# Overview

I have over 19 years of experience in the Information Technology industry, participating in all aspects of the development life cycle from concept through implementation. I have a strong background in system development, including analysis, documentation, troubleshooting, testing, training, and implementation. My experience spans across a number of verticals, such a, telecommunication, utilities, and shipment delivery verticals, in systems analysis and quality assurance. I possess excellent communication and interpersonal skills with the flexibility to adapt in rapidly changing environments and teams. My skills include systems specification, planning and process improvement.

# Professional Training

# The Chubb Institute, Certification in Cobol Programming.

# Software Skills

* Agile Methodology
* Waterfall Methodology
* Team Lead
* Operating Systems: UNIX, Windows, MAC
* Databases: Oracle, MySQL, PostgreSQL
* PC Software: MS: Word, Excel, PowerPoint, Access, Exchange, Lotus Notes
* Hardware: MacBook Pro, Dell, IBM3090, MVS/ESA, and IBM Compatible PC's
* Quality Centre and Test Director (Mercury Bug Tracking tool)
* Mobile internal application testing
* Tableau Beginners’ level
* Jira Software for creating tickets and writing defects
* Confluence for Requirements writing
* Practice QA DevOps Model
* HP Quality Center (QC) ALM
* Familiar with Soap UI Testing
* Familiar with API Testing using Postman
* Jenkins version control
* GitHub version control
* Salesforce Testing
* Languages: COBOL, COBOL II, CICS, VB 4.0, MVS JCL

# Professional Experience – Details

**QA Lead, QA Engineer IV, QA Engineer III, QA Engineer II & QA Engineer**

**Vonage Inc., Holmdel, NJ**  ***May 2005 – November 2020***

As a member of the team, I demonstrated cross-functional team leadership ability with strong problem-solving skills. I also have hands-on experience to drive platform testing methodologies that includes, participation in SW and HW testabilities. I have in depth understanding of testing all the way from unit testing to system testing to integration testing. I am well versed in Agile and Waterfall Testing Methodologies.

* Responsible for the solution design and documentation of new customer facing services, products and platforms provided via internal development or external vendors.
* Provided input to product and technical requirements, and ensure that new requirements can be adequately realized, developed, tested and supported.
* Responsible for ensuring a comprehensive level of QA and UAT testing for both development and production, further ensuring high quality services, solutions and products to be released to our customers.
* Responsible for defining test strategies and plans, comprehensive test cases to cover product requirements, and managing test environments necessary for evaluation and certification testing.
* Provided feedback and reports relating to test results and defects, and work with vendor and engineering teams for defect management and root cause resolution.
* Responsible for developing a support process for services, products and technologies released to production, including escalation guides, troubleshooting and root cause analysis of field issues escalated by support teams to ensure a high-quality customer experience and to use lessons learned to enhance future products.
* Led Agile Testing team.
* Knowledgeable of an agile method like Kanban, story splitting, estimation, velocity, retrospection, and other Scrum techniques and Agile practices and principles to deliver high quality products and services to our customers
* Experienced testing with Python, .NET or PHP applications
* Experienced using version control software GitHub
* Experienced with JIRA in a Scrum process and writing defects
* Experienced working in an Agile environment
* Reviewed and recommended internal team resources and task allocations, and provided work estimates and status to project
* Led QA Production Team of four.
* Led Agile Testing for group of seven
* Led Production Testing Team
* Reviewed specifications and technical design documents to provide timely and meaningful feedback
* Created detailed, comprehensive and well-structured test plans and test cases
* Estimated, prioritized, planned and coordinate testing activities
* Performed all testing activities across one or more assigned projects, utilized processes, methods, metrics and software that ensured the quality, reliability and systems safety and security.
* Defined decomposing the business and technical requirements into test case scenarios, defined test data requirements, managed test case creation
* Worked closely with the support and client success teams to diagnose customer issues, reproduced in the test environments, and verify fixes provided by development.
* Excellent communication, organizational, interpersonal and problem-solving skills and leadership Abilities and Experienced with task estimation, scheduling, task allocation and tracking for multiple projects simultaneously.
* “Cisco Broadworks” CRM integration testing in pre-production and production environments
* “Cisco Broadworks” Call Center configuration for Vonage users
* Device integration testing with “Cisco Broaworks” frontend application.
* “Tableau Desktop” – Dashboard graph visualization of daily data analysis of in-house Device status and environment stability status
* Utilized 3rd party automation tool, “Tekvizion” to create and generate call scenarios like calling, 3-way calls, call waiting, call conferencing.
* “Salesforce” integration and End to End Testing with in-house applications.
* “Sugar” CRM integration and End to End Testing with in-house applications
* “Engage” billing system integration Testing with in-house application
* Responsible for working with technology engineering and IT teams to define and determine viability of emerging VoIP technology, products and services.
* Experienced in VoIP and SIP real-time telecommunications applications service platforms.
* Experienced in web systems, particularly customer acquisition, online support platforms.
* Knowledge of SMS, Voice-to-text, IVR, SQL, database systems.
* Experienced in QA and UAT testing techniques and methods, ability to develop test strategies.
* Experience with MS Word, Power Point, Excel,
* Familiar with the documentation of BRD, SRD, FRD, and other technical documentation used to define services and development.
* Wrote Test Requirements, Test Plans, and Test Reports for completeness and providing inputs for Modifications for issues arising from the Testing and Systems Integration processes.
* Responsible for testing of new technologies
* Ethereal Trace viewing
* System Level Device Certification Testing.
* Syslog viewing
* SIP messages
* Firmware Regression Testing for in house Devices
* Researched and recommending test systems like “Tekvizion” (3rd party call generating automating tool)
* Generated of production test templates using “Quality Centre” (HP Product)
* Generated reports using “Tableau Desktop” and “Quality Centre” (HP).
* Performed Regressions Testing for various applications like Vonage.com

**QA Analyst**

**Verizon NY, NY** ***January 2004- April 2005***

The ITO Integrated Test Organization operated with a sense of urgency to ensure customer satisfaction through requirements-based testing and the certification of its products prior to production implementation. Our testing excellence enabled our customers to achieve their business goals of quality, customer loyalty. My duty was to test the billing side of the application.

* Reviewed system level Requirements
* Prepared and executed Test Cases
* Executing test cases
* Performed Integration test
* Created Issues’ list
* Created files using JCL
* Logged defects in Lotus Notes application
* Facilitated defect Review meetings

***QA Tester***

***IBM Global/AT&T, Business Maintenance Platform (BMP), Middletown, NJ January 2003 – August 2003***

Provided support for ***Business Maintenance Platform (BMP)***. Provisioned and Maintained processes associated with switched private line. My role was to help developers in integration testing and system testing.

* Used PVCS bug tracker to write Defects
* Production Support Testing
* Prepared and execution of test cases.
* Prepared and execution of test plans.
* Performed Integration and Regression Tests.
* Web testing on various browsers.
* Logged Modification Requests through Sablime™.

## Quality Assurance Analyst (Business Analyst)

## United Parcel Service of America, Inc., Paramus, NJ April 2002 – December 2002

Quality Assurance and analysis of a GUI based application, *UPS OnLineTM WorldShip™*. The software automated worldwide shipping and tracking activities. *UPS OnLineTM WorldShip™* allowed clients to prepare shipments, print labels, and send package detail electronically to UPS from their computers. My duty was to test the application according to the business requirement, external document and test cases.

* Developed Test Cases.
* Identified test data according to design document.
* Client Server testing on variety of operating systems and platforms, such as, 95, 98, NT, ME, XP and UNIX.
* Logged defects in PVCS bug tracker.
* Performed regression test, Integration Testing, Product Testing, Beta Testing and System level Testing
* Facilitated meetings for business side of the application.

**QA Analyst**

***AT&T, AT&T Digital Link (ADL), Somerset, NJ March 2000 - March 2002***

Provided support for *Business Local Integrated System™ (BLISS)*. Acted as a single-entry point for creating, modifying, tracking and completing service requests for AT&T DIGITAL LINK local accounts. My role was to make sure the product was tested at its pre-eminent level.

* Supported End to End test team with various defect tracking.
* Production Support
* Prepared and executed of test cases.
* Prepared and execution of test plans.
* Performed Integration and Regression Tests.
* Web tested on various browsers.
* Logged Modification Requests through Sablime™.
* Facilitated meetings.

***Software Quality Engineer***

***AT&T, Consumer Services Information Technology, Short Hills, NJ March 1999 – March 2000***

Provided support for Service Activation Interconnection Application, which was responsible for passing customer orders from the AT&T OSS's to the provider for provisioning and account maintenance. My role was to verify the quality of software and to ensure it complies with the defined requirements.

* Created and executed Test Scenarios, Test Conditions and Procedural Scripts for End-to-End Product regression and Pair testing.
* Supported User Acceptance Testing and Regional Acceptance Testing.
* Ensured Y2K compliance Testing.
* Facilitated User Training Sessions.
* Facilitated Meetings.