**Sindhu**

**Sr. QA Manager / Lead**

**PROFESSIONAL SUMMARY:**

* QA Lead with 10 plus years of Software testing experience in projects with good hands on to functional testing, test automation design, developing test cases for Web based services and applications, monitoring tester’s activity and Leading a Testing team. Extensive experience in the domain such as Retail, Banking, Insurance, Financial Accounting and services, Telecom Products. E-Commerce industries on various Platforms in Agile as well as Waterfall environment.
* Experience in testing Client/Server, Mainframe, Oracle, Java Web based applications and testing Web Services/ API (REST & SOAP) using Soap UI
* Test Manager, HP Application Lifecycle Management (HPALM) i.e. Quality Center.
* Highly experienced Test Manager/lead in the technology services industry who has demonstrated the ability to lead diverse teams of professionals in a variety of roles, institutions, and fast-paced projects.
* Strong technical and business qualifications with an impressive track record of more than 10 years of hands-on experience in managing, leading, planning and testing various applications across different technologies.
* Creative problem solver, with an aptitude for Information Technology, who works well under pressure. Self-motivated, works independently, with strong communication and interpersonal skills.
* Test Manager, HP Application Lifecycle Management (HPALM)/ Quality Center.
* Experienced in Unit testing, Mainframe, Database, DB2 and Backend testing.
* Hands on experience using Work Soft Certify automation tool developed Factory approach, data driven framework and automated discussion, Web, Windows and Mainframe applications.
* Good understanding and experience in testing Mainframe and AS/400 applications.
* Hands on experience in QTP automation tool execution and design, Developed keyword and data driven framework for web and windows application.
* Experienced in using test management tool TFS, Test Director, JIRA and Quality Center (ALM) and other bug reporting tools to track test progress and deliverables.
* Skilled in coordinating multiple teams with customer focused attitude. Highly recognized by peers, and senior management.
* Healthcare Implementations & Consulting
* Worked on Agile and SDLC projects.
* Prepared Test Strategy, Test Approach, Test Plan, Reports for most of the projects worked on.
* ALM – Quality Center experience. Used Quality Center of over 8 years
* Testing – Assembly testing, Integration Testing, Helped with User Acceptance Testing, Post deployment testing and also helped development team with unit testing.
* Worked on Banking, ETL, Stock Loan and Telecom projects
* Worked on all phases of testing from Planning, Design, Test Execution and Reporting.

**Technical Skills:**

* Manual and Technical Testing: Manual Testing Functional, System Testing, UAT, Regression and integration testing
* Test Management, Design, Execution, Planning, Scripting, User Acceptance Testing, Integration Product Test and Performance Testing
* Test Defect Management: Test Director, JIRA and Mercury Quality Center(ALM)
* Testing Strategy: Planning, Creation and Review. HP Quality Center 9.0, 10.0, 11.0, TESTDIRECTOR 8.0, ALM 11.5,QTP 11.0, 11.0 Test Link, TOSCA
* Domain Expertise :Healthcare (Claims, ITS, FEP, ICD10), Credit Card, Telecom , Finance and ETL
* Platform: Mainframe, Windows NT4.0/2000/XP/Vista/7, UNIX, Sun Solaris, LINUX, DB2, IMS, Oracle
* Operating System: Windows NT/2000/XP Server, Mainframe (Z/OS)
* Processes: SDLC, LEAN Process, ADS (Accenture Delivery Suites) and METHODE/1
* Tools: Rational Portfolio Manager (RPM), Clear Quest, File Manager, SPUFI
* GUI Tools: IMS, CICS, JAVA
* Software Packages: CLARITY, BLAZE
* Languages: COBOL, SQL, Java, EASYTREIVE, JCL
* Management Tools: TFS, Quality Center(ALM), JIRA

**PROFESSIONAL EXPERIENCE:**

**Major Health Client, Hartford CT July 2013 – Present**

**Sr. QA Tester**

**Responsibilities:**

* Analyzed Business Requirements Documents and Software Specification Documents to achieve better understanding of the system.
* Analyzed System Requirements and wrote Test cases, Designed Scripts for testing the application.
* Perform Manual Testing on the SAP and Mainframe Application.
* Validate the rewards balance in Mainframe System.
* Back end testing of the application using SQL queries for the Content Testing.
* Performed data accuracy, data validation, and data integrity testing by querying the database using SQL Queries to check the data table on the Server.
* Tested GUI scenarios and validated in Backend in DB2
* Tested several packages developed using SSIS.
* Wrote and ran UNIX Scripts for batch jobs.
* Used RQM/RTC for requirement management, test planning, scheduling, executing test cases, managing and tracking defects.
* Involved in Unit, System, Integration, Regression, Load and UAT Test phases.
* Worked with AGINITY NETEZZA Workbench tool to test and debug SQL queries.
* Performed backend testing using Mainframe Rumba.
* Written extensive PERL and UNIX Shell scripting for data parsing and text parsing needs including archiving the old data, running backend jobs & setting up of job dependencies.
* Perform User Acceptance Testing for this application.
* Part of the team involving Test plan analysis, Debugging tests, Go/No-Go Decisions based on the test scripts results.
* Identify and track issues, risks and action items.
* Worked in Bug net (Defect Tracking Tool)
* Assist Team Lead or Test Team Lead in monitoring estimated-time-to-complete (ETC) and actual for assigned tasks.
* Expertise in Validation of Front End Applications.
* Involved in weekly team meetings with the development team to resolve technical issues.
* Involved in Creating Power point presentations to update the project status with the client.
* Conduct Defect status meeting with the team members on weekly basis.

**Environment:** .Net , Mainframe, SQL server, JIRA, Mainframe , Oracle 9i/10g, PL/SQL, MVS, IBM DB2, Bug Tracker, Windows XP, Microsoft Word, Microsoft Excel. INFORMATICA 9.1, SSIS, MICROSTRATEGY,HP Application Lifecycle Management 11, JIRA 6.1, AGINITY NETEZZA Workbench 2.1, SQL, Rational Quality Manager (RQM), SOAP, SOAP UI, JAVA, J2EE, JavaScript, Axe 3.5, TERADATA 12, XML, UNIX, MS-EXCEL, MS Visio

**T-Mobile, Dallas, TX Jan, 2011 – July, 2013**

**Sr. QA Analyst**

T- Mobile is one of the nation's leading telecommunication and wireless service providers. Every customer can have online access to his account by signing up for online account.

Worked on Telecom billing software application, that supports the full range of telecom Customer care, billing and ordering activities in single and convergent multi service environments. The front end of the application was developed in Java, HTML and JavaScript. The back-end was Oracle.

**Responsibilities:**

* Involved in Training and Documentation.
* Worked with Business Analysts, Developers, and Clients in the product design process including specification and other document reviews.
* Support the entire test and certification process, getting involved early in the product development cycle and managing through product launch analyze and design comprehensive test plan and test implementation strategies.
* Tested various Payment method scenarios of billing portal like credit cards payment, electronic funds transfer payment and cash payment.
* Parameterized Stress and Load testing by using Load Runner.
* Performed Load Testing of web application using Load Runner.
* Configured Web, Application, and Database server performance monitoring setup using Site scope.
* Identify system/application bottlenecks and work with Bottom line to facilitate the tuning of the application/environment in order to optimize capacity and improve performance of the application to handle peak workloads generated via LOADRUNNER tool to simulate activity.
* Tested the functionality for Account Verification process giving contact role and verified on field status.
* Tested the functionality for contact's billing, mailing address and creating contact for existing account.
* Wrote UAT scripts using Mercury Quality Center.
* Performed UAT testing with Business Users.
* Called External functions in VB Script.

**Environment:** Quality Center 9.2, Quick Test Pro 9.2/9.5, SOAP, VB Script, LDAP, E-Commerce, UAT, .NET, SQL, HTTP, XML, Linux, Web logic, Web sphere, IIS,ASP,VB, HTML, JAVA/J2EE, My SQL 5.0,Java and MS Office.

**JP Morgan Chase, NY April, 2009 – Jan, 2011**

**Test Lead**

As a result of the JPMorgan and Bear Stearns merger, both organizations have conducted a thorough analysis of each infrastructure. There are a series of overlapping applications and platforms. Many of these services will be consolidated and / or decommissioned. Throughout this process the development for future state will be viewed as merger related and strategic initiatives.

My primary objective is to lead the team to set up testing processes and test business applications resulting from the merger between Bear Stearns and JPMorgan Chase & Co. During the test phase I have done test analysis for the requirements and I have created the sizing for different test scenarios. During the Analysis phase, I have done a detailed study on client operation and based on the analysis team was able to come up with new use cases for negative testing. Client team appreciated my effort and accepted most of my recommendations.

**Responsibilities:**

* Manual Testing project
* Analysis of Requirements for Securities Lending Merger Program as well as Strategic Initiatives
* Preparation and review the Test Approach document for the new developments and changes in Consolidated JPM / Bear EQUILEND Platform
* Preparation and review of Test Strategy document with JPM client.
* Prepare Test Conditions, Test Scripts and also review Test Conditions and Scripts prepared by the team for new development in JPM platform to support the merger.
* Identify and prepare Test Data required to satisfy business requirements
* Test Co-ordination with all the impacted systems and stake holders in JPM as well as Bear EQUILEND Platforms
* Test Planning and Defect Management activities for various phases of testing
* Setup of Test / Defect management tool
* Make changes in the test environment and do all test prep activities before test execution
* Test the GUI for Stock Borrow Loan project
* Execute SQL queries and get data from JPM and Bear database and validate it against the changes done
* Backend SQL / Oracle Testing and Unix testing
* Report defects in the test management tool and cascade it to the development team
* Follow-up on the defects and get updates on the new version of testing
* Prepare Status Report in Daily and Weekly basis for JPM clients as well as Accenture management
* Creation of Risk Bases Testing Document for Risk Mitigation
* Mentoring the Team which includes IDC and US resource
* Monitoring Test Execution done by the team and updating the client team
* Prepare proper knowledge Transfer documents and cascade everything to the team
* Get daily feedback from both client / test team and take appropriate action and plan the work accordingly
* Coordinating with the offshore Team: Knowledge Transition, Deliverables, Review of Deliverables, Estimation and Task creation
* Keep my leaders and business updated on the day to day activities and raise any risk forcing before time.
* Worked on ALM – Quality Center

**Environment:** Mainframe, SQL server, JIRA, Oracle 9i/10g, PL/SQL, MVS, IBM DB2, Windows XP, Microsoft Word, Microsoft Excel., HP Application Lifecycle Management 11, JIRA 6.1, SQL, Rational Quality Manager (RQM), SOAP, SOAP UI, JAVA, J2EE, JavaScript, XML, UNIX, MS-EXCEL, MS Visio, Rational Quality Center.

**American Express, AZ Oct, 2005 – April, 2009**

**System Analyst**

Clarity is Project Management tool, which maintains the entire technical and maintenance project in AMEX. Clarity also handles Forecasting and Funding of projects. Resource profile and time entry is also maintained within the systems. Clarity maintains the full cycle of the project from start to end.

My primary objective was to manage the end to end testing on the client preparatory application build by multiple vendors. I was working with 4 different vendors (TCS, Infosys, Syntel and Accenture) who have been contracted with Amex to build the application which would have single repository for project management.

I was to leading the Accenture testing team to perform end to end testing on Clarity console created to manage all type of projects are resources. I had worked with client to define the scope of testing as well as different phases of testing.

**Responsibilities:**

* Manual Testing project
* Analysis of Requirements for clarity tool development
* Preparation and review the Test Approach document created by Testing Team
* Preparation and review of Test Strategy document
* Review of Test Conditions prepared by different vendor team as per Requirements document
* Review of Test Scripts prepared as per Test Conditions document
* Walkthrough of Test Conditions with all impacted team and vendors.
* Check for Milestone and send reminders to complete them
* Test Co-ordination with all the impacted systems and stake holders
* Helped Development team with Unit Testing
* Test Planning and Defect Management through Mercury Quality Centre
* Coordinating for getting query resolution and defect closed in the quality centre.
* Estimation for the project
* Prepare Daily as well as weekly Status Report to client Amex to provide the test status for each vendor.
* Handling of meetings for all streams
* Quality Center management - Requirements, Test Lab, Test Plan and Defects
* Creation of Risk Bases Testing Document for Risk Mitigation
* Mentoring the Team
* Monitoring Test Execution
* Coordinating with the offshore Team: Knowledge Transition, Deliverables, Review of Deliverables, Estimation and Task creation

**Environment:** Mainframe, COBOL, SQL,JCL, DB2, VSAM, MQ SERIES, IMS DB/DC, Windows XP, Microsoft Word, Microsoft Excel., HP Application Lifecycle Management 11, JIRA 6.1, SQL, Rational Quality Manager (RQM), XML, UNIX, MS-EXCEL, MS Visio, Blaze, J2EE, Clarity

**System Analyst / Senior Software Engineer, UT**

Campaign Management is a tool where all the campaigns with in AMEX are maintained. A Campaign represents one or more marketing communications to a defined Card member population that support a corporate objective that falls broadly into two categories, Acquisition and Loyalty.

My primary objective was to lead the Accenture testing team working on Campaign Management Projects. My team was able to define the scope of testing as well as different phases of testing. We had used UECT (Use Case Based Estimator) to calculate the effort to create and execute scripts both for manual and automation scripts.

**Responsibilities:**

* Manual Testing project
* Responsible to coordinating between 5 vendor teams to test the product end to end.
* Do test end to end planning for testing.
* Creation of Risk Bases Testing Document for Risk Mitigation
* Review of Test Approach Document created for Campaign management project
* Coordinating End to End Test Plan
* Test Coordination with Upstream and Downstream Systems
* Adherence to American Express Method 1 Standard
* Review of Test Plan (Test Conditions and Test Cases) for all phases of Testing Assembly, Integration
* Review of Test Conditions and Test Cases for all phases of Testing Assembly, Integration
* Review of Regression Test Plan created in QTP
* Monitoring Test Execution
* Supporting UAT Execution for Amex System Assurance Team
* Test Environment Coordination and Escalation Management for all Test Phases
* Test Status Reporting and Defect Reporting to End to End Project Manager

**Environment:** Mainframe, COBOL, SQL,JCL, DB2, VSAM, MQ SERIES, IMS DB/DC, Windows XP, Microsoft Word, Microsoft Excel., HP Application Lifecycle Management 11, JIRA 6.1, SQL, Rational Quality Manager (RQM), XML, UNIX, MS-EXCEL, MS Visio, Blaze, J2EE

**System Analyst / Senior Software Engineer, AZ**

The APB solution will deliver ownership of promotion creation, maintenance, and deployment to the Business. Promotional BONUSING is streamlined and automated to facilitate, scalability in promotion execution, flexibility in calculation and fulfillment, and timely bonus delivery to Card Members.

My primary role was to handle the onshore Test Coordination with testing team from impacted system as well as System Assurance Team. During my onsite assignment, I was handling Statement Credit, Acquisition and Renewal and Threshold BONUSING projects for APB/BEQ.

Two of the projects were running an overlapping time period, so that I had lot challenges to manage each project in overlapped time. I had worked with Amex Test Mangers and “System Assurance Team” to identify the test scenarios and use cases. Once we define the use cases, I had used the Use Case Base Estimator to create estimation for manual testing in 3 different technologies

**Responsibilities:**

* Requirement Analysis for all three projects.
* Creation of Risk Bases Testing Document for Risk Mitigation for all three projects.
* Review of Test Approach Document created by testing team in various applications.
* Coordinating End to End Test Plan with Test Manager and
* Test Coordination with Upstream and Downstream Systems
* Adherence to American Express Method 1 Standard
* Review of Test Plan (Test Conditions and Test Cases) for all phases of Testing Assembly, Integration
* Review of Test Conditions and Test Cases for all phases of Testing Assembly, Integration
* Review of Regression Test Plan created in QTP
* Monitoring Test Execution
* Supporting UAT Execution for Amex System Assurance Team
* Test Environment Coordination and Escalation Management for all Test Phases
* Helped Development team with Unit Testing
* Test Status Reporting and Defect Reporting to End to End Project Manager

**Environment:** Mainframe, COBOL, SQL,JCL, DB2, VSAM, MQ SERIES, IMS DB/DC, Windows XP, Microsoft Word, Microsoft Excel., HP Application Lifecycle Management 11, JIRA 6.1, SQL, Rational Quality Manager (RQM), XML, UNIX, MS-EXCEL, MS Visio, Blaze, J2EE

**Hartford Insurance Nov, 2004 – Oct, 2005**

**Software Engineer**

The purpose of the Core Conversion Program is to convert policy, billing, and claim data from the former CNA systems to HLI systems with minimal customer impact. This initiative will also include approved functional enhancements to support products and/or services currently supported by former CNA systems, which are required in order to support the conversion of CNA business to Hartford Life systems

Work as a Module Lead for Hartford Insurance Team. I was handling team for to perform module level testing. I had created the test scenarios and use cases. These use cases are used for creating the estimation and sizing for each of module as well as projects.

**Responsibilities:**

* Manual Testing project
* Lead Test Engineer for Enhancement Module COLA
* Requirement Analysis.
* Writing Test Case.
* Data Creation and Identification
* Executing Test Cases.
* Finding Defects and reporting them.
* Interacting with Client and getting the issue resolved.

**Environment:** Java, JSP, JDBC, Oracle, XML and Tomcat, Rational Robot; Suite of Products

Thanks,

Sindhu,

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