**Salu Joseph**

*Ph 510-358-0201 Email:salutj@hotmail.com*

**Business Anayst/Sr Software QA Analyst**

*Legal Status – US Citizen*

**SUMMARY**

* Quality Analyst with 15 years of experience in IT industry testing multi-tiered, complex, enterprise-wide, Web-based and Client-server applications.
* **Experienced in Requirement gathering, analysis, documentation, Use Cases, Change Management processes and UAT.**
* **Experienced with Wireframes, Adobe Acrobat, Content Management, Mockups, ER Modeling, Activity Diagrams and Swim Lane Diagrams using various tools including MS Visio.**
* **Excellent written and verbal communication skills for documenting necessary processes, business requirement proposals, client interaction, and project documentation.**
* **Strong analytical and problem-solving skills coupled with thoroughness and attention to detail**
* Experience in analyzing, manipulating and Reporting data from **MDM** db using Oracle Dev 2000
* 04 years Experience in Compliance and Risk areas namely KYC and KYI
* 06 years of Web service Testing experience – API Testing, File and Message based web services
* Experience in Fraud detection systems RDC (Adverse News/PEP), Bridger(Sanctions), OFAC
* Experienced in Know Your Customer (KYC), ALM and Fraud testing
* 5 Years of experience in Middleware SOA testing – Message & File based web services
* 05 years experience with industry standard payment/reporting formats like ACH, NACHA, Wire Transfer, Swift, Camt, xml, flat file formats, etc.
* Hands on experience in creation and execution of QA and testing processes, test strategies and test plans, defect tracking, system development, performance testing, SDLC, Agile, Waterfall
* Experience in Smoke Testing, E2E Testing, UAT Testing, Regression and Database Testing.
* Experienced in Designing Test Plans, Test Strategy, Test Cases, Test Data preparation, Test Case execution, Test Summary Reports, Defect Root Cause Analysis, Defect Management, Status Reporting and Metrics, Scrum
* Experience in Test Management using Quality Center, JIRA and IBM Clear Quest.
* Managed engagements in multi-vendor environments and has worked in **Global Delivery Model**
* Excellent team leadership, Onshore-Offshore coordination, Estimation, Resource planning

Visa Status US Citizen

**SKILLS / TOOLS**

**Tools Used:** HP ALM Quality Center, Test Director, Catalyst, IBM Rational ClearQuest, JIRA, SSH Tectia, Putty, Informatica DX, RPST, RPiST, Parasoft SOATEST 9.2, QTP, Altova XML Spy, Ultra Edit, OFX Viewer, Appwatch, SOAPUI and Pathwai, Notepad++, Lotus Notes, MS Office, Discovery, Share Point, GreenHat Tester / Rational Integration Tester (RIT), Actional Team Server, Oxygen Developer, Client Utility, DIBS, FDR Query, Oasis, Attachmate, Textpad, TOAD, Lynx Mobile Inventory Management App, JIRA, Appian

**Languages:** C,C++,C#, Java , .Net, JavaScript and VBScript

**Platforms:** Windows 9x / NT / 2000 / XP and UNIX/LIUX, AS400, Mainframe

**Databases:** Oracle, DB2, SQLite Server and MySQL, FDR Query

**Protocols/Services** NDM, BA Clear, Vector Advantage, SOAP, HTTPS, WSDL, MQ IBM Websphere, TCP, HTTP, FTP, SFTP

**Systems** Middleware and web-based systems such as Informatica File Request Processor (fRP), Message Request Processor (mRP), Global Pay Plus(Fundtech), Informatica Power Center, Mainframe, Healthcare Supply Chain/Inventory Management system Lynx Mobile, LPMi, Appian, RDC, Bridger, MDM, Stg\_CDD

**Web Technologies:** HTML, DHTML, XML and Java Script

**Payment/Reporting formats**  ISO XML, XML PAIN 111/112/113, XML PAIN 212/3, XML PAIN 811/2,

PACS008, Soap Envelope, ACH,RP Envelope, XSD, Online Wire Payments, WSDL SOAP, Flat file formats like CNAB240, CSV, FXWD, Wanda Link, QuickBooks, Quicken; XML Camt 52, XML Camt 53, BAI2 Direct, BAI2 Target, PRW UDF, NEW PI, MT210, Swift MT101, MT940, 942,950,etc.

**Methodology:** Waterfall, Agile Software Development

**EDUCATION**

* Master’s Degree with Computers

**EXPERIENCE**

1. **Client Name: Bank Of The West, San Ramon, CA** June 2017 to Current

Bank of the West is one of the largest commercial banks in the United States

**Role: Technical Test Lead**

**Projects: KYC Transversal/KYI/ TNow - CPO**

**Overall Responsibilities**

* Conducted Face-to-Face meetings with Stakeholders to gather Requirements for Compliance projects like Know Your Customer (KYC), Know Your Intermediary (KYI) and CPO
* Gathered requirements via workshops, One-on-One meetings
* Prepared Business Requirement Documents, Mapping Specs, Use Cases, etc.
* Followed Agile Methodology – Prepared Epics, User Stories, Mock-ups and conducted Story Grooming sessions
* Collaborated with stakeholder groups across the organization to ensure business and technology alignment.
* Organize and drive Daily Standup meetings and Defect Triages and resolve any conflicts and issues among various stakeholders
* Done UAT Testing using JIRA, ALM, and Oracle SQL Developer for pulling data
* Performed quality assurance, system integration and user acceptance testing facilitating on-time, on-budget and acclaimed “go-live” of enterprise implementations.
* Black Box and Grey-box testing, UAT Testing
* Used databases MDM and Stg\_CDD for storing, retrieving and Reporting data
* Disposition/work on In-Review/Match parties on RDC (Adverse News/PEP) and Bridger (Sanctions) Fraud detection systems

1. **Client Name: Mckesson, San Francisco** Oct 2015 to Mar 2017

Mckesson is a leading Fortune 7 Healthcare company in the United States. A key player in pharmaceutical distribution and supply chain management, McKesson Pharmaceutical delivers supply, technology and care management solutions to hundreds of retail and health system pharmacies.

**Role: Sr Software QA Analyst.**

**Overall Responsibilities**

Mainly working on system enhancements for Mckesson’s flagship Supply Chain Management application called **Lynx Mobile** that is used by 100s of clinics, hospitals and pharmacies across the nation.

* Responsible for functional, regression, smoke, end to end testing of application built on multiple environments such as .NET and JavaScript
* As an SME on the application, worked closely with the Product team in designing and executing UAT Test cases
* Web service testing interfacing with multiple 3rd party applications
* Back-end testing using TOAD/Oracle/SQL.
* Creating Test Plans, Test scripts in ALM QC and its walk-thru with other stake holders for sign-off
* Executing test cases/ test plans against various test environments. Analyzing and documenting test results.
* Black Box and smoke testing
* Pulling logs using UNIX commands in Putty and analyzing and reporting it.
* Raising and tracking defects in Jira/Bugzilla. Identify quality and performance issues in new features developed and write clear descriptions in Jira/Bugzilla

1. **Client Name: Bank Of The West, San Ramon, CA** June 2015 to Oct 2015

Bank Of The West is one of the largest commercial banks in the United States

**Role: Sr Software QA Analyst.**

**Project: Worked on a Credit Card Conversion Program / Online Banking**

**Overall Responsibilities**

* Attended meetings with the Product, Business, Dev and other stake holders at the beginning of a project
* Created test plans and test cases using MS Word/Excel and mapped and uploaded them into QC or directly created the Scripts in QC.
* Worked with the Business analysts in scripting and executing UAT Test cases
* Used Quality Center for test design and traceability
* Black Box and Grey-box testing
* Mainframe testing, TSYS, FDR, Used SQL Developer for executing SQL queries

1. **Client Name: Mckesson, San Francisco** Nov 2014 to March 2015

**Role: Sr Software QA Analyst.**

**Overall Responsibilities**

Mainly working on system enhancements for Mckesson’s flagship Supply Chain Management application called **Lynx Mobile** that is used by 100s of clinics, hospitals and pharmacies across the nation.

* Responsible for functional, regression, smoke, end to end testing
* As an SME on the application, worked closely with the Product team in designing and executing UAT Test cases
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* Executing test cases/ test plans against various test environments. Analyzing and documenting test results.
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* Raising and tracking defects in Jira/Bugzilla. Identify quality and performance issues in new features developed and write clear descriptions in Jira/Bugzilla

1. **Client Name: Wells Fargo, San Francisco** July 2014 to Nov 2014

Wells Fargo & Co. is one of the largest commercial banks in the United States; worked with Community Banking Technology (CBT) team.

**Role: Systems QA Analyst.**

1. **Project: 2-Way SMS Fraud Alerts** *(CCBS - Credit Card Business Services)*

In this project, a new 2-Way SMS text messaging channel is used by CFS Fraud Operations (Fraud Services) to verify with customers whether specific Debit, Prepaid, and Credit card transactions are or are not fraudulent;

Tested and validated multiple real-time web service calls as part of **Fraud Test**

**Systems** – GreenHat Tester/Rational Integration Tester, Actional, Oxygen, HPALM Quality Center, webservices, Middleware, Mainframe, etc.

1. **Project: Dillard’s Portfolio Technology Work Stream** *(CCBS - Credit Card Business Services)*

As part of this project, QA will update, grant access to, test and provide test support for Credit Card Business Services messages and will update the CreditCardProductTable table to support Dillard’s AMEX and Dillard’s Private Label credit cards.

**Systems** – Green Hat Tester/Rational Integration Tester, Actional, Oxygen, HP ALM Quality Center, webservices, Middleware, Mainframe, FDR Query, Putty

**Overall Responsibilities**

* Attended meetings with the Product, Business, Dev and other stake holders at the beginning of a project
* Created test plans and test cases using MS Word/Excel and mapped and uploaded them into QC or directly created the Scripts in QC.
* Used Quality Center for test design and traceability
* Used Actional and Oxygen for test execution
* Used Green Hat Tester/Rational Integration Tester for test automation, caching, retrieval and regression
* Black Box and Grey-box testing
* Used FDR Query and TOAD for executing SQL queries against data bases
* Used Putty and attachmate to pull the Logs in Unix by tailing the last run messages, changed the settings and preferences, etc.
* Used IBM Rational Clear Quest for Defect logging and tracking
* Done shake-out, sanity and Smoke Testing
* Supported the Automation and Performance teams
* Identified candidates for Automation and marked them for Regression in QC
* Weekly Reports generation, metrics, sizing, forecasting

**Environment**

**Test Management** - Quality Center, JIRA, IBM Rational ClearCase

**Tools** – Green Hat Tester, Rational Integration Test (RIT) system, Actional, Oxygen, Client Utility, DIBS, TOAD, FDR Query, Oasis, Notepad++, MS Office, Share Point

**Systems** – Middleware, web service, Mainframe / **Language**- J2EE, .Net

**Operating System/Platform** - Windows ,UNIX, LINUX

**Database** – SQL 2000, 2005, Oracle, FDR

**Protocols/Services** – http, MQ IBM Websphere, Webservice

1. **Client Name: Bank of America** Mar 2010 to Mar 2014

Bank of America is one of the largest commercial banks in the United States by both deposit and market capitalization.

**Role: Technical Test Lead**

1. **Project: Global Mass Pay/Resiliency Migration**

The project involved moving some global Payments/work flows from the mainframe GBS Legacy system to the new Linux-based Global Payment Plus platform (GPP); testing included services/workflows which were both file and message based; **AML/BSA** Testing interfacing with Fircosoft, Standalone mapping validations and integration/ e2e testing involved multiple upstream/downstream systems.

Systems – Informatica File request Processor, Message RP, Mainframe, web applications.

1. **Project: Message RP Tier 0 Recovery-Migration**

The project involved moving 100s of international payments/work flows from the existing mainframe Legacy systems to the newly developed Linux-based platforms; testing mainly included Message (MQ) based transactions; I was mainly involved in UAT testing for this project.

**Systems** – RPI, RPiST, Message RP, IBM Websphere ;

Formats – XML and Swift Messages

1. **Project: Payment Re-write/ Information Reporting Re-Write/BA Online**

The project involved Standalone mapping validations and integration/ e2e testing and UAT testing of Payment processing upstream/downstream systems including ACH, Wire Transfer, Online payments, ACH, etc. The transformed payment (Debit/Credit) would be transmitted to external/internal clients.

**Responsibilities**:

* Attended meetings and Face2Face brainstorms with the Product, Business, Dev and other stake holders at the beginning of a project
* Create Test strategy, Test plans and test scripts for UAT testing based on Business requirements and User Acceptance criteria
* Web service testing – Middleware, API calls, File and Message based web services
* Anti-Money Laundering/KYC Testing: Verified if In-clearing payments complied with AML/BSA/Sanctions parameters by interfacing with Fircosoft/OFAC systems.
* **Brainstormed with the Product and Business teams to come up with the best UAT scenarios and converted them into UAT test scripts**
* **Reviewed SLAs / deliverables regarding performance of the system and came up with UAT scripts**
* **Developing UAT test process and monitoring SIT execution phases; Logged UAT bugs in QC**
* **Attended meetings and Face2Face brainstorms with the Product, Business, Dev and other stake holders at the beginning of the project to come up with requirements**
* **Created BRD, Mapping Specs to map input XML files to output file formats**
* **Followed Agile methodology and came up with epics/stories and Backlogs in JIRA**
* **Created Change Request Docs**
* **Create UAT Test strategy, Test plans and test scripts for User AcceptanceT testing based on Business requirements and User Acceptance criteria**
* **Developing UAT test process and monitoring SIT execution phases; Logged UAT bugs in QC**
* Supported the Automation and Performance teams
* Executed the files using Unix Commands to process and validate the files in Linux servers
* Verified the output both in RPSiT and Informatica DX Console by logging into these systems.
* Validated the output against the Business Rules and Mapping logic
* Pulled the Error Logs from the LINUX server using Unix commands and analyzed the Log for Environmental/Mapping/connectivity/data issues and reported the issue/defects as the case may be to the appropriate teams
* Extensively used various UNIX commands for verification of the contents of log files.
* Identified and analyzed any deployment and connectivity/transformational issues by checking NDM Logs and systems and reported the issues to the Release Management team if any.
* Tested the Web Service connectivity between upstream/downstream systems
* Imparted training/KT to newly on-boarded Onshore/Offshore resources
* Reviewed the SIT Test Sign off document with the project team

**Environment**

**Test Management** - Quality Center, QTP, JIRA

**Tools** – SSH Tectia, Putty, Informatica DX, RPST, RPiST, Parasoft SOATEST, QTP, Altova XML Spy, Ultra

Edit, OFX Viewer, Appwatch, SOAPUI and Pathwai, Notepad++, Lotus Notes, MS Office, Discovery, Share Point

**Systems** – Middleware and web-based systems such as Informatica File Request Processor (fRP),

Message Request Processor (mRP), Global Pay Plus(Fundech), Informatica Power Center, Mainframe (as downstream), etc.

**Language**- J2EE, .Net

**Operating System/Platform** - Windows ,UNIX, LINUX, Maiframe

**Database** – SQL 2000, 2005, Oracle, TOAD

**Protocols/Services** - NDM, BA Clear, Vector Advantage, MQ IBM Websphere, Webservice

1. **Client Name: Apria Healthcare, Lake Forest, CA** Nov 2008 – Aug 2009

**Role: QA Analyst**

**Description**

Apria is a leading Healthcare equipment provider company based in CA.

The project involved E2E testing of a document imaging system which integrated AS400, IBM’s Content Manager, Multi-Platform and Kofax’s image capture software.

**Responsibilities**

* Created test plans and test cases based upon use cases using Mercury Quality Center.
* Used Quality Center for bug tracking, test design, traceability and execution.
* Reported and tracked defects using Quality Center.
* Categorized bugs based on the severity and interacted with developers to resolve them.
* Managing a team of people for various releases in the project
* Test requirement elicitation and defining the scope of testing for each release.
* Prioritizing tests based on Risk Based Testing
* Black Box testing

**Other Projects at Apria Healthcare:**

* Generate work orders/claims on AS400 systems for testing various apps, submit them via EDI as per HIPAA format to clearing houses such as Emdeon, PNC, etc thus testing its smooth functioning. Programar
* Testing of a .Net application called Cash Reconciliation Application (CRA).

1. **AXA, Bristol, UK** Mar 2005 – Dec 2006

**Role: Data Analyst/Back end processor**

AXA is a leading Wealth management company in UK. As a Data Analyst, the following were my responsibilities:

* Do extensive testing of the AS400 based applications using the policy doc #,

Name, DOB, address, etc.

* Log any issues found in the Issues Tracker
* Attend daily project meetings and work closely with all the stake-holders

1. **Client Name: YMCA, India** May 1996 – March 2004

**Role: Business Development Executive**

**Responsibilities:**

* Propose and promote new IT related products/courses for YMCA Institutes
* Hold brainstorming sessions with Sales, Education and Corporate Teams
* Introduce and implement new programs, Workshops
* Status Reports; Conflict resolution

1. **Client Name: Ramtech Corporation, India**

**Role: Software Tester**

**Responsibilities:**

* Map and capture Geo-Spatial data and feed them into systems
* Generate Reports and verify the output against the source Maps
* Attend Meetings
* Process Improvements
* Log Issues and document them