Software Testing documents.

Question 1. Tell me about yourself

Answer) 1. Hi, my name is tanveer, in my Qa career I have work with various system platforms and operating system like ( windows 2000, window XP and Unix. I have test a applications developed in java C++, visual basic and so on. I have tested wed-based application as well as client server application.

I have experience working with water-fall v-model and Iterative and agile environments. As a qa, i was involve in writing a test plan, I wrote test cases, test scenario, test step. I attend kick-off meeting, review meeting, sprint meeting, daily stand-up meeting and provide feedback.

I have done factional testing and regression testing, end to end testing. Back end testing positive and negative testing. when I have found a bug or defect I log them on the quality center, report and after bug is fixed retest and releases.

I have BA in business management n , I’m business oriented and diplomatically, I take my work very seriously doesn’t matter how big or the small is the project. I like finding bug and I love what I do. I wanted to continue working in QA.

What is Agile?

Agile environment is totally different from traditional water-fall mythology. It is very flexible and welcome to change requirements brining new idea middle of the project and allow you to respond unproductively. Agile environments divide into sprints, each sprint last 1-4 weeks.

Agile environment starts with kick off meeting where we talk about the project identity the work and hours require for the project, rolls and responsibility. From there we start our sprint planning meeting where we define our scope, we talk about how fast we need to work what need to me developed and tested and during the sprint and what might be finished in certain time (enter criteria) we also define what need to be hold for next sprint /

During the sprint we do daily standup meeting – where we talking about what we going to do today, what have I done yesterday and is there and showstopper and what am I going to do tomorrow.

Then we go sprint review meeting – where you demonstrate our work to stockholder before going live. After that we hold another meeting called – Sprint retrospective meeting – where you talk about what went well and how can we improve.

Support computers, laptops, tablets, smart phones and applications

Install computer peripherals for users

Maintain user accounts including rights, permissions and systems groups

Support handheld barcode scanners

Travel to remote sales offices, warehouses, and showrooms throughout US for set-up and special projects several times a year

Deploy hardware and software

Special projects as require

1. Answer incoming customer calls and emails: Identifies, researches, and resolves technical support issues.

2. Act as a primary interface to business users for all IT support issues.

3. Applies advanced diagnostic techniques to identify problems, investigate causes, and recommend solutions.

4. Provide troubleshooting and support.

5. Performs escalation procedures.

6. Properly assigns incident and service request tickets priority using impact and urgency and product categorization classification.

7. Perform password resets on applicable systems.

8. Provides phone and help-desk support for local and off-site users.

9. Collect information from callers and ensure that tickets are promptly and accurately documented in the ticketing system.

10. Operate within the Help Desk phone, email and fax.

11. Maintains current knowledge of relevant technology as assigned.