SENIOR SOFTWARE QA TEST DEVELOPER

Professional Summary

Around 5.1 years of intensive experience in **Manual, Automation**, **Mobile**, Troubleshooting and Process Improvement. I am seeking an opportunity to apply myself in a challenging team. I will contribute to the organization's immediate goals, continue learning to adapt the dynamic industry technologies and grow along with the organization.

Key Skill

➢ Experience in various stages of **QA cycle including Integration Testing, Functional Testing, System Testing, Regression Testing, Unit Testing, Smoke Testing, UAT Testing, Functionality Testing , Stress testing ,Load Testing, Performance Testing, Compatibility (Cross-Browser) Testing** etc.
➢ Experience in **Mobile Application Testing**.
➢ Experience in various **Mobile devices** iPhone/iPad , Apple ,Samsung ,HTC etc.
➢ Experience in writing basic SQL commands.
➢ **Experience in writing test plans and test cases.**
➢ Experience in written communication skills, ability to describe the bugs, steps to reproduce in a logical and easy to follow mechanism.
➢ Experience on Mercury Performance testing tool like Load Runner.
➢ Having Knowledge of Agile and Scrum environment.
➢ Basic knowledge of selenium.
➢ Basic Knowledge of QTP.
➢ Good analytical and problem solving skills.
➢ Good communication & interpersonal skills.

Professional Experience

➢ Infosys Ltd (Oct 2011 till date) Working as QA Engineer.
➢ Mindtree Ltd (Jan 2008 to Sept 2011) Worked as Sr.QA & Support Analyst.
➢ Bajaj Alliance. (June 2006 to Dec. 2007) Worked as a team member in Database Application.

Education Qualification

➢ MBA (Master of Business Administration) from Madras University, India
➢ BIT (Bachelor of Information Technology) from UPTU, India
➢ Higher Secondary from State Board.
➢ High School from State Board.

Certificate and Trainings

➢ Software Testing and Quality Assurance from STC.
➢ Training on ISO 9001-2000 and ITIL/ISO-20000 from Wipro Infotech India.
➢ Training on Software Process Improvement Model-CMMI from Infosys Ltd.
➢ Training on Agile and Scrum environment from Infosys Ltd.

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Computer Skills

Operating Systems:	Windows 98/XP/Vista/Win7
Automation Tools:	LoadRunner, Selenium & QTP.
Test Management Tool:	JIRA & Bugzilla etc.
Environment/Technology:	ASP.NET, JAVA, HTML, C#, VBScript, XML and SharePoint.
Data Base:	SQL Server, Microsoft SQL Server 2008 R2, MS Access 2007
Installation:	Win XP, Oracle 9i, Troubleshooting Server, Workstations.
Reporting Tools:	Talisma Reports, Webform & Billing & Admin.

Professional Experience

➢ **Infosys Ltd (Sept 2011 till date) Working as QA Engineer.**

DIASPARK Infotech Pvt. Ltd. (Formerly known as SUVI Information Pvt. Ltd - CMMI Level 3) is one of the leading software development and IT Solutions Company offering business practice like customized software development, web applications, IT services & technology consulting in US and India. Being in the forefront of the technology revolution, it is involved in software development and consulting for cross industry segments since 1988.

Project handled In Infosys

Project Name	NYCEDC.
Technology	Share Point, .Net, C# Microsoft SQL Server 2008 R2.
Testing Type	Manual & Data Base.
Team Size	5 Members.

Project Description:

The New York City Economic Development Corporation (NYCEDC) has a sole objective to encourage economic growth in the New York City. This is being encouraged by the economy with real estate developments that creates jobs, build and revive communities and improve quality of life by leveraging partnership between the public and private sectors. NYCEDC has a huge responsibility to evaluate, monitor and track the development. In order to provide a platform to manage and track complex tracking process across the development of projects, documentation and various staging reporting and compliance task and activities, NYCEDC introduced Enterprise Project System, (EPS) with critical applications Project Application Tracking System (PATS) and Survey Application along with two most critical reports – LL62 and PARIS. The purpose of these reports is to evaluate financial benefits and incentives given to the various running projects.

Responsibilities:

- Understanding of the product using help document
- Creating User Understanding Document.
- Preparing Test Plans and writing test cases

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- Performed Black box, Function, GUI, Smoke and Regression testing
- Performing Compatibility testing to test compatibility of website with different browsers like (IE, FF, Safari, chrome etc)
- Reporting bugs on JIRA, Sending daily status reports.
- Involved in daily, weekly and monthly status update with the Manager and team members
- Interacted with developers and various members of team to discuss and resolve product defects and defect priorities.

Project Name	SelectData OASIS
Technology	Java.
Testing Type	Manual Testing.
Team Size	6 members.
Targeted Platforms :	Windows & iPhone/iPad.

Project Description:

Project SelectData OASIS this website was prepared for Health and Human Services (HHS), Office of Disability, Aging and long term Care Policy (DALTCP). This website integrated forms combine both OASIS-C data set questions with patient specific documentation items, allowing the clinician to carefully craft their care plan knowing that they have created a comprehensive overview of their patient's healthcare needs.

Responsibilities:

- Understanding of the product using help document.
- Writing test cases/test scenarios and reviewing for both Windows & iPhone.
- Testing application on both Windows & iPhone platform.
- Performed Smoke, Sanity, Black box, Functional, GUI and Regression testing.
- Performing Compatibility testing to test compatibility of website with different browsers like (IE, Mozilla etc.)
- Reporting bugs on JIRA, Sending daily status reports.
- Involved in daily, weekly and monthly status update with the Manager and team members.

Project Name	Time RAZOR
Technology	JAVA & SQL Server
Testing Type	Manual
Team Size	5 members.

Project Description:

The time RAZOR System is an integrated consumer and related business application functionality platform that will concentrate on delivering several key areas of consumer functionality as well as key areas of related business functionality.

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<u>Responsibilities:</u>

- Understanding of the product using (SRS) document.
- Writing test cases/test scenarios.
- Performed Smoke, Sanity, Black box, Functional, GUI and Regression testing.
- Performing Compatibility testing to test compatibility of website with different browsers like (IE, Mozilla etc.)
- Reporting bugs on JIRA, Sending daily status reports.
- Involved in daily, weekly and monthly status update with the Manager and team members.

Project Name	Online Pharmacy
Technology	Java
Tools	Load Runner & Jira
Testing Type	Manual & Load Testing
Team Size	5 members.

<u>Project Description:</u>

The new online pharmacy system aims at providing an e-commerce platform for customers to order drugs over the Internet. It considers to providing a convenient option to customers than traveling to a drug-store, in the same way as ordering goods online rather than purchasing from the store. Along with it, it also acts as a health management portal for its customers.

<u>Responsibilities:</u>

- Preparing Test Plans and writing test cases
- Sharing Test plan and creating automated script.
- Execution of automated script for defined user load.
- Resource Utilization Monitoring during execution.
- Analysing and Sharing Test result after executionReporting bugs on JIRA, Sending daily status reports.
- Involved in daily, weekly and monthly status update with the Manager and team members
- Interacted with developers and various members of team to discuss and resolve product defects and defect priorities.

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➢ <u>Mindtree Ltd (Jan 2008 till Sept 2011) Worked as Sr.QA & Support Analyst.</u>

Mindtree is a global information technology solutions company with revenues of over USD 400 million. Our 11,000 experts engineer meaningful technology solutions to help businesses and societies flourish. Mindtree's consulting-driven approach makes us a strategic partner to over 40 Fortune 500 enterprises. Our domain expertise, technical excellence and unique culture help businesses thrive and be future-ready. We enable our customers achieve competitive advantage through flexible and global delivery models, agile methodologies and expert frameworks.

<u>Project and responsibility handled In Mindtree Ltd</u>

<u>Work Area</u>

➢ Being senior have to handle a team of 11 people, where I have to look after the team and provide training of our products.
➢ Working on CRM (Billing & Admin) to maintain and update all the information about customer account.
➢ Sending settlement scripts to acquirers like Streamline, Lloyds, HSBC, Amex, JCB etc.
➢ Server Management includes: - Server monitoring and reporting, Administration and troubleshooting of servers/ services, upgrade/ patching of servers, J-boss Log check / Space management / Log generation / Deletion etc.
➢ Experience in Performing Accreditation testing with different acquiring banks (HSBC, Streamline, Barclays, Lloyds, HBOS, AIB etc)
➢ Experience in running the test scripts for acquirers like Streamline, Lloyds, HSBC, Amex etc
➢ Responsible for getting accreditations of new chip and pin devices and technologies like Verifone vx670 wifi, vx810,
➢ Experience in running MasterCard Regression TIP, Visa ADVTK test scripts.
➢ Experience in Validation testing of newly integrated POS solution.
➢ Experience in troubleshooting/Installing firmware on Pin pads like Verifone sc5000, Dione, Secura etc
➢ Chasing escalations with Development Teams, etc and ensuring that they are followed up and updates are issued regularly.
➢ Integration testing of our software's products with customers' EPOS applications in POS, IPOS (e-commerce), Kiosk and Hospitality (Bluetooth) modes.
➢ Responsibility of additional project work which includes making user manuals and documents of our products.
➢ Responsibility of training and mentoring new jonnies.
➢ Ownership of more detailed and complex technical issues.
➢ Installing our (EVT) applications at client site.
➢ Troubleshooting/Installing firmware on Pin pads like Verifone sc5000, Dione Xtreme, Xplorer, Secura etc.
➢ Training our partners and new jonnies on usage and troubleshooting of our products.

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Project Name	EasyVTerminal Application & Hospitality Application
Technology	Java.
Tools	Bugzilla.
Testing Type	Manual Testing.
Team Size	4 members.

Project Description:

This Project is based on java and designed to work under both retail and hospitality environment .The aim of this application is to work in background & use to perform online chip pin transactions. It is used to handle high speed online Authorization and Settlement of Credit
and Debit Card Transactions.

Responsibilities:

➤ Responsible for the release testing of the application.
➤ Creating User Understanding Document.
➤ Re-test the fixed defects and ensure its proper working
➤ Performing integration testing with client's EPOS application.
➤ Performing validation testing with client's EPOS application.
➤ Performing accreditation testing with different acquiring banks (HSBC, Streamline, Barclays, Lloyds, HBOS, AIB etc) and with different pin pads like VeriFone SC5000, secura, and vx670 etc using smart spy.
➤ Interacted with developers and various members of team to discuss and resolve product defects and defect priorities.

Project Name	E-commerce testing
Technology	Java, HTML
Testing Type	Manual Testing.
Team Size	4 members.

Project Description:

YESpay's e-payments gateway enables merchants to securely process Internet payments through their websites. It securely authorises and
settles high-volume on-line credit and debit card transactions with multiple processors and acquirers. It also supports the secure cardholder
authentication payment mechanism for e-commerce transactions, known as Verified-by-Visa (VBV) and MasterCard Secure Code (MSC).

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<u>Responsibilities:</u>

➢ Performing integration testing for various clients' website (Manchester football club, hover travels, royal collection etc).
➢ Performing accreditation testing with different acquiring banks (HSBC, Streamline, Barclays, Lloyds, HBOS and AIB etc).
➢ Security testing for e-Commerce application to check online credit card payment and to check weather payment information stored in the DB or not.