



Cecilia
Contact: Cathy Kopa
UNIVERSAL Technologies
518-542-6312
Ckopa@univstech.com

Professional Summary:

Senior Quality Assurance professional with extensive experience leading web application, web services, mobile application, and client server testing for Fortune 500 clients. Strong background as QA subject matter expert (SME) and in designing QA environments.

- High proficiency in requirements analysis and development, writing test plans, test scenarios and test cases based on business, functional, design requirements and user stories.
- Skilled in test automation framework implementation, test script execution, defect reporting and tracking, System, Functional, Regression, System Integration Testing (SIT), User Acceptance Testing (UAT), GUI, Security, Performance/Stress, Unit, Data-Validation and Browser and OS Compatibility testing.
- Experience managing on-shore and off-shore teams of testers.
- Adept in SDLC and PLC methodologies: Waterfall, Iterative and Agile / Scum

Tools	HP ALM / HP Quality Center / Quick Test Pro 10, 11/HP UFT, WinRunner; IBM TestManager / Rational Robot 2000, 2003, Kronos 6.1, LoadRunner, Test Director
Defect tracking tools	JIRA, PVCSTracker, ClearQuest / ClearCase / Confluence / SharePoint
Testing Methodologies	BlackBox / GreyBox / System / Functional / Regression / UAT / Defect / Security / Integration / Stress / Performance / Data Validation/ XML file testing / ETL
Operating systems	Windows XP / 7 / 8, UNIX (HP-UX 11.31, AIX 6.1, 7.1), Linux (Red Hat 5x/6x), Tandem Guardian, Lawson Insight, iOS, WebSphere MQ
Databases	Oracle 10g, SQL, DB2, Access
Languages	VB, VB Script, HTML, Java, Java Script, MS SQL Server 2005, C, C++, .NET, Tuxedo

Education/Certification/Training:

- Bachelor of Arts in Economics, LvovState University - Ukraine
- Training in RTTS/IBM Rational TestSuite and VGI/Mercury - New York, NY

Professional Experience:

Client: NYC Department of Transportation (DOT), New York, NY Title: QA Lead Engineer	Nov 2014 – Present
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Responsibilities:

- Perform Quality Assurance (QA) and Quality Control (QC) tasks to monitor software quality and analyze associated business/technical risks across the software development lifecycle for DOT projects and Application Development.
- Prepare test plans, test cases, test scenarios, and test scripts for integration, usability, and regression testing.
- Plan test schedules in accordance with projects scope and agile delivery expectations.

- Develop testing scenarios/cases to address areas including database impacts, software scenarios, regression testing, end-to-end and integration testing, boundary/negative testing, error or defect retests, usability.
- Identify interdependencies, ambiguities or omissions, and make suggestions to improve requirements and ensure usability/testability/traceability.
- Review software documentation to ensure technical accuracy, compliance, or completeness, with focus to mitigate risks.
- Adhere to defect tracking process; document software defects, using a defect tracking tools, monitor progress in a timely manner, escalate aging and priority defects to overall stakeholders.
- Collect and report test results through various metrics reporting tools and communicating to key stakeholders on a regular basis.
- Develop improvements to software test processes and procedures to improve quality of deliverable to DOT end users.

Client: Bank of Tokyo-Mitsubishi UFJ, Ltd., New York, NY
 Title: Sr. QA Analyst

Apr 2014 – Oct 2014

Responsibilities:

- Led and coordinated offshore and onshore testing teams.
- Performed system integration testing (SIT) of HP discovery configuration management system (CMS).
- Responsible for SIT of BTMU intranet web site based on JIVE functionality.
- Analyzed user requirements, functional specifications and detailed design documents.
- Developed and executed detailed SIT and UAT test scripts and test cases using HP Quality Center Application Lifecycle Management/ ALM / QC.
- Documented defects with detailed descriptions and supporting information.
- Participated in defect triage and assisted in root cause analysis of defects.
- Verified test execution results and updated traceability matrix.
- Reported SIT progress to test manager and project team.

Client: Jeppesen (a Boeing Company), New York, NY
 Title: Sr. Test Engineer / QA Lead

Apr 2006 – Oct 2013

Responsibilities:

- Managed testing of desktop, web and mobile applications under tight timelines.
- Managed onshore and offshore test teams for development and product maintenance projects.
- Provided quality assurance expertise for all development and implementation projects for Jeppesen Crew Management System - a fully integrated crew planning and scheduling multi-tier application.
- Developed and executed functional and regression test plans and test cases based on product requirements, user stories, system knowledge, and UX principles, utilizing Quality Center.
- Documented defects/issues using JIRA, ClearQuest and Quality Center.
- Tested validity of XML files by ensuring conformance to data schema.
- Used XML SPY and EditPlus as editors.
- Tested for data validation, data integrity and negative scenarios including unexpected data type in a certain field to ensure proper error handling by MQ Series.
- Used UNIX commands to execute, report and analyze backend testing.
- Created and maintained test results metrics to track progress of testing tasks and pass / fail rates.
- Built and maintained traceability matrix to ensure full coverage by test cases and test scenarios.
- Provided a single point of contact for all QA needs and communicated test efforts to stakeholders.
- Participated in face-to-face requirements elicitation sessions with stakeholders and generated business requirements documentation and high level design documentation.
- Worked with end users to define product feature requests, business requirement specifications, and change requests
- Acted as QA SME, developed process improvement initiatives and mentored and trained testing resources and customer support staff.

- Responsible for estimating and budgeting resources for new projects and change requests.
- Supervised implementation and UAT testing of KRONOS Time and Attendance, Oracle HRMS and SAP/SRM portals.
- Responsible for creating test artifacts and documentation repository.
- Consistently achieved a high customer satisfaction level and always completed QA tasks within project established guidelines.

Client: SBS International Inc. (a Boeing Company), New York, NY

Jan 2002 – Mar 2006

Title: Sr. QA Analyst

Responsibilities:

- Responsible for testing new functionality and customizations for HR management and airline crew schedule tracking application for US and Europe based airlines.
- Developed and executed automated and manual test scripts and test plans and performed full system and integration testing including functional and regression tests using Quality Center and LoadRunner.
- Tested for data validation, data integrity and negative scenarios including unexpected data type in a certain field to ensure proper error handling by MQ Series.
- Used UNIX commands to execute, report and analyze backend testing.
- Verified data integrity using parallel testing and SQL queries.
- Performed business analysis and testing of federal compliance rules and regulations, customer business and contractual rules and regulations, interfaces and payroll modules.
- Utilized black box and grey box testing methodologies.
- Tested validity of XML files by ensuring conformance to data schema.
- Used XML SPY and EditPlus as editors.
- Acted as liaison to internal and external teams including development, operations, product, customer support, and PMO.
- Designed and executed User Acceptance test plans and test scripts for outsourced applications.
- Coordinated testing activities of onshore and offshore testing teams.
- Performed smoke tests and documented results to assure product quality and stability prior to deployment into production environments.
- Analyzed defects and provided quality metrics to management using JIRA, ClearQuest, Test Director and Test Manager.

Client: JP Morgan Chase, New York, NY

Mar 2000 – Sep 2001

Title: QA Analyst

Responsibilities:

- Responsible for testing a Virtual Accountant System, a web-based financial and accounting service suite.
- Designed and performed end to end tests by running processes through multi-tier architecture for web-enabled user interface and Lawson Insight legacy applications.
- Responsible for unit, functional, and integration testing of Direct Funds Transfer and client payment interface.
- Developed and implemented test plans, test cases and scripts for manual and automated testing using Test Director, WinRunner and LoadRunner.
- Participated in creating functional and technical requirements with business analysts and developers.
- Developed and executed automated scripts using WinRunner for regression and integration testing.
- Performed load, stress and performance testing using LoadRunner.