**Abhinay**

# Over 10+years of professional experience in Quality Assurance and proficient in software testing. In depth knowledge of Software Development Life Cycle and testing methodologies.Proficient in System, Functional, Regression and Performance testing of Client/Server and Web Based applications. Worked in challenging assignments and where my skills and ideas will contribute to achieve goals of the organization and my skills will be utilized to their full potential. And aiming to get associated with an organization that helps in continuously updating my knowledge and skills and want to be part of a team that dynamically works towards the growth of the organization depth knowledge of SDLC and testing methodologies.

# Summary

* Good experience in Testing Client Server applications, Web application using both **Manual** and **Automated** testing tools
* Hands on Tosca automation tool
* Experience in **Black box testing** and **White box testing**.
* Involved in **regression testing, system testing, integration testing, smoke testing, performance volume, stress, and ad-hoc testing** for Mobile projects.
* Involved in **e-com mobile web testing and SOA testing.**
* **Created test and tested Web based applications using manual and automation technique.**
* Excellent Verbal and Written communications
* Participated in bug meetings with developers to validate the severity of the bug
* Manually retested the application for smoke testing and regression testing
* Work on telecom domain OSS/BSS and Activation & Provisioning
* Experience testing in Cloud base platforms.
* Experience testing Health and Human services project
* Experience testing with IBM Curam application
* EMV Certification
* Hands on Simulator experience
* Experience Testing Multi-vendor software (NCR, HYO, DBD, Wincor)
* Hands on experience working on NCR NDC, Wincor, and Diebold ATM applications
* Experience using azure DevOps to log bugs and track tasks.
* Experience working in Health care domain
* Exceptional ability to quickly master new concepts to applications and a team Player
* Strong testing experience on **web methods** and **WCF services**
* Worked closely with the developer to create, design, and develop the web page using **web method**
* Used **web method** for web operation to determine the value of the soap action
* Used Visual Studio TFS for Functional, Performance, Bug tracking
* Expertise in conducting and participating different types of testing - integration, system, functional, GUI, regression, performance, sanity, smoke, and user acceptance testing (UAT)
* Experienced in using ALM/Quality center for writing the test cases and performing manual testing.
* Proven experience in performing Database testing for reviewing the data integrity and data validation, by writing SQL queries. Good knowledge on SQL/PLSQL commands
* Experience in writing **SQL Queries** to extract data for testing IVR applications
* Strong analytical and QA/testing skills, capacity for work and diagnostic ability, gathering different kind of project requirements
* Hands on experience using using MS Visual Studio C
* Assisted in configuring the CTI server and Avaya PBX Switch
* Tested default routing on CTI failure
* Excellent oral and written communication skills combined with good business acumen
* Self-motivated, pro-active, innovative and approaches challenges with a positive attitude
* Strong knowledge of the **Software Development Life Cycle(SDLC**)
* Experiencein using test automation tools like Selenium GRID/RC/IDE and Web driver.
* Extensive knowledge of QA Standards methodology, QA framework, and QA process
* Performed ATM application testing, including Regression
* Experience with QA Methodology and QA Validations to ensure Quality Assurance and Control.
* Excellent Knowledge in **Agile (Scrum)** development methodology, **Waterfall, and agile** models of SDLC
* Hands-on and proven experience in Manual Testing, Automation testing using HP ALM / Quality Center, Microsoft Product Studio, Selenium WebDriver with TestNG framework, Ruby Mine and Cucumber.
* Experience in using automated tools like Cucumber/Gherkin with Ruby, Selenium-Web-driver and RSpec
* Basic knowledge on Pytest frameworks
* Experience using automation tool Ruby Mine IDE, Selenium Web Driver
* Experience in ETL Testing on Data Warehousing projects
* Experienced in End-to-End application**Automation** experience
* Hands on experience automating tests using Page object model in selenium
* Experience using Microsoft Test Manager
* Experience using various automated testing tools like Quick Test Professional (QTP), NEO4J, **Selenium**, Win runner, Load runner Quality Center (QC)/ALM11.0, Test Director
* Well versed with defect tracking tools Quality Center/ ALM, Test Director, Clear Quest, Rational Robots and Bugzilla and JIRA
* Used Soap UI for web testing
* Good Knowledge in Test XML, Schema, WSDL, XPATH, Groovy and VB script, TSL and shell scripting
* Tested implementation of Mobile web on smart phones that include all the Makes and models of the mobile phone and all kinds of tablet devices
* Experience in mobile web or mobile app testing, regression, and bug writing.
* **Basic Knowledge about networking TCP/IP**
* **Created test Plans, Test Scenarios, Test Cases** according to Business, Functional and User Requirement Specifications and Writing **Test Scripts** and **Reports**
* Experienced on working with **Excel sheets**, like loading data in and out
* Extensively used **Mercury InteractiveTools** like **QTP, Win Runner,Test Director,and Quality Center, SQL, PLSQL, Quarry Analyzer, QMF and Toad**

**Professional Experience:**

**Company: Net Orbit**

**Customer: Inspire Brands- Atlanta, GA Nov 2022 – Till Date**

**Sr. Software QA**

**Projects:** Dunkin Digital, Arby’s, BWW POS enhancements

**Application:** PAR Brink, Aloha, WorldPay/ Freedompay to Fiserv payments integration testing

**Responsibilities:**

* Designed and maintained test case, test schedules, test plan, test strategy, test assignment documents for various testing activities using confluence
* Extensive experience working with different types of payment integration like WorldPay/Freedompay/Fiserv
* Involved and understand the business needs and objectives of the systems along with integrations
* Suggested and implemented Agile Scrum model, where we track all work by team and its dependencies
* Validated Database for transactions performed on POS
* Used snowflake and SQL for DB validations
* Validated different types of ISO standard codes based on the payment transactions with cards
* Hands on experience testing the Arby’s and Dunkin’s Mobile App on IOS and Android OS
* Worked with POS system and involved in testing functionalities related to sales tracking, POS scanning, store ISP, ordering forecast, adjustments, custom retail pricing, and promotions in POS
* Verified test result on DB testing using query skills using SQL and validation
* Responsible tracking and closing defects using Jira during SIT/UAT
* Testing different types of card payments like Incomm, Blackhawck and other 3rd party cards with Fiserv/worldpay integration.
* Involved in regression Integration, Regression, Performance, Validation, Functional and End-to End testing on store applications that interface with POS
* Experience working on Tosca Automation
* Identifying test cases which are easy to automate
* Worked with all modules of Tosca like Modules, Test cases, Requirements, Test case design and execution lists
* Experience testing Network, Performance and WIFI signal strength testing.
* Experience using HP ALM for test execution and as well as Jira for test execution
* Used HP ALM for bug tracking and Jira
* Performed system testing, functional testing, black box testing, White box testing, gray box testing, end-to-end and regression testing
* Experience uploading test cases to ALM via spreadsheet
* Experience working on ALM for test results
* Created test cases in Ascential Test framework for POS
* Testing Arby’s and Dunkin Mobile app from Android and IOS software’s
* Reviewed the COS (condition of satisfaction) from Agile to create test scenarios
* Carried out extensive testing on payment methods such as credit cards, debit cards, and gift cards
* Used SOAP UI to validate the pricing and inventory in the application
* Tested hardware such as printers, scanners, POS cash drawers.
* Logged critical defects and worked with PAR developers to resolve the issue
* Verified transactions in the backend using Brink POS, and Freedom Pay
* Supported test activities associated with Product Point of Sales
* Evaluated and interpreted Point of Sale requirements created by external vendors
* Developed relevant test strategies and plans and attended test case reviews with clients
* Utilized SQL and validation tools to evaluate test results
* Performed manual testing in physical devices emulator and iOS simulator. Involved in test automation by using Ascential framework
* Hands -on experience using Eggplant
* Trained Production support associates on latest Point of Sale functions
* Managed regression test scripts and maintained end user documentation to facilitate hardware and software deployment
* Worked using Simulator for Fiserv payment testing
* Created basic automated scripts for REST-API testing using Rest Assured framework
* Experience using Selenium web driver with TESTNG and Sauce labs for front end automated testing and cross browser testing in terms of backend, used Ready API (licensed version of SOAP UI)
* Designed and optimized test plans to facilitate accurate and complete testing
* Synchronized integration testing activities and software scripts
* Conducted quality audits to ascertain adherence to quality standards and procedures
* Implemented system regression and integration testing procedures
* Created functional specifications and supported technical analysis
* Coded test cases and scripts as per quality assurance specifications

**Environment:**Integration testing, Fiserv payments testing, JIRA,eggplant, TOSCA,Brink POS, Freedom pay, Jmeter, Postman, Epsilon loyalty tool, Soap UI, HP Elite

**Company: Net Orbit**

**Customer: Truist Bank- Charlotte, NC June2021 – Sep 2022**

**Software QA Tester**

**Projects:** Internal Switch, Sun Trust & BBT conversion, AIMS.

**Responsibilities:**

* Analysis of Requirement documents, Design documents & Business Rules for designing testing activities that typically involves Test procedures, write test case scenarios, review, and verify quality standards
* Good experience working with NCR POS terminals
* Testing Payment terminal method of Truist bank using Debit and Credit cards
* Performed and executed regression test plan for every build and on different vendor ATMs like Wincor, NCR, Hyosung, and Diebold.
* Created and executed detailed test cases with step-by-step procedure and expected results and maintained the test logs, test reports, test issues, defect tracking using Quality Center.
* Performed Smoke testing for every build to determine if the build is stable and ready to perform System Testing
* Simulator testing experience
* Experience pulling Test summary reports from ALM
* Experience uploading test scripts manually to ALM or by spreadsheet
* Experience using Virtual automation lab tools
* Good experience working on multi-vendor software
* Experienced in testing Client-Server & Web-based Applications
* Extensive experience working on different ATM models like Hyosung, NCR, and Diebold
* Experience working in Agile Methodology
* Good experience in NCR AE, CxMarketing, and NCR Vision
* Skilled in waterfall and Agile methodologies
* Good experience working on POS terminals
* Proficient in ATM software testing, End to end testing, and POS testing, and good experience working on Activate Enterprise, Proflex, and Procash ATM software
* Used Azure DevOps to log bugs and track tasks
* Leveraging of existing RPA process, including periodic validations with process owners and end to end business validation upon completion of development effort
* Used ALM and Azure to log defects and track them
* Automated basic test scripts for the application using Selenium Web driver
* The web element and locators are verified using Selenium IDE and Firebug
* Retest the defects appeared in UAT when fix deployed back on Testing environment and responsible to identify & test regression package
* Validated reports by executing SQL queries and compared the data using File comparison tool
* Used Azure app to track the bugs in the AIMS application
* Hands on experience in Automating Manual test cases which are simpler
* Used Quality Center for Defect Management and Test management
* Created a continuous integration testing service by using docker for AIMS application
* Tested custom screens, views, and applets in Siebel to suit the business requirements
* Co-ordinated Defect Triage calls and was responsible to take all the defects to closure
* Used **Quality Center** for generating Requirements, test plan, and test sets and for reporting defects
* Worked closely with engineering team to discuss the design and testing aspects of the applications
* Responsible for weekly status meetings showing progress and future testing efforts to the **QA Manager**
* Developed automation scripts in UFT to automate smoke and regression suite
* Good knowledge on IBM Curam
* Documented the defects in quality center and assigned them to relevant developer
* Reported the testing activity and status to the Project Manager and stakeholders
* Assist with configuring and management of all aspects of the EFT system. Provide technical end-user support of allfunctions related to ATM including implementation and maintenance in addition to providing monthly and quarterly reports
* Performed mainframe applications ATM testing on**EFT** network, Debit Card processing, EFT processing system and data communications. Knowledge of Network messaging structure and PULSE ISO 8583 message format
* Performed testing on ATM/EBK Test Plan for SDP and PROCASH projects
* Verify ProCash NDC CCPROT/JOURNAL logs and event logs
* Work with Base24 team to setup the QA machines and to ensure **VDPS** simulator is running in correct environment for any Check Cashing transactions

**ENVIRONMENT**: **QC/HP ALM, Jira, SQL, SOAP UI, 11.0, Base24,,ACI Desktop, Gasper, AS 400 Mainframe, Transaction Security System (TSS), NCR/WINCOR ATMs, ACH Processing, POS Terminals, Selenium**

**Organization: Net Orbit Oct 2018 – Jun 2021**

**Client: PNC Bank- Cleveland, OH**

**Quality Engineering**

**Projects:** NCR MVS Upgrade, XFS Proview Upgrades/DBD Series and Opteva, GFO Exit, Windows 10 Conversion, NCR-Video Banking.

PNC Financial Services Group, Inc. (stylized as PNC) is a [bank holding company](https://en.wikipedia.org/wiki/Bank_holding_company) and [financial services](https://en.wikipedia.org/wiki/Financial_services) corporation based in [Pittsburgh](https://en.wikipedia.org/wiki/Pittsburgh). Its [bank](https://en.wikipedia.org/wiki/Bank) operates in 19 [states](https://en.wikipedia.org/wiki/U.S._state) and the [District of Columbia](https://en.wikipedia.org/wiki/District_of_Columbia) with 2,459 [branches](https://en.wikipedia.org/wiki/Branch_%28banking%29) and 9,051 [ATMs](https://en.wikipedia.org/wiki/Automated_teller_machine). The company also provides financial services such as [asset management](https://en.wikipedia.org/wiki/Asset_management), [wealth management](https://en.wikipedia.org/wiki/Wealth_management), [estate planning](https://en.wikipedia.org/wiki/Estate_planning), loan servicing, and [information processing](https://en.wikipedia.org/wiki/Information_processing). PNC is ranked 8th on the [list of largest banks in the United States](https://en.wikipedia.org/wiki/List_of_largest_banks_in_the_United_States) by assets. It is the 5th largest bank by number of branches, 6th largest by deposits, and 4th largest in number of ATMs.

**Responsibilities:**

* Worked as a Test Coordinator for multiple Phases in CPA (Central Pin Authentication). Involved in areas BDS (Branch Delivery System), Internet Banking, Cell Phone Banking, IVR (Interactive Voice Response)/ Telephone Banking, ATMs & POS)
* Involved in backend testing for different environments like System Testing and User Acceptance Testing
* Experience using Procash, NCR Vsion, NCR- NDC
* Experience validating backend data using PCE and Vision
* Tested payments both EMV and NON-EMV cards sent by FISERV and certified them
* Performed Payment’s testing using Zelle
* Good experience working on multi-vendor software.
* Experienced in testing Client-Server & Web-based Applications.
* Experience changing environments using Proview
* Performed POS payments with the help of simulator
* Experience using Proview for checking Direct marketing campaigns
* Extensive experience working on different ATM models like Hyosung, NCR, and Diebold.
* Hands-on experience working on the Selenium framework.
* Good experience using the Paragon automation tool.
* Hands-on experience working on Base24 and 1/Link
* Good experience using Virtual automation lab tools.
* Experience using proview for pulling the client/server logs and used customized dates.
* Used proview for clearing the ATM events if any.
* Used Proview for Rebooting the ATM machine.
* Good experience in NCR AE, CxMarketing, and NCR Vision.
* Skilled in waterfall and Agile methodologies.
* Good experience working on POS terminals.
* Proficient in ATM software testing, End to end testing, and POS testing, and good experience working on Activate Enterprise, Proflex, and Procash ATM software.
* Performed all activities at the POS cash counter and prepared reports of daily transactions
* Suggested new features for the POS application which allow to start or stop value added services at POS counter itself
* Used Proview for Start/Stop service of an ATM.
* Good understanding of POS products and applications
* Good understanding of ADF Azure data factory such as mapping data flows, pipelines
* Reconciliation reports are checked using Business Objects to ensure that all records come under matches and no breaks
* Involved in CRUD- black box testing technique to validate the functionality of Agilis application
* Involved in reviewing System Analysis, Business Requirements, and Use Cases
* Participated in writing Test Plans, Test cases and developing Test scripts using Quality Center
* Testing **viz**., GUI, Regression, Integration, System, Performance, and Acceptance testing.
* Created Test Plan for System Testing
* Responsible for performing various types of process evaluations during each phase of the Software Development Life Cycle
* Experience using spec flow opensource framework
* Involved in providing flow details, adding attachments, and creating associations between flow, requirements and defects.
* Involved in modifying Test cases for enhancements made to the Test Requirements
* Enhancing QTP Scripts with Checkpoints, Parameterization and Synchronization.

**Environment: Web, Windows XP, Quality Center, SQL, Power center, Ab initio co-operating system, QTP,JavaScript, SQL Server, Microsoft Project, MS Office, Visual Studio Utility 2005, HP ALM, SQL, JIRA.**

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**Organization: Net Orbit**

**Client: DHHS of North CarolinaJan 2017 – Sep 2018**

**QA Tester**

**Responsibilities:**

* Involved and understand the business needs and objectives of the systems along with integrations.
* Suggested and implemented Agile Scrum model, where we track all work by team and its dependencies.
* Experience working onReports and Integration testing.
* Good knowledge of NCFAST system
* Good knowledge of understanding NCFAST end to end application.
* Hands on experience working on candidate eligibility on MAGI, CA, MA, SNAP/TANF etc.
* Performed integration and automation testing using Selenium.
* Created Test scripts and test cases using Jira (Zephyr)
* Involved and suggested best processes to improve the planning, designing, implementing automations wherever it’s required.
* Validate the feed to downstream systems such as provider portal, broker portal, finance system, and claim system.
* validate the feed to downstream systems such as provider and finance portal.
* Validate the feed to members system, finance system, claim system, and provider portal. Also, validate if the changes from provider portal are entered into the respective provider’s record.
* Generate the weekly and monthly reports to leaders on the progress of the application.
* Responsible for testing the application with different browsers.
* Build the logs and track the user flow and generate the reports to leader so that they can make better business decisions.
* Perform the database validations as well.
* Active participant with all aspects of the project.

**Environment**: IBM Curam 6.0, SOAP UI, Postman, HP Quality Center 11.0, Cucumber 3.1.0, ALM, JIRA

**Client: First American, Hyderabad, INDJun2011–Mar 2015**

**Role: QA Tester**

**Responsibilities:**

* Was involved in designing and creating test plans with respect to the functional specs.
* Updated the test cases to new versions according to the updated VUI document
* Reviewed existing test cases for error proof, and to validate the results according to the new VUI document.
* Validated the system output results with respect to the input values given by the callers to ensure the test results match the functional specs.
* Tested NOSPEECH and NOMATCH functionality of the Call Flows.
* Managed and supported IVR QA for every IVR release
* Extracted data to test various IVR call flows such as Member Menu, Provider Menu in the VRU system.
* Mentored the business users and CSRs of how to use the IVR system effectively.
* Designed grammars and Dialog states
* Involved in User Acceptance Test (UAT) and coordinated with users and business during the User Acceptance Tests.
* Reported project status with the Project Managers and Development Managers.
* Worked in flexible schedules to deliver the project on time.
* Prepared documentation for some of the recurring defects and resolutions and business comments for those defects.
* Assist QA Team with defining and implementing a defect resolution process including defect priority, severity, next steps, and assigned owner.
* Worked with Business and validated the actual results with the expected results and ensured that test results indeed meet the functional specs.
* Worked with the Team Leads and prepared test cases in matching the Phone survey requirements.
* Reviewed the caller’s responses towards the Phone Survey and analyzed and presented to the QA management.
* Conducted IVR Speech Recognition to validate callers’ inputs.
* User both DTMF and Speech methods during the IVR testing.
* Utilized Web services in testing the patients and provider’s information.
* Using Quality Center for storing, maintaining the test repository, bug tracking and reporting Prepared CALL FLOW diagrams using VISIO.
* Supported On call for the production system and worked flexibly after hours and weekends.

**Environment: Quality Center, Win SQL, MS SQL, Genesys Server, Mainframes, XML, Java, SOAP UI, Unix, Environment.**

**Education:**

* Executive Master’s in information security systems at University of the Cumberland’s, KY.
* MBA at the University of Findlay, Findlay, Ohio.
* Bachelor in Commerce- BadrukaCollege of Commerce and Arts.