SUPRIYA

Quality Assurance Analyst

PROFESSIONAL SUMMARY

- 7+ years of Professional Experience in the field of **Quality Assurance (QA)** with solid understanding of regulatory reporting, retail and insurance business.
- Expertise in Manual Testing and 2+ years of Automation testing experience (**Selenium and QTP).**
- Experience in Functional Testing, System Integration Testing (SIT), Regression Testing, Smoke testing and User Acceptance Testing (UAT).
- Involved in creating Test Strategy, Test Plans and Designing Test cases, Test Summary Report and analyzing User Requirements Specifications (URS) and Functional Requirement Specifications (FRS).
- Experience in Defect Management Tracking, Software Quality Assurance, establishing Test Standards, Guidelines and Procedures, Test Execution, documenting and analyzing Test results.
- Experience in automating the Front-End Testing using **Selenium Webdriver, C#, JAVA, NUNIT, JUNIT and TestNG Framework.**
- Expertise in using Test Tools such as **MTM, TFS, HP ALM/Quality Center (QC), HP QTP, IBM Rational Performance Centre.**
- Experience in creating Bug Reports using tools like **Microsoft Test Manager (MTM)**, JIRA, Mantis and Zephyr.
- Knowledge in designing & implementation of Automation Frameworks (**Data driven** and **Hybrid**).
- Proficient in plotting and implementing scenarios and loading **IBM Rational Performance Tester** scripts.
- Hands on experience in authoring and publishing the content using **Adobe Experience Manager (AEM/CQ)** and good Understanding of **Web Content Management System (WCMS).**
- Used SharePoint to store documents, test plans and used for document approval process.
- Managing testing activities with the help of tools like **TFS /MTM, QC/ALM.**
- Expert in **QTP** scripts using descriptive programming and developing **Libraries, Functions in VBScript** to build Automation Frameworks.
- Experience in **C#, ASP.NET** and **AJAX** applications for testing website applications.
- **Web Testing** on various browsers such as Internet Explorer, Chrome and Mozilla Firefox, etc.
- Worked on **Web Services testing** using **SOAP UI.**
- Experience in Creating/Use Cases, Use Case Diagrams and Activity Diagrams involved in **UAT.**
- Proficiency in End-to-End Testing and backend validation using **SQL**.
- Experience in documenting the testing process using **MS-Office**.
- Complete understanding of Quality Assurance Life Cycle **(QALC)** and involved in various stages of Software
- Development Life Cycle **(SDLC)** using **Waterfall, Agile, Iteration,** and **Scrum** Methodologies.
- Ability to collaborate with testers, developers, project managers and other team members.
- Excellent working knowledge in Windows and UNIX environment.
- A high degree of creativity, strong organization skills; ability to plan, prioritize, coordinate and monitor a significant number of simultaneous tasks in a fast-paced, ever-changing environment.
- Strong communication skills and excellent experience in working with small and big teams under stringent timelines.
- Experience on Client site for Product planning discussions.
- Flexible and versatile to adapt to new environment and ability to work under pressure.

TOOLS AND TECHNOLOGIES

Testing & Bug Tracking Tools:	Selenium IDE, Selenium Webdriver, Microsoft Test Manager, TFS, SOAP UI, POSTMAN, HP Quick Test Professional (QTP), Zephyr, JIRA, Mantis, Quality Center 9.0/10.0, Rational Tools (Clear Case and Clear Quest), Bugzilla
Web Content Management System Tool:	Adobe Experience Manager (AEM) 5.6, 6.0
Web Application Development Software:	ASP.NET, AJAX, **C#,** HTML, JAVA, JavaScript, jQuery, JSON, XML, CSS
Database Management Software:	MS SQL Server, DB2, Oracle PL/SQL
Operating Systems:	Windows, UNIX
Applications:	Akamai, Firebug, IBM Digital Analytics, SharePoint Services 3.0 MS Word, MS Excel, MS Outlook, MS PowerPoint
Web Services:	SOAP UI

COMMONWEALTH OF PENNSYLVANIA, Harrisburg, PA   June 2015-Present
Quality Assurance Analyst

Project 3- **Pennsylvania Department of Education (PDE) –** The PDE oversees educational Agencies in Pennsylvania. It is the on-line application for grants from the PDE to eligible education providers in Pennsylvania. The Pennsylvania Department of Education's eGrants is a web-based application built in compliance with the Commonwealth of Pennsylvania's standards and policies for web application

Project 2- **Pennsylvania State Police (PSP)** - The Municipal Police Officers' Education and Training Commission (MPOETC) provides an education and training program to improve the proficiency of municipal police officers. Certification of all municipal police officers is under the purview of the Pennsylvania State Police (PSP). The current Training Records System (TRS) is used to approve, re-certify, deny, and revoke certifications of all municipal police officers, instructors, school directors and schools/academies. The new TACS system developed as an ASP.NET Web application will replace existing manual processes with online placement applications, reviews and approvals.

Project 1 – **Pennsylvania Department of Education (PDE) -** CAI is engaged in developing the new automated APS management system accessible to program stakeholders via the Department's website where it will leverage PDE's enterprise security model, technical standards, and hosting operations. The new APSEM application developed as an ASP.NET Web application will replace existing manual processes with online placement applications, reviews and approvals.

Responsibilities**:**
- Gathering the Business Requirements for the client to develop the new application.
- Guiding the technical team in preparing the functional requirements document to develop the application.
- Analyzed and interpreted business requirements and implementing technical specifications.
- Created Test plan & Script, Defect Management Templates; Created Initial test plan and developed test cases and test scripts manually by following Agile/Scrum Process.
- Develop the manual test cases based on the functional requirements and the detailed test scripts using Microsoft Test Manager (MTM).
- Mapping the test cases to the requirements in MS Visual Studio for the Requirement traceability matrix.
- Execute the manual test cases using MTM and the bugs identified will be reported and assigned to the developers.
- Write and Save the queries to track the bugs reported using MS Visual Studio.
- Developed graphs and bug summary reports using Microsoft Test Manager to present the test results of functional testing efforts to the management.
- Use Microsoft TFS Agile template for documentation.
- Tracked and reported the bugs in MTM and mapped to the test cases.
- Working closely with developers to test design specifications of the application
- Wrote several SQL Queries to test and view the data in a database.
- Create re-usable SQL scripts to perform data analysis and aid the initial investigation.
- Using Microsoft SQL Management studio and Profiler to trace the backend data incidents.
- Involve in design and implementation of Selenium WebDriver automation framework for smoke and regression test suites (NUNIT, JUNIT and TestNG).
- Used **C#** as a programming language and Visual Studios as IDE for automating the Test Suite with Selenium WebDriver.
- Used Page Object Model (POM) repository design pattern for storing all the web elements for code maintainability and reusability for Selenium automation.
- Creating test scripts using Java and Selenium Web Driver for the functional test cases.
- Develop Test Frameworks in Selenium for UI Regression Test Automation when necessary, and potentially execute Unit Test automation.
- Installed, configured SOAP UI to test web services using WSDL file given by Development team.
- Creating Test Scripts with run time settings/recording options and general options in IBM Rational Performance Tester. Plotting and implementing scenarios and load the scripts into a controller.
- Calculated the Load Distribution across the application and designed the load/performance test scenarios to emulate the real time use of the application in the production during the tests.
- Analyzed IBM Rational Performance Tester on-line graphs and reports to check where performance delays occurred, network or client delays, CPU performance, I/O delays, database locking, or other issues at the database server.

- Assist the developer team in debugging the validation errors occurred during testing.
- Knowledge of Microsoft Modelling Project template designs
- Demonstrations and presentation to the client team in UAT sessions
- Worked with the UAT team for the defect validation and reproducing them back in developer box.
- Assisted with the defect management process and defect review meetings for the project.
- Monitored testing procedures to ensure project tasks are completed according to development specifications and deadlines.
- Gather the change requests/ enhancements from the business team and reporting them to the project manager.
- Assist Product owner in review meetings with business to enhance existing functionality to future business needs.
- Log and track the issue with steps to reproduce and the initial investigation results using Microsoft TFS services to manage incident & request management.
- Coordinated efforts to communicate, resolve and retest all issues identified in the project and also related to test execution with key areas needed for the testing effort.
- Reported status of testing issues to project manager and escalate issues.

Technical Environment: MS Windows, Microsoft Test Manager (MTM), TFS, MS Visual Studio 2013/2015, SQL Server 2013/2015, Selenium Webdriver, C#, NUNIT, JUNIT, JAVA, IBM RPT, POSTMAN, SOAP UI, ASP.NET, AJAX, C#, SQL, MS Visio

FOSSIL INC, Dallas, TX   **Jan 2013-May 2015**
Quality Assurance Analyst

Project -   Fossil Group, Inc. global designer, marketer and Distributor Company that specializes in consumer fashion accessories. Its products are distributed globally through various distribution channels, including wholesale in countries where the Company has a physical presence, direct to the consumer through its retail stores and commercial websites and through third-party distributors in countries where the Company do not maintain a physical presence. Fossil Re-Design Project involves Adobe Experience Manager (AEM/CQ) Web Content Management to author and publish the design templates.

Responsibilities**:**
- Review the Business/ Functional/ System Requirement Specs, High Level Design Documents, Detailed Design Documents and Requirement Matrix.
- Web based e-commerce applications testing for validity of results, accuracy, reliability and conformance to establishment standards.
- Develop and implement test plans, test cases, reports and procedures.
- Ensure traceability of test cases to requirements, working with the project Business Analyst to ensure all requirements are tested.
- Expertise in Defect Lifecycle Management on the tracking tools such as Mantis, Zephyr and JIRA.
- Good Experience in Agile methodology with SCRUM Process for the product development.
- Regularly interacted with team members to discuss issues, change requirements.
- Generated Weekly Reports, Defect Reports, Test Summary, Requirement Traceability Reports and Test Statistics and Customized Summary Reports.
- Develop manual UAT Test cases based on Functional and Business requirements.
- Involve in leading the Web Content Management System project and hands on experience on content authoring testing of Adobe Experience Manager (AEM).
- Manually testing Content Management Systems (Page Templates, components, DAM using Adobe Experience Manager and Teamsite)
- Adding assets to DAM and manage DAM images to remove duplicates.
- Validation of Content Updates on QA environment using Wireframes/Comps.
- New websites and local environments and migrated existing websites to the CQ5 platform; demonstrated ability to quickly learn new framework.
- Partner with the Scrum Master to lead our team in breaking down complex Features/Stories into well understood and achievable tasks.
- Validation of websites on QA environment during Server migration and involved in successful testing for the launch of sites on new Server.
- Performed functional testing of re-designed site across cross browser and cross platforms on QA, Prod Stage and UAT environments.
- Involve in testing mobile versions of e-commerce portals on mobile devices.
- Executing the test plans on web and mobile (Apple & Android) as per requirements.

- Experience with Mobile Compatibility testing and Mobile application testing - iPhone, iPads /tablets
- Collaborating with the UX team to analyze and improve the user experience, Web Analytics Framework.
- Implementation and modification of automation scripts for a new Testing Automation Platform using Selenium Webdriver.
- Involved in creating and enhancing automated regression test suites using Selenium Webdriver, JAVA and TestNG Framework.
- Tested Web Services using SOAP UI.
- Validate/Analyze Content Delivery Provider (Akamai) request and response headers using browser debugging tools such as Firebug.
- Validation of Content tags using IBM Digital Analytics.
- Initiate, track, and close scripts for system integration testing using windows SharePoint Services 3.0.
- Familiarity with WebSphere Commerce Application to create marketing promotions in QA environment.

Technical Environment: Windows, JAVA, SeleniumWebdriver, TestNG, JavaScript, jQuery, JSON, DB2, Zephyr, Mantis, AEM 5.6/6.0, JIRA Cloud 6.0, Akamai, Firebug, IBM Digital Analytics, Sharepoint Services 3.0, SOAP UI, XML, CSS

GLANCE INFORMATION TECHNOLOGIES, HYDERABAD, INDIA
Software Quality Engineer   **July 2010-June 2011**

Project   The project consists Hospital Out-Patient Registration System which consists of ensuring data records were always accurate and complete.

Responsibilities**:**
- Involved in the creation of the Test plan, Test Strategy, analyzed system requirements, identified the test cases based on requirements and involved in preparation of templates for test case.
- Performed manual testing and maintained documentation on different types of testing like positive, Negative, and Black Box Testing.
- Performed all various types of testing like smoke testing, Functional, Regression, System,
- Integration and User Acceptance testing.
- Validated automated test scripts to ensure that all test scenarios are complete and operating in all test environments.
- Converted manual test cases into automation scripts using QTP.
- Writing/Recording Quick Test Pro scripts when necessary and customizing the recorded scripts, running the scripts on a new build.
- Expert in QTP scripts using descriptive programming and developing Libraries, Functions in VBScript to build Automation Frameworks.
- Executed the QTP automated test scripts, verified and reported the results.
- Used Quality center for Maintain test cases and for Defect Tracking and Defect Reporting.
- Involved in manual testing of all applications at Unit Level, Integration and system levels.
- Created Data driven test phases by creating different data tables.
- Wrote and tracked the defects using HP Quality Center and communicated with the developers.
- Involved in Back end testing to write the SQL queries and execute the queries using TOAD.
- Participated in Daily, weekly status meetings and Training classes.

Technical Environment: VB Script, HP QTP, HP Quality Center, SQL, TOAD, Windows NT Server, ASP.NET, AJAX, Oracle PL/SQL