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# Summary

Summary of Skills: -

•Result oriented and performance driven software professional 14+ years of extensive experience in Black box testing with focus on functional, automation, integration, JAVA/JSP/EJB based APIs, Mobile Responsive, and Web based retail and network performance testing.

•Strong interpersonal and teamwork skills in a fast-paced challenging environment.

•Experience testing HR applications and hands-on experience on HCM/CRM/Salesforce ERP applications.

•Well versed in SDLC management and strong understanding of agile methodology (ICAgile Certified), scrum and waterfall methodologies having worked on software solutions & delivered complex solutions applying test methodologies, standards, and best practices.

•Experienced in defining testing methodologies, designing/creating test plans and test cases, test executions and progress monitoring, project status tracking and bug tracking. Creating documentation based on standards for software development and effective QA implementation in all phases of Software Development Life Cycle (SDLC). •Experienced in testing web-services using SOAP UI. Familiar with Web service standards like SOAP (Simple Object Access Protocol)/REST, WSDL, XML/ HTML, XSD.

•Experienced in automation tools such as SOAP UI, Selenium and have experience running tests through TestNG in Eclipse IDE. Have experience in creating and executing automated regression test suite for verifying build stability and health on release cycles using Bamboo/Jenkins.

•Hands-on experience in data warehouse testing using SSIS and SSRS tools.

•Hands-on experience using QA defect and test management tools like Rational- Clear Quest, JIRA, Development tools like Eclipse-IDE, business, and product management tools such as Rally, Clarity.

•Extensive experience in coordinating testing effort, develop and maintain test scripts, analyzing bugs and interacting with development team members in fixing the defects, responsible for test deliverables, status reporting to management, issue escalations.

•Lead multiple projects concurrently with very short timelines, coordinating between different Dev and QA teams across India, Singapore, and USA, successfully achieving business goals.

•Bachelor’s in Information Technology (distinction) with strong academic records, currently working for TriNet as a SR.QA Engineer for 3+ years in Software development and Information Technology division.

# Experience

## Staff Quality Engineer

### TriNet

Apr 2016 - Present (7 years 7 months)

Lead multiple projects and defined an overall test strategy that describes how the test approach will ensure good test coverage.

•Using API would drop the salesforce contract json on TriNet platform and validate the product id, benefit model, pricing data is coming over correctly on TriNet contract entry portal.

•Track the messages send to HR application through integration broker in Peoplesoft/CRM and validate the data is saved correctly on HR (HCM) and backend database.

•Be a scrum master for our daily scrum calls.

•Create test plans, test cases based on the acceptance criteria and execute using Zephyr.

•Provide a quality assessment based upon the testing progress and proactively communicate risks and dependencies which may impact the project delivery.

•Work effectively on a fast-paced, agile team; working side-by-side with development, UX designers to create execute tests for best user experience within each stage of the software development lifecycle.

•Raise bugs using JIRA for the feature under test and work with development for defect turnaround and reverifying it.

•Understand the ‘big picture’ view of every feature and how our customers will use it.

•Support the business users with User acceptance test after signing off on the story.

•Automate the functional flows for both UI (Selenium) and API (Rest Azure), which will be utilized as part of each regression test cycle for each release.

•Create pull request and merge the branch code to Master using Source tree/ GitBash in Stash.

•Perform the peer review on test cases and pull requests before they commit there change to Master.

•Experience with both Windows and Linux.

## Quality Assurance Engineer

### Motif Investing

May 2015 - Nov 2016 (1 year 7 months)

Understanding the project requirements and interacting with the Product Development and business analyst teams to clarify all functional and technical issues related to the module under testing.

•Perform API testing using POSTMAN on REST service.

•Successfully verifying page layout, AJAX calls, HTML forms, Java script errors on heavy web site and debugging an issue using dev toolbar and firebug.

•Involved in the design, architecture, and testing of multi-tiered trading environment.

•Hands-on experience testing Retail POS application as well as mobile application.

•Closely monitored the network to verify the system behavior for 2000-5000 users and validated the resource usage, scalability, and reliability of the product using developer tool.

•Performed an integration testing on a FX product and made sure the FIX tags are formatted and send out correctly to Pershing (clearing firm) once the trade gets executed.

•Rendering the estimation of testing effort, arriving at a test plan for the module to be tested based on the concerned feature, developing test cases based on the requirements and knowledge obtained from the existing system.

•Added detail documentation on end-to-end business flow using Wiki and trained junior QAs in KT sessions.

•Creation and Execution of test cases against the QA, UAT and Production environment.

•Testing the backend data validation using SQL Workbench.

•Identifying and prioritizing defects and tracking of defects using defect management tool like Rational Clear Quest, JIRA.

•Reporting build failures and defect using QA status tracker.

•Experience in testing applications over the network.

•Good understanding on OS X filesystems and SSH into the terminals for debugging into the logs.

•Worked with Product managers to enhance the requirements for a better-quality product.

•Involved in knowledge sharing, peer test case reviews sessions to deliver a high-quality industry standard product.

## Quality Assurance Engineer

### Visa

Apr 2012 - May 2015 (3 years 2 months)

Location: Foster City

Project: ICS2 Payment

Responsibilities & Achievements:

•Tested APIs using Shell scripts and worked with developers in certifying payment gateway services for features including Pay2Bill, Recurring and billing, Subscriptions, Partial Auth, Visa checkout, Contactless payments using EMV chip, ACH transactions, Batch processing for Auth Bill transactions and Invoicing.

•Ran automated batch process and analyzed the exported files generated based on ISO standard mapping documents for each flow.

•Verified the taxes are also calculated correctly in Alipay Tax app based on the country location as part of each flow.

•Validated the data inserted in the backend based on schema designed. Also verified data was displayed correctly on the ERP platform.

•Analyzed the logs for debugging using Splunk tool.

•Involved in the design, architecture, and testing of multi-tiered e-commerce environment with expertise in payment gateway/processors.

•Created automated scripts for MPOS web service testing which would trigger 10,000 transactions request sent to the server. Closely monitored and documented the processing speed and reliability for each load run using Load Runner and raised any concerns to developers.

•Used SOAPUI for functional and later for automating the test scripts on MPOS (mobile point of sale web service) which would generate Apple pay encrypted password by identifying the client number created as part of device manager call.

•Configured bamboo job by adding artifacts, location of the pom.xml and passing the source code repo from Accurev (version control tool) as part of each release.

•This included running 40,000 automated test scripts for Financial Impact testing, Batch processing for 50+ gateways for each release.

•Analyze the test reports, debug, and run the failed scripts locally using Eclipse.

•Tested the batching process of the payment gateways.

•Performed push support for each release and executed tests on multiple clusters to make sure the tests are green on CAS/ PROD.; As part of testing used ETL process with SSIS for data warehousing.

Ran the SSIS ETL process to extract the data from multiple Sources to Data warehouse DB.

•Based on the mapping document verified that the source input definition, target/output details and data quality requirements are met.

•Experience in validating the large datasets consisting of 500k-1M records.

•After tests are run would add those results to the file and compare the results using ExamDiffPro tool.

•Debug with developers for any defects and issues on the ETL processes.

•Load those files on CMLS server to do further analysis by business.

•Hands-on experience is SSRS tool to view and analyze the reports.

•Gained the thorough knowledge and effectively collaborated with the product by undertaking the actions like installing the CPM software and configuring it, to meet the project milestone and quality/ functionality standards.

•Experience as a lead on CPM project and mentoring the junior QA on test procedures.

•Successfully built up the test suite documents like Regression test cases for CPM components which also meet the PCI compliance Standards like Admin Account Maintenance test cases, CPM Admin test cases, CPM Fresh install test cases, Database Configuration test cases, Master key DB key test cases, Record Format Logging etc.

## Quality Assurance Engineer

### Modis

May 2011 - Apr 2012 (1 year)

Able to develop test assets (e.g. test plans, test designs, test cases, discrepancy reports, etc.

•Testing Web Applications, Web Reporting, XML, AJAX, Java script, RDBMS technology. •Testing web service standards and related technologies (XML, XSD and SOAP)

•Experience retrieving data from the data base writing SQL queries.

•Running the SQL Server Report and Integrated Service job for performing the report extract data and validating the expected files generated against the extracted data in the source and stagging database. •Also used putty for writing the shell scripts and get the files hosted on Linux platform so that the files generated from the Report extract job can be pushed from SFTP server to CMLS server for performing ETL testing.

•Hand on experience on mobile testing using native app for iPhone, iPad, Android.

•Testing the RTM admin panel in an Agile/ Scrum development.

•Work with minimal supervision in a team environment.

•Have experience in working and leading onshore and offshore teams.

## Quality Assurance Engineer

### Inlogik

Jan 2010 - Dec 2010 (1 year)

Testing the financial expense management system product Promaster.

•Setting up new clients in the product by creating a new PGP key and requesting banking partner support in providing the data feed for the client through to inlogik’s SFTP site.

•Experience in developing test plans, test procedures, executing manual and automated tests in a client/server environment, documenting software defects and validating resolution.

•Hands-on experience executing functional, performance, regression and release tests on application software running in Windows Operating System environments.

•Communicate findings to software development team to assist in implementation and validation of candidate solutions.

•Ability to translate technical requirements to prepare and execute testing of the software application with external stakeholders. Interpret test results, and report back to the technical team and management for resolution of identified problems.

•Provided level 1 support for various clients all over Australia/NZ along with level2 support for UK office clients.

## Quality Assurance Engineer

### CSL

Nov 2008 - Nov 2009 (1 year 1 month)

Worked on project of SOE project where successfully completed compatibility testing on various software products such as MS office 2007, Windows 7, IE 9, Adobe, Mozilla along with writing creative test cases and test execution plans on various platforms and their upgrades. This will be further used by research and development team.

•Provided support for testing and approving the software’s for departments like R&D, Bio-plasma, Biotherapies in CSL and provide user with correct version on required software base on their platform.

•Tested and approved software’s like medical directory, swine flu related software’s for supporting R&D department with their further investigations related to vaccines.

•Using Active directory for Identity management of Users by creating a new account, giving different rights to the users, managing the account details of the users, Resetting passwords for users from different departments like Sales, Research and development, Marketing etc.

•Validating the quality of a software application and once approved start performing the preliminary compatibility test on requested software applications and writing installation instructions (wkp-work procedure document), test report. Logging a request in infra enterprise 8.0 for helpdesk for further installations on network.

# Education

## University of Mumbai

Bachelor of Information Technology

Diploma, Teaching & Education