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Swati Rath

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***SUMMARY***

* Over 8 years of professional experience in software quality assurance – using manual (Quality Center) and automation (QTP) testing tools
* Strong understanding of QA-related methodologies – Software Development Lifecycle (SDLC), Software Testing Lifecycle (STLC) and Defect Lifecycle management
* Proficient in defining, developing and maintaining test cases, test plans, strategies, traceability matrix and test reports for manual and automated testing
* Experienced in Test Management and Defect Reporting tools like Quality Center(QC) for analyzing requirements, documenting and executing test cases, defect tracking and status reporting
* Well versed in interfacing with business analysts and development teams all the way from requirements gathering phase to analysis, design, implementation, system testing, UAT and post-production phases
* Well versed in automation testing tools and technologies such as Quick Test Professional (QTP), Load Runner, Selenium and VB Scripting
* Extensive experience in functional, unit, integration, regression, GUI and backend testing
* Experienced in testing of ETL/data warehousing projects
* Extensive working knowledge in shell scripting, UNIX and Windows
* Proficient in Agile, Waterfall and RAD software development methodologies
* Experienced in performing black box, ad-hoc, integration, functional, UAT, system, exploratory, smoke and regression testing
* Experience with mobile application testing on the iPhone and Android platforms
* Proficient in SQL – MS-SQL Server, Oracle; Excellent DML and DDL skills
* Experienced in testing Sales force projects specifically security and profiles
* Excellent team player but also able to work independently with minimal hand holding
* Demonstrated excellent management, organizational, interpersonal, written and oral communications skills, flexibility and a desire to learn new skills and concepts very quickly
* Well versed in managing both offshore and local resources in fast paced environments

***TECHNICAL*** ***SKILLS***

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| **Languages** | VB, Java, Oracle PL/SQL, T-SQL, C++ |
| **Test Automation Tools** | HP Quick Test Professional (QTP)/UFT, Selenium IDE/RC, SOAP UI |
| **Test Management Tools/Others** | HP Quality Center (QC)/ALM, JIRA, Version One, Rally, MS Office Suite, TOAD, JIRA, Load Runner |
| **Operating Systems** | Windows 7/8, 2000/2003, UNIX/Linux |
| ***Databases*** | *MS SQL Server 2003/2008, Oracle 8i/11g* |
| **Application Servers** | Oracle Web logic |

***PROFESSIONAL*** ***EXPERIENCE***

**Oasis home health (Health care) Plano, TX Aug 2014-Till date**

**Sr. Quality Test Engineer**

Oasis Home Health is a Medicare certified home health agency. They provide skilled nursing, home health aides, physical therapy, occupational therapy, speech therapy, social services, and dietitian services.

Some of their goals are as follows.

* To maintain and improve quality and caring service to each patient.
* To respect the dignity and privacy of each individual.
* To continue training and updating the skills of our professional healthcare team.
* To develop a stronger sense of teamwork among our professionals.
* To utilize technology whenever feasible for cost effectiveness.
* To actively educate our community to their rights and responsibilities as a health care consumer.
* To educate the patient to be a participant in his/her care.
* To ensure that the medical community is aware of our ability to provide top-quality, cost-effective care in an ever-changing healthcare environment.

**Responsibilities**:

* Analyzed various requirements documents and Use Cases to prepare the detailed test plan and Test Cases.
* Created and executed test cases for ST, Integration, UAT, Regression and Smoke testing.
* Involved in daily SCRUM project meetings and used Agile Methodologies for product enhancements.
* Developed SQL queries to perform Database Testing.
* Written Automation Test scripts using VB scripts in QTP. Involved in all phases of Automation.
* Monitored and reviewed the test cases prepared by the team.
* Attended Weekly meetings with Project Team and QA Team.
* Conducted and participated in weekly status meetings with testing team.
* Executed the test scripts and logged the defects using Quality Center.
* Conducted and participated in defects review meetings with team.
* Involved in KT sessions and Supported Performance Testing team.
* Worked with developers and architects to resolve issues.
* Performed data verification and validation of UI.
* Involved in weekly status meetings with Project Managers.
* Provided documentation of the functional flow to the field.

**Environment: C#**.NET, ASP.NET, MVC, Java, Light Switch, XML, Oracle, Windows, SSRS reports, Quality Centre and QTP.

**United Health care, Plano, TX Aug 2013 - July 2014   
 QA Analyst/ ETL Tester**

United Healthcare (UHC) offers an array of choices designed to meet the diverse and ever-changing needs of individuals purchasing health care coverage. UHC health plan choices include HMO plans, broad network PPO plans and Supplementary health coverage for Medicare recipients and traditional indemnity products.

**Responsibilities**

* Involved in business and functional requirements analysis, design, use case analysis, risk analysis and general documentation
* Developed test plans, test scripts and test cases using Quality Center
* Performed functional testing manually and constructed positive and negative test scenarios as per requirements
* Involved in attending **Scrum meetings** and gather requirements and coordinate with business analysts and developers to convert user stories to testable requirements
* Supported the extraction, transformation and load process (**ETL**) for a **Data Warehouse** from the company's legacy systems using **Informatica**.
* Extensively used **SOAP UI** in web services testing
* Built automated test scripts and performed functionality testing in multiple phases of the application and analyzed the results using **Quick Test Pro (QTP**)
* Performed web testing using **Quick Test Pro (QTP)** for checking page contents, broken links, web objects, frames and tables
* Expertise in **QA methodologies**, **test strategies**, **test metrics** and **Software Development Life Cycle (SDLC).**
* Worked with UN/ix in Test and UAT environments
* Manually developed test scripts using **VB Script** for instances where recording using **Quick Test Pro (QTP**)was not possible
* Manually tested the application before starting automated testing
* Tested web service interfaces with the XML format
* Developed test strategy based on the **Business Requirement** **Document (BRD)**
* Performed back-end testing using **SQL** queries extensively within the QTP Script to compare and retrieve data by using Database Check points
* Performed functional and load testing
* Performed regression testing after fixing the bugs manually
* Involved in User acceptance testing (**UAT**) phase of the application.
* Reported and tracked defects using **Quality Center/ ALM**.
* Conducted functionality testing using QTP; Recorded, wrote test scripts and created user defined functions using scripts
* Used the Designer to develop processes for extracting, cleansing, transforming, integrating and loading data into **data warehouse** database.
* Performed Regression testing using Quick Test Professional

Used Quality Center as a repository for all of the testing efforts and to keep track of the defects. Involved in manual testing of the forecasting module of the application

* Performed Shell Scripting and PL/SQL  programming  to resolve business problems of various nature
* Performed Database integrity testing by executing complex SQL Queries
* Extensively used various joins and keys for accessing data in the database

**Environment:** Quick Test Professional, **Quality Center/ALM**, SQL Queries, UNIX, VBScript, java, Oracle, MS Office, Teradata, Soap UI, XML, Informatica.

**Radcom Technologies Inc, Dallas TX Feb 2011− July 2013**

**QA Tester**

Radcom Technologies, Inc., a telecommunications company specializing in identifying and solving business challenges with cost-effective solutions that increase both productivity and income. Radcom Technologies, Inc., design and support integrated voice and data systems for the new millennium. The project involved customization and testing of their Operation Support System (OSS) and Business Support System (BSS) to perform manual and automation testing on different modules like Billing, Sales, Delivery, OMS, CSM, and Price Plan.

**Responsibilities**

* Involved in mapping requirements to testing scenarios to ensure proper coverage
* Actively participated in testing phase of SDLC (Software Development Life Cycle) of the application
* Created test plans that included testing objectives, testing phases, scenarios and test environment after a thorough analysis of system requirements and business rules
* Participated in testing effort estimation, metrics preparation and defect prevention
* SQL Queries for backend testing and verifying the application with Multiple browsers using QTP
* Created and maintained test scripts and test cases based on the functional requirements document (FRD) utilizing Visual Studio Team System (VSTS) 2008, Team Foundation Server (TFS), for manual, automated(Functional & Regression), and performance/stress testing
* Managed manual test passes/runs with Quality Center
* Prepared traceability matrix to ensure adequate coverage of test cases
* Closely interacted with software developers in the build stage and users to understand functionality and navigational flow of the application
* Tested applications on Windows (XP, Vista) and Linux
* Responsible for client side validation testing using VB scripting
* Tested Order Management System (OMS) functionality including order entry, sales analysis, inventory planning and KPI reporting
* Queried databases with SQL to obtain sample data for billing verification
* Excellent testing skills in frontend web development environments
* Worked with Quality center tool to manage all project testing activities
* Tested the invoicing, payments, account receivable, collection management, credit management and general ledger management
* Used TFS 2010 (Team Foundation Server) for bug tracking, work item tracking and published test results in TFS to share with team members
* Tested the OMS interfaces with EPC to fetch product data, offers while creating test orders
* Prepared test plans using QC for each release, written test cases and executed them as part of functional testing
* Created test scripts and UAT test cases, coordinated with the UAT team and project manager and performed UAT activities with end users

**Environments: VB Script, HP Quality Center, UFT/Quick Test Pro Windows XP, UNIX, Excel, Rally, Oracle, OMS, Visual Studio Team System 2008(VSTS), VB Script, Team Foundation Server 2010 (TFS)**

**American Airlines, Fort Worth, TX Oct 2009 - Jan 2011**

**Quality Test Engineer**

**Responsibilities**

* Actively involved in gathering requirements and creating test plan documents for more than 5 maintenance applications
* Developed and modified **SQL** validation scripts
* Performed **front-end/GUI** and **functionality testing** using **QTP**
* Automated test scenarios for **GUI,** backend functionality and performed data driven testing on the applications inserting variable data using**QTP**
* Used **Quality Center** to invoke the scripts and initially performed the baseline testing, as well as, organized all the scripts systematically and generated reports.
* Performed **Back end testing** using **SQL queries**to access the main database.
* Modified **Test Scripts** based on new requirements during development phases.
* Interacted with developers in fixing the bugs and re tested the application and reported the issues.
* Involved in performing **Black box Testing.**
* Involved in-group meetings with users and interacted with them for changes in applications.
* Used **Quality Center**, for test planning.
* Prepared weekly status reports.
* Developed **Test Execution** Matrices during the test cycle
* Reviewing the test scripts for **report fixes, new reports** and to verify that issues were sufficiently tested and documented.
* Work in conjunction with the Requirements Analyst and other testers to create and organize Software Requirements in **Quality Center**.
* Created and executed test plans that improved **data warehouse report quality** using Word, Excel and Access. Manually tested Oracle Application forms and reports
* Performed **Beta Testing (UAT)** to satisfy the end user requirements.
* Developed **SQL scripts** to verify the database transactions.

**Environment: QTP, QC, Win Runner 7.6, .NET, Crystal Reports**, **Delphi, HTML, SQL Server, UNIX, Win XP.**

**Verizon, Irving TX Jun 2008 - Sept 2009Quality Test Engineer**

**Billing System  
Responsibilities**

* Analyzed user requirements, attended Change Request meetings to document changes and implemented procedures to test changes.
* Reviewed Business Requirement Documents and the Technical Specification.
* Documented Test Cases corresponding to business requirements and other operating conditions.
* Used QTP to generate automated test scripts for functionality and GUI testing and further enhancements were done in the script.
* Have written Test Plans and Test Cases for Manual Testing of the application.
* Maintained and executed Test Cases and Test Scripts using Mercury Test Director
* Performed End-to-End and Regression testing manually for applications developed in Java, J2EE, HTML and Web Logic to satisfy User Acceptance Testing.
* Performed White Box testing on Credit Card Validations.
* Performed Regression testing for every modification in the application and new builds using QTP.
* Executed different SQL queries to ensure data integrity
* Created test scripts using VB Script and by Creating Checkpoints, Synchronization points and Output values. Enhanced the test scripts if necessary.
* Performed Beta Testing (UAT) to meet the end user requirements.
* Performed Testing web based applications using Win Runner to enhance the proper functionality of the Ordering system application.
* Conducted Data integrity testing by using different SQL scripts.
* Closely worked with developers and System Engineers to nail down the technical problems.
* Involved in submitting Bug Report Using Quality Center to list problems for different modules.
* Investigated and analyzed the bugs before reporting in the QC database.
* Involved in Activation BAN, Suspend BAN, Add Subscriber, Remove Subscriber, add Price Plan, swap Price Plan, Swap MIN, Swap ESN etc
* Involved in setting up the QA testing environment.
* Involved in testing of API called to have connections between UNIX and Windows applications.

**Environment: Test Director, SQL, Win Runner 7.6Java, HTML, Windows XP, UNIX, Toad, QC, QTP.**

**Lowe’s, Dallas, TX Jan 2007 – May 2008**

**QA Analyst.**

Involved in testing the e-Commerce and Sterling OMS applications.

**Responsibilities**

* Analyzed business requirements, Functional and Design specifications of the product.
* Conducted requirement analysis and use-case analysis.
* Involved in developing detailed test plan, test cases and test scripts for System, Functional, Integration, Regression, Smoke, GUI and User Acceptance Testing.
* Created and executed test cases for Sterling Orders, Returns, and Complete Inventory, Inbound and Outbound modules.
* Expertise in using QC to open bugs, create tasks and user stories, initiate change requests.
* Defect Detection, Reporting and Tracking using TFS & Participated in Bug-Review meetings and also used Quality Center
* Performed web testing using Quick Test Pro (QTP) for checking page contents, broken links, web objects, frames and tables.
* Executed automation test scripts to perform regression testing using QTP and reported the deviation to the development team.
* Created e-commerce orders and shipped using Sterling.
* Written Test Plan, Test Cases and executed Test Cases using HP Quality Center.
* Performed System, GUI, Regression, Integration, Smoke, Negative Testing and UAT Testing.
* Tested various kinds of Transactions including Cash and Carry, back room sale, Gift Card sale, delivery sales and return Transactions.
* Reviewed the Business/ Functional/ System Requirement Specifications and High Level Design Documents to develop test plan tree, design the test steps, write test cases and run test scripts using Test Management Tool Quality Center/HP ALM.
* Created automated test scripts and Performed Functionality testing in the multiple phases of the application and analyzed the results using Quick Test Pro (QTP).
* Validated various kinds of Transactions in T log.
* Tested main frame applications.
* Tested the web services (SOAP).
* Created XML files and tested web services (SOAP).
* Involved in Testing, store open, store close, and store summary reports.
* Developed automated test scripts from manual test cases for Regression testing based on the requirement documents using QTP.
* Performed Database testing by running the SQL Queries against the Database.
* Used HP Quality Center for the defect tracking purpose and discussed severity level defects in the meeting with the project team.
* Created QTP scripts with the Framework followed by the Company.
* Was also actively involved in User Acceptance testing and remote testing.
* Developed the Requirements Traceability Matrix.
* Participated in QA status meetings on a daily basis.
* Submitted status report to QA Management on a weekly basis.

**Environment: 360 Commerce, Sterling OMS, WINDSS, .Net, Mainframes, JAVA, J2EE, JSP, EJB, Oracle, HTML, XML, Web sphere MQ Explorer, QTP, HP Quality Center 10.0 & UNIX, SoapUI .4.5.0, TFS, Visual Studio, Rally, Vbscript.**