**DIANE ZAGHAL**

9505 Worth Avenue

Silver Spring, MD  20901

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**PROFESSIONAL SUMMARY:**

Test Engineer with over 16 years of experience in ensuring quality delivery of software products directly to customers.  Strengths include extensive knowledge of Software Quality Assurance, Full Life Cycle testing and Integrated areas including Deployment, System Regression and Integration testing.

**SUMMARY OF QUALIFICATIONS:**

⮚       Quality Assurance test engineer for 16+ years

⮚       CTFL Certification

⮚       ITIL Certification

⮚       14 years of experience performing configuration, testing and supporting the following PeopleSoft HRMS modules:   HR, Payroll for North America, Base Benefits, Leave Accrual

⮚       Software Quality Assurance Test Engineer with experience in Functional, Regression, System Testing, Integration Testing, User Acceptance Testing and Security Testing PeopleSoft HCM applications

**PROFESSIONAL EXPERIENCE:**

**Employer:  Temporary Solutions Inc.**

**Client:  Washington Metropolitan Area Transit Authority, Washington, DC**

**Help Desk Technician Tier II**

**02/2014 – Present**

* Provide Tier II Helpdesk support for customized PeopleSoft HCM 9.1 modules:  Human Resources, Employee Self Service, Manager Self Service, Payroll, Time & Labor, Recruiting and Workflow
* Provide functional post production support to Metro end users using PeopleSoft HCM application.  Research, troubleshoot and resolve issues related to Payroll, Absence Management, Timesheet and HR issues
* Use Maximo helpdesk ticketing system to log and retrieve customer issues for resolution. Test scenarios, log issues to development and work with developers to respond to production issues
* Maintain and create PeopleSoft end user documentation
* Support system modifications for functionality-based issues or other system related changes
* Participate in various end-user testing sessions to gain training insights for modifying and delivering content for end-users
* Responsible for providing second level support for all end-users
* Work with customers to analyze reported problems
* Handle, diagnose and resolve end-user calls
* Provide outstanding customer service in a high volume environment
* Act as customer advocate for problem resolution
* Offer accurate, consistent solutions and guidance to employees across the entire organization
* Provide advanced user and intermediate trouble-shooting skills
* Follow up on all tickets in a timely manner and follow through to resolution

**Allegis Group, Hanover, MD**

**Test Engineer**

**03/1999-11/2013**

* Senior tester for maintenance and enhancements for PeopleSoft HRMS and OASIS (client’s custom system on par with Pay Bill Management application in PeopleSoft)
* Functional tester for the Global Back Office Implementation in PeopleSoft HRMS (Europe, Germany, United Kingdom, Netherlands and Ireland)
* Test engineer for global project – merged all back office systems (HR and Financials) into PeopleSoft
* Tested HR modules for PeopleTools upgrade project from version 8.47 to 8.49 to 8.52
* Validated that development activities accurately and completely captured documented requirements to meet the users needs
* Performed testing for upgrades and patches
* Performed black box testing, white box testing, system testing, system integration testing, back end testing and functional testing
* Developed SQL statements to query database for consistency of data and data quality
* Responsible for analyzing requirements and critical areas of the application to setup and execute baseline tests
* Performed regression testing on existing code to ensure that new functionality has not impacted existing code
* Facilitated user acceptance testing
* Created and maintained test methodologies, test strategies, test plans, test cases and test scripts
* Defined testing standards and roles for Test Engineers
* Worked with cross-functional teams to ensure user requirements were properly coded for various system change requests
* Defined and enforced proper QA standards and practices on a consistent basis
* Provided levels of effort and conducted QC audits
* Served as a liaison for any QA communication across teams
* Provided my HRMS knowledge to offshore and onshore resources
* Mentored offshore and onshore resources on functionality and testing methodologies
* Led the offshore testers responsible for testing PeopleSoft HRMS and Payroll modules
* Added value in handling and optimizing the onsite and offsite model
* Provided feedback on offshore resource performance
* Participated in discussions necessary for QA methodology changes or updates
* Researched and resolved production issues
* Reported and maintained product defects, verified fixed defects and prioritized outstanding defects
* Communicated release notes for each migration to users
* Maintained open communication with users and analysts
* Aware of the checkpoints throughout the SDLC process
* Identified and implemented process improvements
* Created and maintained production support documentation
* Maintained awareness of all service and critical deliverables
* Facilitated testing touchpoint meetings with testers
* Provided third level support to users
* Utilized SharePoint for storing all test documents, test requirements, test results, test reports, user guides and all related information for testing

**ICF International, Rockville, MD**

**Analyst**

**06/1997-03/1999**

* Performed testing activities for specific modules/subsystems of the U.S. Department of Education Student Aid Central Processing System (CPS) for Student Aid.
* Created detailed testing procedures, test matrices and test data by means of analyzing specifications for verifiable requirements
* Conducted verification reviews on work products from the requirements and test phases.  These duties are performed in both an IBM mainframe environment and a client-server web environment
* Provided customer support for acceptance testing as needed
* Reviewed and provided feedback on requirements for software applications

**TOOLS UTILIZED:**

* HP Quality Center 10, 11
* HP Application Lifecycle Management 11
* QTP
* TOAD for Oracle 9.7.2.5
* Serena Change Management Version Manager
* Soffront TrackWeb
* SQL\*Plus
* PeopleSoft (7.5, 8.0, 8.8, 8.9), Oracle (9i, 10g, 11g)
* PeopleSoft Security
* PeopleSoft Query
* PeopleTools 8.52
* Application Designer
* CA Service Desk Manager
* IBM Maximo Asset Management
* SharePoint
* Beyond Compare
* UltraEdit Text Editor
* TSO
* MicroSoft Word
* Excel
* PowerPoint
* Microsoft VISIO

**EDUCATION:**

BA, Elon University

Graduate Certificates, University of Maryland

**REFERENCES AVAILABLE UPON REQUEST**