**OBJECTIVE:**

* Result-driven **QA Lead /Analyst** with **12+ years** of IT experience in Software Quality Assurance, Planning, Designing, developing, and deploying testing strategies for large scale financial software applications.
* A dynamic and skilled professional with experience in Banking, insurance, Logistic Industries using QA (Manual), Credit card applications (**Fiserv Optis, Vision plus**) with work experience leading the team through various phases of SDLC through Agile methodology.
* Testing of Web application using web services client generated using SOAP UI, and response SOAP Messages.
* Developed Test Cases using WSDL, Schema files which defines Web Service Request, Response, methods/operations, Endpoint of web service to be tested.
* An innovative, performance and result driven professional on deliverables in leadership, business, domain and technology.
* Certified AWS Cloud Practitioner, AWS Solution Architect associate.
* Certified Tableau Desktop Specialist.
* Seeks out opportunities to go beyond basics, improve processes and increase customer satisfaction.
* Well versed with Agile and Waterfall methodologies.

### EDUCATION

|  |  |  |
| --- | --- | --- |
| **Qualification** | **Year** | **University** |
| Bachelor of Engineering in Electronics and Telecommunication) | 2008 | Pune |

**CORE KNOWLEDGE & TECHNICAL SKILLS**

|  |  |
| --- | --- |
| **Test Management Tools /Metrics** | JIRA, HP Quality Center, QTest, MS Word, Excel, Power Point |
| **Database** | SQL, Postgre SQL (Yellow Bricks), Thycotic Secret server |
| **Credit Card application Tools** | Fiserv Optis, Vision Plus |
| **Other tools** | PComm Emulator, Tectia – SSH terminal, PUTTY |
| **Operating System** | Unix, Windows |
| **Industry Experience:** | Banking/ Finance, Logistic |

**CERTIFICATION**

|  |  |
| --- | --- |
| **Name of Institution** | **Diploma or Certificate** |
| **AWS** | Certified AWS Cloud Practitioner  Certified AWS Solution Architect associate |
| **Tableau** | Certified Tableau Desktop Specialist |
| **Testing** | Diploma in Software Testing |

**PROFESSIONAL SUMMARY**

* Involved in Quality Testing Independent Verification and Validation of various Software projects both in various roles (Test Lead, Test Analyst, Test Engineer, Test Architect, Test consultant, Test coordinator, Individual contributor) Involving Banking and Credit card services domain.
* Expertise in formulating and executing QA strategies for various areas including below.
  + Functional Testing – System, Integration, User Acceptance and End to End Testing for various types of Projects in Agile and Waterfall methodologies.
  + In depth Knowledge of Software Development Life Cycle models (SDLC) & STLC
  + Used Agile methodology to verify critical credit card functionalities such as Interest Processing, Late Fees, Annual fees, Authorizations, Statements processing etc. to verify whether the critical functionalities are working in line with the regulatory requirements.
* ETL Testing - Performed ETL Testing with validation of data in terms of Count Check, Null validation, Duplicate, constraint, Mandatory Field validation, Column length & Data types of validation using SQL queries.
* Did extensive work in ETL Testing including Data Completeness, Data Transformation & Data Quality for various data feeds coming from different sources.
* Utilized **SQL** for querying the database.
* Good Knowledge on Cloud Tools and Databases (SQL, AWS, SAS EG, Win SQL and PostgreSQL)
* Experience in Waterfall and Agile Projects, worked very closely with Product owners in Agile and worked on user requirements gathering, user stories, narratives, product/scrum backlog, sprint planning, backlog grooming, Use case design and analysis, Scenarios, Business processes.
* Actively involved in all phases of Testing lifecycle from setting up Testing Project, Formulating Test Strategy, Test Planning, Test Design, Test Execution, Implementation of Automation Tools, Defect Tracking, Test Closure Activities
* Proficient in JIRA, HP ALM Quality Center, QTest.
* Building Test plan from the requirements received from the client. Creation and walkthrough of test plans with the Project teams and seek review /approvals from the Business stakeholder.
* Participated in Bi-Weekly User story Grooming sessions and Iteration Planning meetings with Scrum master, Product owners, and Agile Team members.
* Extensive Knowledge on complex applications –Analysis, Preparation of Test scope & Test strategy, Client coordination, Leading the team of 8-20 members (Onshore and Offshore)
* Good Knowledge of Requirement Traceability Matrix (RTM), Boundary Value Analysis, Equivalence partitioning.
* Facilitate daily stand-up calls with onshore and offshore teams. Conduct defect triage meetings, review testing artifacts.
* Participate in the project kick-off meetings, work with the business and development teams to understand the issue and the solution applied for fixing them.
* Coordination with various project teams on environment setup, code implementations, test deliverables and support activities
* Triage defects with the various teams until the closure of the defects.
* Extensively worked on Web Services Testing using SOAP UI tools. Possess expert level of understanding of WSDL, XSD, Schema, XML documents for Web Services Testing.



**Professional Experience**:

1. **Project: Bread Financial - (Jan 2020 to Till Date)**

**Role: QA Lead**

**Project Description:**

This project includes managing all kinds of card activity with the help of a revised platform and incorporating the new changes for upcoming business needs. Existing features of existing vendors on cards are needed to be retained and new features and components of cards should be added/incorporated with the new platform. This project is

about to validate the backend database.

For e.g The data in terms of flat files are pushed into shared location segment by segment via vendor, development teams pull those shared flat files in the informatica work-flow manager and based on the coding, data is pulled to landing tables and checked in the landing zone. After processing in the landing table, as per the transformation logic (Business Rules) data is loaded to Staging tables i.e., Actual data after all kinds of operations performed on the landing data. This staging data will be helping to create DataMart in the near future of the project. Datamart are likely as customer details, card activity, accounts details, Application, Statement etc.

**RESPONSIBILITIES:**

* Joined the team as an AGILE Test Team Lead to assist in a crucial period of Project to validate the backend database.
* Participated in **Bi-Weekly** User story **Grooming** sessions and **Iteration** Planning meetings with Scrum master, Product owners, and Agile Team members.
* Prepared the test strategies and discussed the testing goals for each sprint with the team, assigned **User stories** to document test cases and test data.
* Developed Test cases, Test scripts for User stories based on the **Acceptance Criteria** during each iteration and uploaded in **qTEST**.
* Reported Defect in **JIRA** that were found during testing of multiple feeds on test environment and retested defect fixes to respective QA environment.
* Performed validation on data in terms of **Count Check, Null validation, Duplicate, constraint, Mandatory Field validation, Column length & Data types** of validation using **SQL queries**.
* Tested **ETL** Source to Target mappings and data transformations between **Source to Landing to Staging** **databases** using **SQL Queries**.
* Reported the Testing status for the current Sprint Daily during **Scrum** meetings.
* Performed **System Integration**, **Performance, Functional** and **Regression** testing and resolving all the critical and open Bugs prior to Deployment.

**Environment:** PostgreSQL, UNIX, PUTTY, SQL Server 2012, JIRA, qTEST, PostgreSQL (Yellow Bricks), Thycotic Secret server.



1. **Project: Citi Cards Remuneration (Jan 2019 to Jan 2020)**

**Role: QA Test Lead/ Testing Expert**

**Project Description:**

Fiserv Optis platform is the credit cards processing platform for Citi Retail services. The current project is taken up to rectify various billing and operational errors, software issues and regulatory compliance issues identified in the First data resources platform.

Post Parameter correction and development enhancements on the FISERV OPTIS platform, testing team uses agile methodology to verify critical credit card functionalities such as Interest

Processing, Late Fees, Annual fees, Authorizations, Statements processing etc. to verify whether the critical functionalities are working in line with the regulatory requirements.

**RESPONSIBILITIES:**

* Managed all QA processes in an AGILE development environment and led a team of QA personnel in all the testing efforts in the organization and reported directly to the Client.
* Analysed the Functional requirements and Enhancements made on the **First Data** Resources platform and derive testing strategy.
* Participate in the **project kick-off meetings**, work with the business and development teams to understand the issue and the solution applied for fixing them.
* Gather inputs from the business team and discuss the high-level testing requirements.
* Identify and assess different tools and propose the tool that matches the client’s requirements.
* Review and track requirement traceability matrix for requirement coverage, gaps, and checker-maker validations.
* Coordinate project related activities and engage various application teams during the testing phases.
* Communicated project details, business requirements and guidance to the team for test planning and test execution phases.
* Creation and walkthrough of test plans with the project teams and seek reviews/ approvals from the business stakeholders
* Reviewed project documents – test scripts, test plan, test exit report, status reports, requirement traceability matrix. Ensure the testing process follows client level policies and procedures.
* Coordination with various project teams on environment setup, code implementations, test deliverables and support activities
* Review the project deliverables and share it with the project teams.
* Created and shared weekly status reports and daily status reports with the teams/ relevant stakeholders.
* Facilitate daily stand-up calls with onshore and offshore teams. Conduct defect triage meetings, review testing artifacts.
* Triaged all reported defects in every environment with the various team until the closure of the defects, to ensure that there was consistency across the environment.
* Participated in **Bi-Weekly** User story **Grooming** sessions and **Iteration** Planning meetings with Scrum master, Product owners, and Agile Team members.
* Reported Defect in **HP ALM Quality Center** that were found during testing of multiple feeds on test environment and retested defect fixes to respective QA environment.
* Reported the Testing status for the current Sprint Daily during **Scrum** meetings.
* Performed **System Integration**,  **Functional** and **Regression** testing and resolving all the critical and open Bugs prior to Deployment.

**Environment:** SAS Enterprise Guide (SAS-EG), Tectia SSH terminal, FISERV OPTIS, HP ALM -Quality Center, Application Lifecycle Management (ALM), Customer UI Applications, Putty, Macros, JIRA, Mainframes

1. **Capgemini America, Inc., Rosemont, IL**

**Project**: **Card Authorization -(June 2014 to Feb 2016)**

**Role: Test Analyst (Contractor)**

**Project Description:**

Capital One (Bank and credit cards)- Capital One Financial Corporation is a U.S.-based bank holding company specializing in credit cards, home loans, auto loans, banking and savings products. We are the part of Testing and Quality Assurance team for the following products and processes.

One Capital one implementation is the User Acceptance testing of the biggest

implementation / conversion in VisionPLUS® for North America cards. This project is the testing of the biggest ever conversion from Cards perspective in VisionPLUS® platform and surround systems. It involves testing of three different portfolios (Bank card, Private Label Credit cards (PLCC) and EDS) across three different code bases. VisionPLUS® software is the core of the One Capital One Cards. It comprises of 9 modules Credit Management System (CMS), Transaction Management System (TRAMS), Interchange Tracking System (ITS), Collection & Agency Management System (CTA), Financial Authorizations System (FAS), Letter Tracking System (LTS), Customer

Service (ASM), Credit Decision Management (CDM), Merchant Processing (MBS). Where CMS is Heart of the VisionPLUS. Statement etc.

**RESPONSIBILITIES:**

* Managed all the QA processes in an AGILE development environment
* Created Task, sub-Task and also reported software defects and logged them into the Jira defect tracking tool.
* Worked on Xray test management add on for Jira.
* Participated in Bi-Weekly User Story Grooming sessions and Iteration Planning meetings with Scrum Master, Product Owners, and Agile Team members.
* Prepared the test strategies and discussed the testing goals for each Sprint with the team, assigned User Stories to document test cases, test data.
* Reported the Testing status for the current Sprint daily during Scrum meetings.
* Involved in Daily Scrum, Sprint Planning Meeting, Sprint Review Meeting, Sprint Retrospective.
* Involved in vision plus testing module CMS and FAS.
* Hands-on experience of Vision Plus sub-systems such as Credit Management System (CMS), Financial Authorization System (FAS)and Front-ends Cardholder's Account Maintenance and Processing System (Champs).

**Environment:** VisionPLUS, Version One, HP ALM- Quality Center, Application Lifecycle Management (ALM), Putty, Mainframes



**4.Syntel Pvt Ltd., Pune, India ( Nov 2012 to June 2014)**

**Project**: **American Express -** DB2 Upgrade from V 9.0 to V 10.0

**Role: Testing Engineer**

**Project Description:**

**DB2 Upgrade from V 9.0 to V 10.0**:

To comply with American Express Technology Standards, it was decided to upgrade the current DB2 z/OS version from 9 to version 10 for the distributed applications (Mainframe Back End). There was a need to find the impact on the distributed applications after the DB2 z/OS Version Up gradation in order to keep systems BAU. We have tested 6 impacted applications under this project.

**SE Number Generation (SNG) Migration:**

SE Number generation system is a part of GS Application and is being used in all markets in J/APA and LAC regions. It is used to generate new SE Numbers, which can then be assigned to a new signing. The system is used by NCCC, JCB and AQS for getting AMEX SE Numbers used for cross-referencing against partner SE numbers. Above three applications can request for new SE number through online or batch process

**RESPONSIBILITIES:**

* Requirements and Analysis: Understanding the requirements of the client and act as a sole functional resource and Participate inreviews and provide feedback on requirements and high-level scenarios
* Documenting and communicating test results using HP ALM Quality Center.
* Participated in daily meetings to discuss defects, issues and risks of project
* Generate Test Reports that clearly communicate tests results, concerns and project status with an emphasis on project risk, including defect rates (LSR)
* Verification of Expected output vs. Actual Output in respective logs files in UNIX.
* Identification of Defects, registering them in Quality Center and reporting them to the onsite lead

**Environment:** HP ALM - Quality Center 11, Development Tool- SQL Developer, Data Base –Oracle 10g, Unix



**Syntel International Pvt Ltd., Pune, India (Nov 2009 to June 2012)**

**Project**: FEDEX BACKEND SERVER

**Role: Analyst Programmer**

**Project Description:**

FedEx serves its customers with worldwide services, which is regulated through its e-commerce and supply chain solutions. Testing activities in FedEx cover testing of the Web Based Applications and Backend Servers. FAST stands for FedEx Automation Services Transformation. It is a multi-layer transformation of the FedEx customer automation infrastructure utilizing a next generation Service Oriented Architecture known as NxGen SOA. FAST

and Backend Servers Testing provides software quality assurance, test automation, production checkout, and testing process improvement for all Web Servers associated with SOA.

**RESPONSIBILITIES:**

* Requirements and Analysis: Understanding the requirements of the client and act as a sole functional resource and participated in reviews and provide feedback on requirements and high-level scenarios
* Responsible for creating Test Cases in the Quality Center and execution of the same for assigned modules.
* Documenting and communicating test results using HP ALM Quality Center.
* Creating Artifact/ Incident using HP Service Manager.
* Participated in early phases of projects to ensure input into testing can be translated into test plans and test cases.
* Participated in daily meetings to discuss defects, issues, and risks of project
* Worked as a Module Lead Responsible for testing deliverables, prioritizes and monitors activities to meet such dates for individual assigned features.
* Generate Test Reports that clearly communicate tests results, concerns, and project status with an emphasis on project risk, including defect rates (LSR)
* Responsible for Morning server check to find imbalance in between different servers involved in FAST architecture and their functionalities.
* Identified End to End Test Scenarios and Test Cases and Test Data
* Testing of Web application using web services client generated using SOAP UI, and response SOAP Messages.
* Developed Test Cases using WSDL, Schema files which defines Web Service Request, Response, methods/operations, Endpoint of web service to be tested.
* Involved in web services testing using WSDL, XSD, Schema, XML documents for Web Services Testing.
* Verification of Expected output vs. Actual Output in respective logs files in UNIX.
* Identification of defects, registering them in the Quality Center and reporting them to the onsite lead.

**Environment:** Windows XP and 7, SOAP UI 3.0, Web Services, XML, XML, Schema, XSD, WSDL, Quality Center, SQL Developer, Oracle 10g, Putty