

QUALIFICATIONS PROFILE

Multifaceted, seasoned, and highly motivated IT professional with Master degree in computer science, offering more than 14 years of extensive experience in Software Testing and Quality Assurance. Expertise in the fields of software process improvement and quality testing. Known for excellent analytical capabilities with the ability to develop and implement QA Process to achieve goals and objectives.

TECHNICAL ACUMEN

Languages	VB.NET ASP HTML DHTML JAVA .NET Framework Visual Basic SQL
Software	JIRA Subversion Microsoft Office 2003/2007/2010 SharePoint Confluence
Technologies	MS .Net Web Technology Client/Server PC Citrix
ETL Tools	Oracle Data Integrator 11.0 Informatics Power Center Data stage
Tools	Microsoft Team Foundation Server (TFS) Microsoft Test Manager (MTM) ALM Quality Center JIRA SharePoint SOAPUI
Data Warehouse	Informatica Power Center Oracle Data Integrator (ODI) SSIS AutoSys DataStage
Reporting Tools	OBIEE Business Object Power BI SSAS
Databases	Oracle MS Access DBMS DB2 Informix SQL Server Teradata
Methodologies	Waterfall V model Agile Validation & Verification

CAREER SUMMARY

- Over 14 years of experience in the information technology as a Software QA professional experienced in testing and test management.
- Expertise in understanding Business process and developing and maintaining test cases, analyzing bugs, interacting with the development team and middleware teams in fixing bugs.
- Good understanding of quality assurance testing methodology relative to the Business Analysis, Application Design and overall Software Development Lifecycle (SDLC) & (STLC).
- Worked under various testing methodologies like Agile-SCRUM/Kanban and Waterfall Model.
- Expertise in Defect management, Bug tracking, Bug Reports and generating the graphs using Test Management Tools such as ALM/Quality Center, MTM, JIRA
- Involved in preparation of Traceability Matrix based on High/Detail requirements and Test Cases.
- Proficient in documenting and executing test plans and test cases/test scripts for manual and automated testing.
- Project status meetings, Brain storming sessions, identifying requirements, walkthroughs and inspection reviews.
- Performed test plan preparation, test case designing, test case review, test case execution and reporting.
- Hand on experience in functional, integration, regression, system, security, GUI, backend, browser compatibility ad-hoc, black box testing.
- Hands-on experience in Web apps testing (Functionality, Usability, Compatibility, Security) using manual testing and automation tools such as SOAP UI.
- Proficient in creating/developing test cases, tes
- Strong experience in testing Data Warehouse (ETL) and Business Intelligence (BI) applications.
- Experience in Dimensional Data Modelling using Star and Snow Flake Schema.
- Experience in testing Full and Incremental loads through ETL tools on different environments.
- Strong experience in Data Analysis, Data Validation, Data Profiling, Data Verification, Data Loading.
- Participated in various meetings and discussed Enhancements and Modification Request issues.
- Actively participate in internal audits and management reviews, take necessary action on the issues raised on quality management system and process improvement.
- Good in RDBMS concepts and experience in testing Backend using TOAD/SQL developer with SQL.
- Extensive working experience in domains like Financial, Helthcare, Retail, Insurance and Banking.
- Experience in testing Windows based applications, Client/Server, Multi-Tier, Web Based applications, Communication Industry applications, Insurance applications and Commercial Stand-Alone applications.
- Proven track record meeting and exceeding customer needs as an individual contributor and as a team member in meeting critical deadlines. Can work independently and collaboratively within a diverse team. Significant experience in coordinating testing activities with off-shore Teams.
- Have tested several complex reports generated by Business Intelligence tools OBIEE, EPM 11, SAP Business Objects, Micro Strategy including dashboards, summary reports, master detailed, drill down and score cards.
- Proficient in preparing reports with analyzing the defects with respect to metrics.
- Built a dynamic relationship with the client, development and other teams to insure the highest quality deliverable possible and to deliver them on time.
- Proficiency in testing progress reporting, Defect tracking and maintaining using management tools like Quality Center, JIRA.

SKILLS SUMMARY

SQA Testing & Methodologies
Test Plans, Cases & Processes
Requirements and GAP Analysis
QA & QC Standards

Regression & Negative Testing
Communication and Client Relationship
Data Interface & Migration Testing
QA Process Improvement

Team Management and Training
Defect/Bug Tracking
Test Strategies & Coverages

EDUCATION

- ✓ Masters in computer science from Bellevue University, Bellevue – NE, USA (Year 2008)

CERTIFICATION

- ✓ ISTQB Certified Functional Tester

PROFESSIONAL EXPERIENCE

AIS/SAIF CORPORATION, SALEM, OR

SR. QA ANALYST/ETL/Bi TESTER

▪ AUG 2021 – APRIL 2024

Synopsis: The project aimed to convert SAIF Corporation's Business Online system to the Guidewire Claim Center, which required data migration and preservation of critical legacy data. Customization of the Guidewire Claim Center was also necessary to align with specific business requirements.

Testing team was focused focused on –

- Data Conversion testing: Legacy data was transformed to fit the new Guidewire Claims Center environment.
- Data Changes testing: Modifications were made to legacy data to ensure compatibility with the new system.
- Guidewire Claim Center Customization validation: Customization of the Guidewire platform to meet specific business needs, enhancing its functionality to align with SAIF Corporation's operational requirements.
- Data Warehouse and Data Mart testing: New Data Mart and Consolidation Layer: Creation of a new data mart and consolidation layer to integrate new and legacy data. Minimal Changes to Data Warehouse: Due to constraints in funds, time, and resources, the existing data warehouse was largely preserved to maintain functionality for dependent projects.
- Report Consolidation testing: Reduction and Repointing of Reports: Existing reports were consolidated from 345 to 265 and redirected to use the consolidation layer tables. This ensured continuity and efficiency in reporting.

Responsibilities:

1. Test Strategy and Planning:

- Created and Maintained Test Strategy and Test Plans: Defined the testing approach, scope, objectives, resources, and schedule for all testing activities to ensure comprehensive coverage.
- Developed, Executed, and Maintained Test Plans, Test Scenarios, Test Suites, and Test Cases: Systematically planned and executed tests to verify that all functional and non-functional requirements were met.

2. Data Integration and Validation:

- Created Complex SQL Scripts: Developed SQL scripts to handle ETL loads, ensuring data was accurately transferred from source to staging and from staging to data marts based on detailed requirements and mapping.
- Tested Data Cubes: Collaborated with developers to understand the design of data cubes and tested them to ensure they met specified requirements.
- Executed ETL Process Tests: Designed and executed tests for ETL processes to validate data integrity and transformation accuracy.
- Validated Stored Procedures: Created and ran test scripts to validate the functionality and performance of multiple stored procedures.
- Monitored Daily Load Status: Developed stored procedures to track the daily data load status from source to staging, ensuring timely identification and resolution of any issues.

3. Guidewire and Data Mart Testing:

- Validated New Claims: Created and tested new claims in the Guidewire system, Polybase DB, and data marts to ensure correct data migration and integration.
- Automated Tests with Selenium: Assisted in developing Selenium scripts to automate the creation of new claims in Guidewire, enhancing testing efficiency.
- Identified Data Conversion Issues: Worked on identifying and rectifying data conversion issues to ensure accurate data migration from the Business Online claim system to the Guidewire Claim Center.
- Designed Data Mart Structures: Assisted in designing new data mart DIM, Fact tables, and load patterns to optimize data storage and retrieval processes.

4. Data Consolidation and Reporting:

- Tested Data Consolidation Layer Views: Extensively tested and validated the data consolidation layer views to detect potential issues such as duplications and incorrect Claim IDs.
- Validated Data Loads: Created and executed test cases and scripts to validate both initial and incremental data loads for dimension (dms) and fact tables.
- Validated Reports: Developed test scripts based on report requirements and validated reports for both initial and incremental loads to ensure data accuracy and functionality integrity.
- Tested Various Report Types: Validated ad hoc, canned, Excel, cube, and stored procedure-based reports to ensure data accuracy and functionality.

5. Collaboration and Communication:

- Engaged with Business Teams: Worked closely with business teams to correctly identify business rules, ensuring accuracy in data conversion and avoiding future issues.
- Trained and Mentored Testers: Guided and mentored a team of five testers on all load stages of the project, ensuring they had the skills and knowledge to perform their roles effectively.
- Consolidated Reports: Collaborated with report owners to discuss new requirements, impacts of data consolidation, and reworked report consolidation based on their feedback.
- Communicated Effectively: Maintained clear and efficient communication regarding plans and status updates, ensuring the team stayed on track with all testing efforts.

6. Full-Lifecycle Development and Quality Assurance:

- Collaborated on Defect Resolution: Worked with business and data warehouse teams to troubleshoot and resolve defects and related issues.
- Innovative QA Approaches: Collaborated with team members to implement and improve innovative QA capabilities and approaches.
- Participated in Full-Lifecycle Development: Engaged in all aspects of the development lifecycle and applied data quality concepts and processes to ensure the highest standards of quality.

Environment: Microsoft SSIS, SSAS, SQL server 2019, Oracle, Business Online, Guidewire Claim center, Guidewire Policy Center and Guidewire Contact Manager, Microsoft Azure, Power BI, Selenium, Work Day, Microsoft teams.

AIS/USDA, KANSAS CITY, MO

SR. QA ANALYST/ETL TESTER

▪ JAN 2017 – JULY 2021

Synopsis: Modernize and Innovate the Delivery of Agricultural Systems (MIDAS) chartered to provide a sustainable long term solution that will provide farmers, ranchers, and FSA employees to simple and convenient access to farm programs data through reporting.

Responsibilities:

- Reviewed and analyzed the Requirements documents, Design documents, Data design/flow, Data mapping documents and used test cases.
- Worked on Agile Methodology framework with respect to the change in application requirements so as to achieve the target in stipulated time.
- Participated in requirements, Design and functional specification review meetings.
- Developed and maintained System, Integration, Security and UAT Test plans.
- Developed and maintained Positive, Negative and Boundary condition Test Scenarios, Test cases and Test data for Functional, Integration and Security Testing.
- Developed and maintained Traceability between requirements and test cases to ensure that testability is met.
- Tested ETL components including Tables/View structure, Data conversion, Data Mapping between source to staging, Staging to EDW and EDW to Data Mart.
- Validated Data Consistency, Data Completeness, Data Correctness, Data Accuracy and duplicate data in to Data Warehouse and Datamarts.
- Developed and executed the test cases to validate the Transformation rules, Records counts, Logical and Physical deletes, exceptions and errors for different stages of ETL.
- Developed and executed test cases for data validation in Staging, EDW, DataMarts and Reports.
- Validated the access to the System – Security, navigation to a particular screen, dashboard, page, and report
- Validate access to the right data, screens, dashboards, pages, and reports, response time to access the application, particular dashboard, page and report, capability and ease of using prompts to select data on a report with specific attributes, use of drilldown and navigation on Reports for OBIEE.
- Documented software defects in defect tracking system Quality Center and keep defects up to date.
- Wrote and executed SQL queries using SQL developer, TOAD, Microsoft SQL Server.
- Conducted QA entrance and exit criteria meetings with project stake holders.
- Prepared test progress and defect report and communicate to the management.
- Facilitated defect review meetings and improved existing defect management process, driven team to work in the faster manner by reporting defects status.

Environment: ALM 11.5, DataStage, ODI, SQL Server 2012, OBIEE, EPM 11, SQL Developer, Web Client, JIRA, SQL Server, Webservices, SOAP UI 4.5, HTML, XML, API Testing, .Net, JAVA, J2EE, SharePoint, Confluence, Oracle, DB2, Informix, SVN.

AIS/FIDELITY, DURHAM, NC**SR. ETL/BI TESTER****▪ JULY 2014 – DEC 2016**

Synopsis: Webservice re-platform project is to migrate the Dedility caliper Stabilizer from legacy system to Cloud based environment.

Responsibilities:

- Reviewed and analyzed the Requirements documents, Design documents, Data design/flow, Data mapping documents and used test cases.
- Responsible for understanding the project scope, project plan, requirements, design and creating the testing approach and plan.
- Participating in requirements, code review meetings.
- Kept a thorough communication from start to the end of the project.
- Writing test cases, creating test data based on test scenarios.
- Modifying and migrating test data from caliper to DB2 and FPH for testing.
- Updated and validated the control -M job properties to simulate production scenarios.
- Writing and executing SQL queries to compare and validate the historical table data affected by scripts.
- Performing integration testing covering data movement from Caliper to destination tables in FPH (ODS).
- Using ICEDEQ tool to compare table data.
- Guided the development of the test cases to validate the ETL process, business rules, Data transformation rules, Reports layouts and data.
- Responsible for developing and executing test cases to validate the Tables/View structure, Data conversion, Data Mapping between source to staging, Staging to EDW and EDW to Data Mart.
- Directed the Test Team in writing and executing the test cases to validate the Transformation rules, Records counts, Logical and physical deletes, exceptions and errors for different stages of ETL.
- Created requirements and Test matrix for ETL and Reporting Test cases in Zephyr.
- Tested and validate the different API's developed in JSON and SOAP using SOAPUI tools.
- Performed security testing for web services using SOAPUI.
- Testing control-m jobs and shell scripts.
- Developing and maintaining traceability between requirements and test cases to ensure that testability is met.
- Providing Technical support to UAT.
- Creating reports and facilitating defect review meetings.

Environment: ALM 12.1, JIRA 6.3.7, OBIEE 10.1.3, EPM 11, DataStage, TOAD, Microsoft SQL Server 2013, SQL Server Management Studio, MS office 2013, Share Point, Subversion, SQL Server, Webservices, SOAP UI 4.5, HTML, XML, API Testing, .Net, JAVA, J2EE, SharePoint, Confluence, Oracle.

DRI TITLE AND ESCROW, OMAHA, NE**SR. QA ANALYST/UAT TESTER****▪ AUG 2012 – JUNE 2014****Responsibilities:**

- Analyzed data, process flows, and database structures to facilitate issue resolution and identify process improvement opportunities in Natural Gas & Liquids measurement systems.
- Followed Agile and Scrum, Translated Business requirements and technical design into Requirements in HP Quality Center (QC) Analyzed and reviewed Project Initiation Document (PID), System Requirements Document (SRD) and System Requirements Specification (SRS) to ensure testability and identify discrepancies or errors in the functions, interface, data structure and performance of the system.
- Created/uploaded and maintained requirements/user stories into ALM and created requirements and test matrix into ALM.
- Developed and maintained System, System Integration and UAT test Plan and test Approach.
- Defined and developed Test scenarios and test cases to test the new application/functionality and enhancements in existing application.
- Involved in creating the test data for generating sample test reports before releasing to production.
- Participated in User Acceptance testing (UAT) and involved in development and reviewed the UA test cases.
- Performed Functional, Exploratory Testing, Laboratory Testing, Installation Testing, Compatibility Testing.
- Facilitates defect resolution and approach communication between stakeholders and development team and review the defects from each sprint to ensure timely and accurate delivery of custom software solutions.
- Prioritized and manages issue tracking and resolution for internal and vendor specific issues and enhancement requests for production systems.
- Created and maintained folder structures, release and cycles into ALM.
- Participated and validated the Quality center upgrade from Quality Center 10.0 to ALM 11.5.
- Provided ALM/QC training to UAT testers and team members.
- Facilitate defect review meetings and improved existing defect management process, driven team to work in the faster manner by reporting defects status.
- Developed different Reports and Dashboard to communicate the testing progress and defect reports in ALM.
- Preparing and maintaining the release and cycles to keep track of code movement between environments

- Wrote complex SQL scripts using joins, sub queries and correlated sub queries
- Validated the data in the reports by writing simply to complex SQL queries in the transactional system
- Prepared test data by modifying the sample data in the source systems, to cover all the requirements and scenarios.

Environment : Oracle 11i, Microsoft Team Foundation Server (TFS) 2012, Microsoft Test Manager 2012, JIRA 7.0, TOAD, SQL Server 2010, ASP, Microsoft Visual Studio 11.0, VB scripts, TOAD 8.0, Window NT, SQL, .Net, Web Services, XML, XML Schema, DB2, Unix, Confluence, SharePoint.

CAPITAL ONE, GLENN ALLAN, VA

SR. DATA WAREHOUSE QA ANALYST

▪ JAN 2010 – JUNE 2012

Responsibilities:

- Involved in the entire software Testing Life Cycle of the projects from Initiation to Implementation.
- Create test plan and test cases for manual and automated testing from the business requirements to match the project's initiatives.
- Tested various ETL Informatica transformation rules based on log files, data movement and with the help of SQL.
- Maintained the test logs, test reports, test issues, defect tracking using Quality center.
- Extracted Data from Teradata using Informatica Power Center ETL and DTS Packages to the target database including SQL Server and used the data for Reporting purposes.
- Created and executed SQL queries to perform Data Integrity testing on an Oracle Database Performed Functional, Negative, Smoke & Regression tests as per design specs.
- Tested several complex reports generated by Business Objects including Dashboard, Summary Reports, Master Detailed, Drill Down and Score Cards
- Wrote complex queries in Teradata SQL assistant to check the data from Source and Target.
- Tested Full load & Incremental load by entering the sample test data to a couple of entities and making sure Inserts & Updates of loading the data is done correctly.
- Written several complex SQL queries for validating Business Objects Reports.
- Tested Data stage Hashed files for extracting and write data - an intermediate file in a job.
- Proficient in performance analysis, monitoring and SQL query tuning using EXPLAIN PLAN, Collect Statistics, Hints and SQL Trace both in Teradata as well as Oracle.
- Worked with Perl and UNIX shell scripts. Worked with releasing scripts live and tested.
- Tracked bugs using Quality Center and generated the defect reports for review by the client and the management teams.
- Participated in various meetings and discussed Enhancement and Modification Request issues
- Submitted weekly bug or issue report updates to the Project Manager in the form of the QA Error Log.

Environment: ETL Informatica, BI Business Objects, SQL, QTP, Quality center, Teradata, Teradata SQL Assistant, UNIX, SQL SERVER, Clear Quest, Oracle, PL/SQL, TOAD, Java, DB2 and UNIX.