

**Khadija Sarhrouchni**

# Experience Summary

# Result-oriented professional with 10+ years of diverse experience in the field of Information Technology with the emphasis on the Quality Assurance, SIT Testing, UAT testing and Business Analysis.

# Experienced in entire QA Life Cycle, which includes Designing, Developing and Execution of the entire QA Process and Documentation of Test plans, Test Cases, Test Procedures and Test Scripts and managing user acceptance testing (UAT) by performing various types of testing e.g. System, Black Box, White Box, SaaS, Regression, 508 Compliance.

# Possesses excellent knowledge of Mercury and Rational Test Tools Suite for testing Client-Server and Web-based applications.

* Various facets of Software Development Lifecycle (SDLC) like Analysis, Requirements, Development and Testing.
* All aspects of testing such as GUI, Functional, Regression, System, Web-Based, Content Management, SaaS, ETL and Backend Testing.
* Analysis of the Business Requirements, Specifications and Work Flow to prepare Test Plan and Test Cases.
* Implementation of Testing Methodologies – Agile/Scrum, Water-fall, Hybrid
* Preparing Requirement Traceability Matrix using Rational DOORS.
* Database Testing with Oracle 10g, SQL Server.
* Proactively evaluating the risks and providing impact analysis along with alternate solutions to mitigate risks.
* Collaborations with project stakeholders in complex testing projects for dispersed matrix management model.
* Successful in achieving timely sign off during UAT/SAT by working closely with clients throughout SDLC and exceeding their expectations.
* Cutting UAT time in half by setting and providing of complex data in advance for client.

# Work Experience:

# American Public University System (APUS) 2012 – Present

# QA Analyst

*Working on array of high visibility projects during my current tenure. Projects and my individual contributions are as follows:*

**Key Work Experience:**

**Projects:**

* Academic All Fails: This project will allow APUS to deter fraud of Federal Funds and improve the overall success of academic population within APUS. It was also re-coded for scalability.
* Contributions: Most of the Regression testing for scalability and new feature implementation.
* Transfer Credit Business Process Management (BPM): Complex integrations of both in-house and 3rd party systems in support of optical-scanning and processing of outside transcripts, test scores and certifications. The successful flow of information supports the application of transfer credits from outside education to the student’s APUS academic plan.
* Contributions: Web Service Testing of complex and automated university processes via XML workflow analysis that resulted in reduced processing times for evaluators from over 3 weeks to 2 days assisting in meeting public SLA’s and reducing staff costs.
* Course Materials Management allows internal faculty the ability to manage course content with each release of the university catalogue of classes. Students can order, view course and track course material using POS delivery system.
* Contributions: Backend data testing by ageing the data for simulating different semester dates scenarios.
* Student Portal Redesign: The admissions application is very crucial for APUS as it is the basic application for the students who want admissions in APUS. This portal has been redesigned to improve the user experience that makes the flow as intuitive as possible; to regroup the information for a comprehensible view for the applicants; make the need for the information more apparent and to enhance credibility.
* Contributions: SaaS (Software as a Service) testing of redesigned student portal, Mobile testing for I-Phone, IPAD and Android along with Web based testing.
* New Book Vendor(Ed Map): Included migration and transition to the new Book Vendor, ED Map, from the current vendor MBS.
* Contributions*:* Data Migration and Conversion testing along with regression testing.
* Faculty Intranet Systems Integration:. The project’s goals were to improve faculty access to the tools required to perform their job and relevant University information; Build a cohesive community between faculty members that encourages collaboration; Centralize content and access points to provide a positive faculty experience; Provide access to Human Resources forms and relevant employee information and enable staff to update content quickly and efficiently
* Contributions: Worked as an acting QA manager to facilitate live UAT testing, Collaboration with users, QA & dev. teams including project managers.
* TRA Timeline Report Application: This SSRS report will display the overall processing time for the TRA stage within the document intake portion of the ECMS Department process.
* Contributions: Reports and backend data testing

Responsibilities:

* Used requirements documents and worked with Business Analysts, Senior QA Analysts, and other project stakeholders to develop effective test plans focusing on scope, risk, and initial sizing; subsequently refining and executing test plans as kick-off occurred and provided LOE.
* Planning, development and execution of detailed test cases using QC and based in support of Functional and Regression Testing
* Responsible for driving E2E Test efforts including development of test data for UAT and SIT
* Backend testing along with writing complex SQL queries to retrieve data
* Effectively wrote defects and communicated issue and impact to all stakeholders
* Assisted in troubleshooting identified application and data issues to determine root cause
* Validated the SSRS (SQL Server Reporting Services) reports
* Worked with UAT team to create scenarios and prepare complex data for their testing
* Succeeded in exporting test cases from QC to MTM (Microsoft Test Manager)
* Created, managed, configured, executed and tracked test cases using MTM and linked them to a task in TFS (Team Foundation Server)
* Helped define processes and checkpoints as the organization grows and needs change
* Worked on diverse IT systems to support student services, faculty, finance and transfer credit systems departments comprised of both in-house products, enterprise services and 3rd party solutions including:

|  |  |
| --- | --- |
| * Microsoft Dynamics CRM * Metastorm BPM Solutions * Trapeze Optical Scanning and Forms Management | * Microsoft Dynamics GP * Onbase ECM Products * EdMap Content Management Software |

PSS (Production System Support):

* Performed smoke, integration, functional, regression testing for weekly and biweekly patch releases
* Responsibilities included Production support activities on daily basis, such as QA Staging test in various environments DEV/TEST/STAGE/PROD before pushing to production.
* Analyzed and determined the cause of the issue found before passing it to the developer

**Environment:** MTM (Microsoft Test Manager), HP Quality Center, Microsoft Visual Studio (TFS), Microsoft SQL Server Management Studio, HP Test Pro, DevTrack, Version One, Visual SourceSafe, Microstrategy, Crystal Reports, SSRS Reporting, Adobe Photoshop, Microsoft SharePoint, Enterprise, Web Services, XML, SQL Server, Windows XP, MS Project, MS Office 2012.

**Freddie Mac 2011 – 2012**

**UAT/SIT Tester**

**Key Work Experience:**

Projects:

* The Workout Prospector Project: A web-based application that gives you the ability to analyze, structure, and send alternative to foreclosure recommendation to Freddie Mac electronically.
* Email notification BU/BD grid value changes Project: Changes to Buy Up / Buy Down grid values are approved through Pricing Manager Application (PMA). After approval, stakeholders are notified of changes impacting grantor and multi-lender business between Freddie Mac and industry counterparties through email functionality in PMA.
* Selling System Project: A web based system that integrates all secondary marketing functions on one platform

Responsibilities:

* Involved in both system testing and UAT testing
* Analyzed the Business Requirements and created Test Strategy and Test Plan
* Created detailed test cases and test scripts using QC for Functional and Regression Testing.
* Responsible for driving E2E Test scenarios efforts and in identifying test data for UAT and SIT
* Created RTM(Requirements Traceability Matrix) document and linked the business requirements to the test cases using Rational DOORS
* Attended and provided inputs for the application development during group meetings, to analyze the progress and the deadlines.
* Performed UAT and SIT test cases Walk Through review for the business team, manager and SME.
* Tested MISMO XML files by creating and modifying XML files
* Created a detailed defect reports in order to duplicate the Bug explored in the application.
* Handle the tasks of identifying defects and perform root cause analysis by analyzing data quality issues
* Wrote queries to extract and validate the backend database for data verification using Rapid SQL.
* Performed Functional, Regression and System testing over different builds and defects were reported accordingly.
* Performed a Forced Browsing Testing to validate different User Roles.
* Involved in creating and modifying UNIX scripts for file transfer and file manipulation.
* Educated and Trained Business team and End Users about the application and the workflow in Quality Center

**Environment:** HP Quality Center, Rational Clear Case, Rational Clear Quest, Rational DOORS, XML, SQL Server, UNIX, Web Services, DB2 DB, Windows XP, Java/J2EE, MS Project, HTML, Rapid SQL, MySQL, MS Office 2003.

**ACS, Xerox 2005 – 2011**

**QA Tester/Analyst**

*Worked on Federal Education Dept.’s DMCS2 Replacement and DMCS2 Conversion Data Warehouse project. The Common Services for Borrowers (CSB) project is an effort by the Federal Student Aid (FSA) office of the U.S. Dpt. of Education to manage more effectively and efficiently the Federal loan program by integrating its many legacy systems.*

**Key Work Experience:**

* The core business processes of Borrower Services are being reengineered into the CSB solution, replacing the Direct Loan Servicing System (DLSS), Debt Management and Collections System (DMCS), Direct Loan Consolidation System (DLCS), and Conditional Disability Discharge Tracking System (CDDTS).
* Front-office functions include customer relationship management (CRM)/customer interaction activities and interfaces consisting of paper correspondence, call center (universal agents) operations, an interactive voice response (IVR) system, and the CSB Web site. Back-office functions include data management, transaction processing, payment processing, fulfillment, document management, debt recovery and resolution, portfolio and risk management, performance management, program management, and the resources required to support these activities.
* Participated in Business Requirements review, Functional Requirements review, Detailed Design Document, Transformation rules review, Logical Data Model review, Source to Target Mapping review, and Data Dictionary review meetings. Validated the source/target mapping document, transformation rules applied, and any derivation logic. Wrote SQL/PLSQL scripts to validate the backend data and reports generated.
* Involved in writing the Test Plans, writing Test Scripts and Test Cases, provide Test Status Reports and Defect Status Reports to the team.
* Performed 508 Compliance Testing on web applications and various COTS and in house products using JAWS.
* Involved in System Testing, Regression Testing, System Integration Testing, Functional Testing, and other testing activities. The system testing and regression testing involves validating all the business and technical requirements for each scenario in the data set. Validation including verifying the data source and target data tables based on requirements, and rules. ClearQuest is used to log all the defects. Validated and verified the reports generated using Titanium Tool (Web Based).

**Environment:** Consisted of Rational Tools -Clear Quest, Clear Case, Test Manager& Functional tester, JAWS (508 Compliance), Java, Java Script, Spring, Struts 2.0, Hibernate, JPA, Spring Security, Axis(Web Service), Pervasive( ETLs), SQL Server 8.0, Titanium (COTS), QTP and Agile methodology.

# Skills:

**Programming Languages**: Java Script, SQL, HTML, XML

**Database Tools**: MS Access, MS SQL Server, Oracle

**Web Master Programming:** SQL, ASP, JavaScript, PHP

**Web Developer Programming:** HTML, Web Authoring, Photoshop, Dreamweaver, Fireworks, Flash.

**Testing Tools:** TOAD, Rapid SQL, SQL PLUS, Load-Runner, Quick Test Professional, Informatica, PuTTY, Rational DOORS, Rational Requisite-Pro, Quality Center, Rational Clear Quest, OBIEE Reporting tool

**Tools**: MS Office, ORACLE Forms, RPT, Share Point (MS), VSS, TFS, SOAP Scope, SharePoint.

**Quality Assurance Tools**: Quality Center 9.2, Test track, Team track, PVCS, Silk Radar, APEX Rational, Lotus Notes, Rational test suite- Clear Quest, Test Manager, RequistePro, Functional Tester, Test Director, Silk Plan Pro, SILK test, Load Runner, HTTP Analyzer, Win Runner, Silk Performer, QA partner, JavaSpec with ActiveX Packager, Jira, Selenium, Jaws.

**Operating Systems**: Windows (Vista, XP, 2000, 2003, 2007), UNIX, LINUX

# Education:

**BSCS Program, Information Technology**

*Strayer University*