analyzed the test results and created Test summary report.
* Managed team of 8 Onsite-Offshore QA Engineers.

#### MBSS-Argus Safety system, Pfizer R&D, CT [Nov 2007-Nov 2008]

**Technology: ASP.NET, Business Objects, Oracle 9i, LoadRunner 8.1, Sitescope, Performance Center**

**Description:** Argus Safety is a complete pharmacovigilance software system developed by a vendor named Relsys. The system is designed to support drug safety business processes as well as compliance with the pharmaceutical industry’s regulatory requirements. This system is used for reporting adverse events for FDA records. Currently, Adverse Event processing is partially automated through the use of ARISg and a legacy version of Argus, in addition to a compliance tracking tool called RSGT.The implementation of the Argus Safety (Adverse Event Tool) is intended to replace ARISg, Legacy Argus and RSGT with a single, more robust tool that will better streamline the business processes and increase the automation and management of regulatory compliance

**Responsibilities: Sr. Quality Analyst**

* Did Functional Testing,Secirity Testing, Web services Testing.
* Reviewed requirements and identified performance test scenarios
* Scripted test scenarios using Loadrunner 8.1 bases on Framework document
* Created Load scenario mix and executed load test using Performance center 8.1
* Analyzed the test results and created performance test summary report.
* Effectively communicate performance issues and provided recommendations
* Proactively identified risks and developed mitigation strategies
* Led performance testing efforts & coordinated with team members.
* Managed Load test, Stress test, Network Monitoring, Server Monitoring, PCO tests
* Worked on Sharepoint testing

#### Shared Application Management Services, Pfizer R&D,CT[Jan 2007-Nov 2007 ]

**Technology: J2EE, Weblogic, Oracle, LoadRunner 8.1, Sitescope, Performance Center**

**Description:**

* Performance Testing of PDOCS Project
* Performance Testing of Pfish Project
* Performance testing of Lynx Project
* Performance Testing of Lombardi Project

**Responsibilities: Sr. Quality Analyst**

* Defined, published and implemented a complete Performance test strategy.
* Did Planning, coordination& status reporting of all Performance testing cycles
* Identified performance test scenarios & scripted test scenarios using Loadrunner 8.1
* Designed and executed Performance test using Performance center 8.1
* Coordinated and leaded team of Test engineers.
* Worked with development and infrastructure teams to capture and interpret results
* Implemented Best Practices like Defect review, Peer review, Inspections during Performance testing

#### ATS-CETS Testing, Pfizer R&D,CT [Jan 2006-Dec 2006 ]

**Technology: J2EE,.NET,Websphere,Oracle 11i,Sitescope**

**Description:** Shared Infrastructure (SI) is part of the overall Pfizer Adapting to Scale (AtS) initiative and is comprised of numerous work streams. Of these work streams several will result in changes that will impact certain line of business applications. Profile application resource consumption at expected user loads for to help understand the overall impact to the shared environment(s) and feed capacity planning activities. Building resource utilization (CPU, RAM, Disk) profiles for applications while running at expected loads will allow capacity management to be a far more proactive process and decisions to scale-up or scale-out can be made with a higher degree of confidence.

**Responsibilities: Quality Analyst**

* Involved in System Testing and Security Testing.
* Performed Test planning, test script designing, test execution and reporting test results
* Designed and executed Performance and System test cases
* Coordinated and leaded team of Test engineers
* Implemented Internal project audits to ensure quality of delivery
* Crystallized testing Best Practices like Defect review, Peer review, Inspections into testing assignments
* Started weekly status reporting for ATS Bundles
* Improved performance of Team members by continuous training and Knowledge Transfer
* Implemented Automation test strategy for ATS testing projects
* Involved in decision making for resource and task allocation

#### Fierce Broker Dealer Services-JP Morgan Chase, NY[ August2004-Jan 2006 ]

**Technology:** J2EE, Oracle 9i,IBM WebSphere 5.0,IBM MQ Series, Oracle Forms

**Description:**Project Fierce comprises the development of architecture of new system that will replace old BDAS system, with additional functionality as per a well defined phased plan mutually agreed upon with JPMC Broker Dealer Services.Project Fierce is a Clearing and settlement module for JPMC.It is used for settling the trades between the JPMC customers and between FED and non JPMC customers. The driving factors for replacement of this system are business is expanding rapidly, the hardware platform needs to upgraded, maintenance, minor enhancements are major challenges due to limited expertise and Hence JP MorganChase & Co (JPMC ) needs much flexible and highly scalable platform to support new functionality and system growth

**Responsibilities: Quality Analyst**

* Worked closely with Business Analysts and developers to create Test Cases/Scenarios
* Worked on conversion of manual test cases into automated tests using QuickTest Professional 8.2
* Performed Stress and load Testing using LoadRunner 8.0 and Test Center 7.6
* Used Test Director 8.0 for test case management and defect tracking.
* Prepared Stress testing executive summary report and analyzed the system.
* Developed and executed test scripts for functional testing
* Streamlined testing activities and did QA Process implementation.
* Assisted the project lead with daily QA tasks. Attended project meetings, release meetings and QA status meetings at regular basis.
* Interacted with end users to obtain specific system requirements
* Played an important role in analyzing the Use Cases and Gap Analysis.
* Involved in Business Scenario Identification
* Developed and executed test cases for User Acceptance Testing
* Participated in requirement and test plan walkthroughs and test cases inspections
* Managed test cases, Identified defects, reported and tracked using Test Director
* Performed Software Configuration Management and Defect prevention activities
* As a SCM Coordinator Prepared Quality Documents. Implemented Processes in the project

#### Project Fusion-Wachovia Bank,Charlotte NC [ May 2003-July 2004 ]

**Technology:** C# .NET, J2EE, J2C,Oracle 8.0,Mainframe, WebSphere 5.0

**Description:** Fusion is a desktop application which provides a user experience that is intuitive, holistic, seamless and integrated and enables the realization of several key WDA business strategies. The initial development efforts have focused on the base and navigational components of the new application. The Fusion application will replace Einstein. The FUSION application is based on Client-Server architecture. FUSION application is a thick client communicating with a COM Bridge to Einstein.

**Responsibilities: Quality Analyst**

* Performed Client Coordination and offshore communication.
* Developed Integration Test plan, System Test plan and Acceptance Test Plan.
* Analyzed business requirements and identified Test scenarios from Use Cases.
* Formalized Test strategy and developed use case point estimation
* Used Winrunner 7.0 for automating regression test cases.
* Did identification of Test scenarios from Use Cases for General ledger, subledger, amortization.
* Used Test Director for test case management and defect tracking.
* Identified Integration points and performed Tool Identification Evaluation
* Developed performance test plan, executed Load testing, analyzed the results and generated Load testing reports
* Performed loadrunner scripting ,client side monitoring and server side monitoring using LoadRunner 8.0

#### CIBC – CEAS Performance Testing –Cognizant[ February 2002-April 2003 ]

**Technology:** Windows 2000,JSP,EJB, WebLogic Server,LoadRunner 7.0

**Description:** The Credit Exposure Application System (CEAS) is a web-based application used to create and manage credit approvals for large corporate based on their line of business, loan type and so on across geographical borders. Ultimate goal of Credit Exposure Application System (CEAS) project of Canadian Imperial Bank of Commerce (CIBC) is proper risk assessment and management CIBC deals in the area of Commercial Lending.

**Responsibilities: Quality Analyst**

* Evaluated the system for performance testing and analyzed the non functional requirement.
* Designed and developed the performance test plan and estimation.
* Developed test scripts for the load test using LoadRunner (VUGen).
* Conducted End to End user Load Test with maximum 1000 users under different scenarios.
* Identified business Scenarios and created transaction traversal document.
* Executed Performance Testing using Load Runner 8.0
* Gathered client side statistics and server side statistics to do analysis
* Prepared performance test summary report

#### FTI-Street Enterprise, Financial Technologies International, Cognizant [August 2001-January 2002 ]

**Technology:** Windows 2000, Java, COBOL, C++, Oracle 9i, Sun Solaris 8,ASP.Net. TOAD, Cute FTP,WS\_FTP,

**Description:**

FTI is the leading provider of Financial Enterprise Software (FES) to the global banks like Deutsche Bank and Bank of America and securities industry. Through its StreetEnterprise solutions, FTI provides a single operating platform and a complete suite of integrated enterprise applications including reference data management (StreetReference), portfolio accounting (StreetBooks), transaction management (StreetDirector), real-time customer view consolidation (StreetConsolidator) and corporate actions processing (StreetActions).

Street Reference: Deutsche Bank

StreetReference solution allows an organization to establish a high-quality reference data standard across the enterprise including internal and external sources. Designed for the high volumes of the largest financial services companies.

StreetBooks: Bank of America

unique horizontal functionality is made possible by two main components a financially intelligent, rules-based accounting engine, and a proven, comprehensive global financial data architecture.

**Responsibilities: Quality Analyst**

* Worked closely with Software Design Engineers and Program Managers to understand product requirements, functionality and design.
* Formalized test strategy, developed Test Plan and Test cases
* Used Load Runner 7.**0** for performance testing
* Performed Backend testing by extensively using SQL queries and TOAD to verify the integrity of the database.
* Testing of Business Engines and Accounting Engines using shell scripts
* Involved in Test data preparation, Peer reviews and test case execution
* Performed Product customization testing for Deutsche Bank and Bank of America.
* Defects were tracked, reviewed and analyzed
* Identified Software defects and reported them using TestDirector 7.6
* Automation testing using Street Proof a tool for web services testing
* Involved in Preparing Online Quality Management System(QMS)

**Project Channel one, Cognizant**  **[Aug 2000- Aug 2001]**

**Technology:** Windows 2000,SQL Server 2000,Sharepoint Server 2000,ASP.NET, LoadRunner 7.0

**Description:** Channel-One is an internal portal for central knowledge management repository. The objective was to evaluate the performance gain on applying the patches/settings as recommended and further steps to change the basic configuration if required. Performance Team has been successful in enhancing the performance characteristics of the system and helped the Channel one team to implement the correct server settings.

**Responsibilities: Quality Analyst**

* Understanding the Performance Testing requirements for the application
* Analyzed and evaluated the system for performance testing
* Developed test script, executed and collected test data using Load Runner 7.0
* Monitored server side resources for SQL Server2000 & IIS.
* Prepared executive performance test summary report.

## Credit Manager, Eligant Technology Solutions [Feb 1999-July 2000]

**Technology:** Windows NT, VB6.0, COM, SQL Server 7, Crystal Report 8.5.

**Description:**This project is a complete banking solution for cooperative Banks. It contains the modules like fixed deposit, saving, Recurring, loan facilities, pigmies, voucher entries and reports.This is a client server application used for automating the banks.Scope of the testing includes functional testing at integration level. Application have features like registering the members, loan allocation, collecting pigmies and recurring and generation of trial balance.

**Responsibilities: Software Engineer**

* Involved in complete SDLC phases that include requirement elicitation, detailed design, testing & deployment environment set up.
* Developed software features from agreed upon designs.
* Assisted in process improvement and application support
* Created and executed Functional, Security, Navigation and Usability Test cases.