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QA Analyst || **Manual and Mainframe Testing**

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**Professional Summary:**

Graduate in Computer Science with vast experience in Software testing, and in-depth knowledge of Test Methodology and Processes. Good experience in the Credit Cards, Core Banking domain, Retail Banking domain and Insurance. Having worked on various testing projects for Accenture, ThinkSoft Global Services, SLK Software Services, ACS, TEKSystems and OMI which gave me the opportunity to work with many clients like Tesco, Mashreq, BMO Harris Bank, US Bank. Gained in-depth knowledge in end to end testing of banking and financial applications. This includes analyzing business requirements and functional specification documents, preparation and review of test plan, test ware, defect analysis and reporting, review of test scripts and handling core modules in System Integration Test (SIT) and User Acceptance Test (UAT) releases. Achievements include independently handling complete modules for a critical Mashreq project, US Bank projects. I had Experience in independently handling scenarios during execution and accepting the workloads from other streams in the crunch time of execution.

* Versatile IT professional 12 years of experience in the industry.
* Domain knowledge in Banking and Insurance domain.
* Have good working experience on defect management tool – Application Lifecycle Management tool ALM 11.0, Software development tool Jira. Proficient in Water fall and Agile models.
* Experienced in TSYS, ACAPS and Rumba mainframe applications.
* Have knowledge on Automation tool – QTP/Selenium.
* Experienced in preparing Test plan, Test Scripts, Test Execution, Defect Management and
* Reporting. Well versed with leading a team and interacting with business for project activities.
* Possess effective problem-solving ability, time management skills & ability to communicate
* effectively with people at all levels.

**Technical Skills:**

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| **Testing**  | Manual testing and Mainframe testing SIT, End-to-end testing/co-ordination, API testing using S3 and AWS. |
| **Tools & Framework** | Jira, ALM – Well versed, Zephyr Squad, Selenium Entry level |
| **Domain**  | Banking (Retail, Credit Cards and Internet Banking) and Finance, Insurance |
| **Applications**  | Web Applications, Mainframe Applications -Total Systems), ACAPS, Rumba, AWS/S3, Postman |
| **Languages/DB** | SQL, VB Script, C and Java |

**Education:**

* Bachelor of Engineering from Computer Science branch (2000-2004), SJMIT Chitradurga, Karnataka, VTU University.
* Diploma – Computer Science and Engineering (1996-1999), Bapuji Polytechnic Davanagere, Karnataka, Government of Karnataka.

**Key Contributions:**

* Work closely with Business to review requirements, estimation and planning resources.
* Leading multiple service requests (projects) simultaneously and extend communication to leads and product owners.
* Better planning, estimation and well ahead communication always proven to deliver on-time project delivery.
* Preparation of Test plan, review with business and testing team.
* Managed quarterly release ACAPS projects - Test design, test data, execution, defect tracking
* till to closures.
* Communication between Businesses leads and testing team for any requirement gap, test data needs for various ACAPS projects.
* Co-ordination between the team in absence of the lead during execution along with self-tasks.
* Preparation of test report for the various streams – IB, TSYS and Conversion of target cards
* project, Loans, many Credit Card CRs.
* Communication between teams to complete End-to-end (E2E) testing.
* Independently reviewed the test ware prepared by the test team for Functional and System
* Integration Testing.
* Co-ordination with the Credit Cards - Tesco Bank Team for Functional Execution issue
* Resolution.
* Co-ordination with the Mashreq - Dubai team for Functional System test execution - Test
* Status Reporting and Defects tracking.
* Quality Delivery of Benchmark Test wares.

**WORK EXPERIENCE:**

**Client:** Oregon Mutual Insurance, McMinnville

**Designation:** QA Lead

**Duration1:** Sep 2020 to Till Now

**Duration 2:** Oct 2019 to Sep 2020

**Project Description:**

I specialize in testing personal and commercial insurance products across Rumba/CICS mainframe and web-based applications, ensuring accuracy from policy entry to document verification. I design and execute test cases using Zephyr Squad, collaborating closely with stakeholders to clarify requirements and coordinate project execution via RTM creation and Jira stories. With a proactive approach, I manage multiple projects simultaneously, overseeing offshore resources to meet deadlines and resolve issues promptly. I contribute to scrum meetings, update QA progress, and execute SQL queries in MS SQL Server for testing purposes, while also enhancing efficiency through automation and knowledge sharing on Confluence.

**Roles & Responsibilities:**

* Working on Rumba/CICS mainframe for various personal and commercial lines of Insurance products – entry of policies, run manual batch and verify documents in IR (gateway application).
* Design test cases in Zephyr Squad and execute from there, as per Business preference.
* Verify prints of the forms before they issued customers.
* Interaction with Business to clarify requirements and co-ordinate the same to team to proceed on RTM creation, Jira stories and approval process. Review project execution results with product owner.
* Monitor story progress in Jira and assign remaining estimation time to in-progress stories in next sprints.
* Handle multiple projects simultaneously with 4 offshore resources, assisting issues and reviewing their progress to complete assignments on-time.
* Participate and update QA progress in scrums of scrums fortnight meeting.
* Assist QA required for production issues and PQA tickets.
* Print validation of the new/revised forms and provide those to product owner before they released to customers.
* Execute SQL queries in MS SQL Server as per the testing needs.
* Daily/weekly offshore connect for work progress, issues and project related activities.
* Provide estimation for Service Request to Business.
* Extend working or co-operation as needed to resolve any issues, implementation QA support.
* Testing commercial and personal insurance policies in both web-based and mainframe applications.
* Testing production tickets and close them as per business needs.
* Execute and analyze automation scripts using IntelliJ.
* Update confluence page with new KT or process received to refer in future for anyone.

**Client:** US Bank, Gresham

**Company Name:** TekSystems Portland

**Designation:** Test Lead

**Duration:** Sep 2017 to April 2019

**Project Description:**

I lead a team overseeing the ACAPS project, ensuring seamless operation and progress through daily and weekly offshore meetings. Responsibilities include drafting and reviewing test plans, managing ALM activities such as requirements upload and test script parameterization, and overseeing defect lifecycle management. I validate test data for credit card and loan applications, conduct thorough validation and underwriting for both IT and UAT environments, and prepare comprehensive Weekly Test Reports for management review. Additionally, I coordinate end-to-end testing for KYC projects across quarterly releases, ensuring validation of new and modified fields in various ACAPS panels for both consumer and business cards.

**Roles & Responsibilities:**

* Manage a team of 3 offshore resources to own ACAPS project completely at onshore.
* Daily/weekly offshore connect for work progress, issues and project related activities.
* Preparation of Test plan and reviewing the same with business team/testing team.
* Performed ALM activities such as upload requirements, test scripts, parameterization and test configurations of test scripts for various modules.
* Keep track of defects from raising them in ALM till closure, and responsible to track them in defect call.
* Test data request from various frontend channels to validate them in ACAPS for credit cards and loan applications.
* Validation and underwriting credit card applications for both IT and UAT environments.
* Request and keep track of new test data required to validate defects and linked tests.
* Prepare WSR (Weekly Test Report) and share the same with higher management.
* Perform all Testing activities for quarterly release KYC projects – Credit cards, Loans.
* Co-ordination and support for E2E testing for IT as well as UAT.
* Validation of new/modified fields for various ACAPS panels. It includes KYC, Beneficial Owner Info, customer Identification, Letters Sent and Authorized officer and many more panel validation for both Consumer and Business cards.

**Client:** US Bank, Gresham

**Company Name:** ACS USA

**Designation:** QA Lead

**Duration:** Nov 2016 to July 2017

**Project Description:**

I manage comprehensive ALM activities in ACAPS projects, including requirements upload, test script parameterization, and defect tracking from inception to closure. I validate test data across frontend channels for credit cards and loans, ensuring thorough validation and underwriting in IT and UAT environments. My role extends to handling various transactions like purchases, cash advances, and balance transfers, and managing account statuses such as past due and over limit. Additionally, I oversee dispute resolutions, setup of auto payments, and preparation of test plans in collaboration with business and testing teams, ensuring smooth quarterly releases for ACAPS projects.

**Roles & Responsibilities:**

* Performed ALM activities such as upload requirements, test scripts, parameterization and test configurations of test scripts for various modules.
* Keep track of defects from raising them in ALM till closure, and responsible to track them in defect call. Test data request from various frontend channels to validate them in ACAPS for credit cards and loan applications.
* Validation and underwriting credit card applications for both IT and UAT environments.
* Post various transactions like Purchase, Cash Advance, Balance transfer and Promo Balance
* Transfer, Payments and credit transactions. Various data conditioning with Past due and over limit stages.
* Data conditioning of different status like Bankruptcy, Deceased, Charge-off and removal of the same to bring back accounts to good status.
* Dispute the transactions and dissolve accordingly. Set up auto payments on the accounts.
* Preparation of Test plan, review with business and testing team.
* Managed quarterly release ACAPS projects - Test design, test data, execution, defect tracking till to closures.
* Communication between Businesses leads and testing team for any requirement gap, test data needs for various ACAPS projects.

**Client** – BMO, Chicago

**Company Name** - SLK Software Services, America

**Designation** – Lead QA Tester

**Duration:** Oct 2015 to Sep 2016

**Project Description:**

In TSYS V region, I specialize as a Test Data Conditioner, focusing on creating and managing TSYS test accounts for various projects such as Credit Cards Integration, Collection Queue, and TRIAD consumer and corporate accounts. I execute transactions like purchases, cash advances, and balance transfers, alongside managing credit transactions and data conditioning tasks for past due and over limit stages. Additionally, I handle account status adjustments including bankruptcy, deceased, and charge-off scenarios, ensuring accounts return to good standing. I collaborate closely with TSYS consultants to address any conditioning queries and ensure seamless operations.

**Roles & Responsibilities:**

* Test Data Conditioner – TSYS provide test data accounts processed to verify below listed transactions in TSYS mainframe to execute different modules in BMO.
* Creation of TSYS test data accounts for different projects like Credit Cards Integration, Collection Queue, TRIAD consumer and corporate accounts.
* Post various transactions like Purchase, Cash Advance, Balance transfer and Promo Balance
* Transfer, Payments and credit transactions.
* Various data conditioning with Past due and over limit stages.
* Data conditioning of different status like Bankruptcy, Deceased, Charge-off and removal of
* the same to bring back accounts to good status.
* Dispute the transactions and dissolve accordingly.
* Set up auto payments on the accounts.
* Co-ordinate with TSYS consultants to resolve or clarify in case of any conditioning questions/issues.
* All the above listed roles have been performed in TSYS V region.

**Client** – Fifth Third Bank, Cincinnati

**Company Name** - SLK Software Services, India

**Designation** – Engineer Testing

**Duration:** Feb 2013 to Oct 2014

**Project Description:**

I specialize in test ware preparation and defect management using QC and TSYS platforms, focusing on creating test data and scenarios specifically for credit cards. I execute SQL queries to extract and validate data, prepare RTM for card conversion, and meticulously execute test cases across different cycles as per the day plan. I diligently track defects using QC until closure and maintain updated daily execution statuses on project dashboards for effective project management.

**Roles & Responsibilities:**

* Test ware preparation, Defect management using QC, TSYS
* Creation of test data, test scenarios for credit cards.
* Execute SQL queries to extract data for validation.
* Preparation of RTM for conversion of cards.
* Execution of the test cases for different cycles based on day plan.
* Defect tracking using QC till closure of the defects.
* Updating daily execution status in the dashboard for various projects.

**Client** – TESCO, United Kingdom 09/10 to 09/12

**Company Name** - ThinkSoft Global Services, India

**Designation** – Test Engineer

**Duration:** Sep 2010 to Sep 2012

**Project Description:**

I handle end-to-end testing activities including requirement analysis, test preparation, execution, defect management, and test summary report preparation. In the absence of the lead, I coordinate team activities alongside managing my own tasks. I prepare comprehensive test reports and SUD for projects spanning IB, TSYS, and card conversion. Additionally, I independently review test ware for Functional and System Integration testing, ensuring high-quality deliverables. I collaborate closely with Tesco Bank and Mashreq/Dubai teams to resolve functional execution issues, prepare test statuses, and track defects effectively.

**Roles & Responsibilities:**

* Requirement Analysis, Test preparation, Execution, Defect management till closure, Test Summary report preparation
* Co-ordination between the team in absence of the lead during execution along with the

 self-tasks.

* Preparation of test report and SUD for the various streams – IB, TSYS and Conversion of target cards project.
* Independently reviewed the test ware prepared by the test team for Functional and System

 Integration testing.

* Co-ordination with the Credit Cards - Tesco Bank Team for Functional Execution issue

 resolution.

* Co-ordination with Mashreq/Dubai team for Functional System test execution, Test

 Status preparation and Defects tracking.

**Client** – Accenture (Internal), India 10/06 to 10/07

**Company Name** - Accenture Services Pvt Ltd, India

**Designation** – Software Engineer

**Duration:** Oct 2006 to Oct 2007

**Project Description:**

I handle test preparation and execution, focusing on Export data and Screen Enhancement modules as part of the PCI initiative. Starting with analysis of requirements from BRD, I gather high-level test scenarios and meticulously prepare test cases. During execution, I update the test execution matrix to track progress and ensure comprehensive coverage. My role also involves effective defect management across these modules, ensuring issues are identified, documented, and resolved promptly to maintain project timelines and quality standards.

**Roles & Responsibilities:**

* Test preparation and execution, Defect management
* Analysis of requirements from BRD and gathering high level test scenarios.
* Preparation test cases for Export data and Screen Enhancement modules in PCI initiative.
* Execution of test cases, updating test execution matrix.
* Defect management for two modules - Export data and Screen Enhancement.