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| Noor Zaidi | 703.863.8605  Brentwood, TN 37027  [zaidinoor@hotmail.com](mailto:zaidinoor@hotmail.com) |

**SUMMARY**

A well-qualified, successful, seasoned, and dynamic subject matter expert (SME) with multiple certifications and extensive hands-on expertise. Owner of a stellar record of success in making significant contributions to enterprise content management applications development. An Incisive analyst, strategic thinker, and complex problem solver, offering proven project management and team leadership talents. Experience covers PMI- Agile Certified Practitioner (PMI-ACP), Certified Scrum Master (CSM), Quality Assurance Management, and Release Management. Possess career history of leading organizations to dramatic gains in delivery of diverse solutions in traditional Waterfall, RUP, and Agile environments. Experience in conducting Backlog refinement, Sprint planning, Daily Scrum, and Sprint Review Meetings using Agile Methodology. Experience in full software development life cycle (SDLC) and knowledge of several agile frameworks - Scrum, XP, and Kanban.

**TECHNICAL PROFICIENCIES**

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| **Project Management:** | Program Management ▪ Agile Evangelist ▪ Client & Vendor Management ▪ Conflict Resolution Servant Leadership ▪ Automation & DevOps ▪ Quality Influencer ▪ Healthcare Management System |
| **Programming**  **Applications**  **Database Dashboard** | PowerShell ▪ PL/SQL ▪ JavaScript ▪ CSS ▪ VBScript ▪ C/C++ ▪ Java, J2EE  Salesforce CRM ▪ Merchant Ag CRM ▪ DelTek Costpoint ERP ▪ SAP ERP ▪ PeopleSoft (HR-Sales-Order) ▪ Azure DevOps ▪ SharePoint ▪ Test Manager▪ ALM ▪ HP Quality Center ▪ MS Team ▪ MS Project ▪ Visio ▪ Jira ▪ Trello ▪ Confluences ▪ TFS ▪ ClearQuest ▪ ClearCase ▪ Epic/EMR ▪ Sunrise Clinical Manager  MS SQL ▪ SQL Server Master Database Services ▪ SSAS ▪ SSIS ▪ SSRS ▪ SSMS Query Optimization |
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**EDUCATION / CREDENTIALS**

**Master of Science in Computer Information System (CIS)**

Agile Certified Practitioner (PMI-ACP), Project Management Institute

Certified Scrum Master, (CSM), Scrum Alliance

SAP Global Certification

Salesforce Admin Certification

**PROFESSIONAL EXPERIENCE**

**Salesforce - Health Cloud QA Consultant, Monogram Health, Brentwood, TN April 2025 to Present**

Monogram Health employs a robust clinical team, leveraging specialists across multiple disciplines including nephrology, cardiology, endocrinology, pulmonology, behavioral health, and palliative care to diagnose and treat health issues; review and prescribe medication; provide guidance, education, and counseling on a patient’s healthcare options; as well as assist with daily needs such as access to food, eating healthy, transportation, financial assistance, and more.

* Created several contractual documents.
* Developed high level test scenarios.
* Developed and executed System, Integration, and UAT test cases.
* Performed and coordinated extensive system integrated testing to identify potential problems early in the implementation.
* Responsible for resolving issues encountered by the QA team.

**Sr. QA Lead, Omaha Public Power District (Contracting through PwC) Dec 2023 to March 2025**

OPPD is undergoing a digital transformational technology initiative by implementing Advanced Metering Infrastructure (AMI) ecosystem to allowed robust remote monitoring and management of energy consumption, providing real-time data and facilitating improved efficiency and reliability in OPPD's business operations.

* Plan and execute projects from initiation to completion.
* Leading a QA team which includes resource planning, client interaction, and QA process improvements.
* Developed AMI program level E2E test strategy document.
* Developed AMI Program high level E2E Test scenarios.

Developed E2E test execution plan

* Developed E2E test readiness plan
* Conducting & Coordinating E2E testing, running daily standup, defects triage, EOD status calls
* Creating and sending daily test execution summary/defect reports to OPPD & PwC program leadership team.

**Sr. QA Lead - Monogram Health, Brentwood, TN October 2021 to Oct 2023**

## Monogram Health focuses exclusively on kidney disease and deploys a broad array of AI-enabled services that generate industry leading outcomes by providing personalized, compassionate, and evidence-based care in the home.

Managing multiple projects across Project management office.

* Plan, execute, and oversee healthcare projects from initiation to completion.
* Collaborate with cross-functional teams, including medical staff, IT, and administration.
* Develop project plans, timelines, and budgets to ensure successful project delivery.
* Monitor and control project progress, identify risks, and implement mitigation strategies.
* Ensure compliance with healthcare regulations, including HIPAA and CMS guidelines.
* Manage stakeholder communication and provide regular project status updates.
* Coordinate the implementation of healthcare IT systems, EMR/EHR, and data analytics.
* Facilitate quality improvement initiatives and track performance metrics.
* Ensure patient data privacy and security throughout project lifecycle.
* Foster a culture of continuous improvement and innovation within the healthcare organization.

**QA Lead - EFC Systems, Brentwood, TN June 2018 to September 2021**

Worked on Merchant Ag E.R.P. system which is specifically designed to address the unique aspects for agricultural retailers spanning all major departments. Its robust platform is perfect for both large and small enterprises to maximize efficiency.

* Work with Product Owner and team members to practice healthy backlog management and prioritization practices.

Lead and facilitate Scrum events (Release Planning, Sprint Planning, Daily Scrum, Sprint Review, Retrospectives), and ensure that user stories and properly captured and sized by the team.

1. Remove barriers to keep the team productive to hit the sprint goals.

Proactively communicate and collaborate with external and internal customers to analyze information needs.

1. Build a positive team culture by encouraging the team to celebrate successes, provide each other with feedback, resolve conflicts, adapt to change, and hold each other accountable.

Assist the team in development and maintenance of information radiators such as (Burn charts, Velocity & Defects metrics) etc.

1. Facilitate the implementation of improvements as suggested in team retrospectives.

**QA Lead - BenefitMall | Franklin, TN** **May 2012 – June 2018**

BenefitMall is a national provider of employee Insurance benefits, payroll, HR, and E-verification services. Solutions designed for businesses for small to large size organizations. I am working on several payroll applications such as Payroll Online, Centralized W2, and Power Pay/Xpress Pay.

* Responsible for leading a QA team which includes resource planning, client interaction, QA process improvements and reporting productively.
* Responsible for resolving issues, and impediments encountered by the team.
* Developed and executed System, Integration, and UAT test cases.
* Performed and coordinated extensive integrated testing to identify potential problems early in the implementation.
* Develop test coverage and traceability/Metrics reports from TFS to measure progress and performance.
* Conducted training on Test Manager and TFS tools for Project Managers, Business Analyst, Testers, and for the developers.
* Work with Product Owner and team members to practice healthy backlog management and prioritization.
* Leading and facilitating Scrum events (Release Planning, Sprint Planning, Daily Scrum, Sprint Review, Retrospectives), and ensuring that user stories are properly captured and sized by the team.
* Promote an Agile culture throughout, including the team and senior management, which has led to better communication and lean thinking at all levels.
* Help the team in establishing WIP Limits to optimize the team’s productivity.
* Protect the team from distractions to keep their focus on delivering business value.
* Enable the team to identify areas of improvement and follow through by adapting and changing as needed to support continuous improvement.

**Sr. QA-Scrum Master - Walgreens, Take Care Health System Franklin, TN Aug 2011 – May 2012**   
Take Care Health develop their web-based application, managing core administrative functions including eligibility verification, EMR integration for real-time appointment setting and connected to Walgreens’ prescription fulfillment system. I led Onshore and Offshore teams to successfully integrate & implement EMR application using Agile-Scrum SDLC process and best practices. Worked as test coordinator to implement Agile and QA best practices within the organization.

* Assisted Product Owner for Sprint backlogs and prioritizing the backlogs.
* Made sure Task Board is up to the time in daily standup meetings.
* Used Chart Board in daily standup to make sure developers are on time and meeting sprint goals.
* Resolved impediments as fast as possible to get going sprint smoothly.
* Collaborated regularly with the project managers and development teams during SDLC stages.
* Mentored the group on Agile Methodology.
* Developed high level test scenarios from Use stories.
* Developed and executed System, Regression, and UAT test cases.
* Performed and coordinated extensive integrated testing to identify potential problems early in the implementation.
* Develop test coverage and traceability Metrics reports from ALM to measure progress and performance.
* Lead Projects for IPAD and Tablet Application new implementations

**Sr. QA Hewlett-Packard | Nashville, TN** **Sep 2009 – Aug 2011**

I was working as Sr. QA at State of TN-TennCare Management Information Systems (TCMIS) project on Eligibility and Claims. I was leading the effort of ICD-9 to ICD-10 code conversion as well.

* Created several contractual documents for management.
* Define defect management process in Quality Center.
* Generate test coverage and traceability reports from Quality Center to measure progress and performance.
* Created presentations and training materials for the training classes.
* Mentor other testers on the best practices for the testing and for multiple sub-systems.
* Responsible for resolving issues encountered by the team.
* Responsible for mentoring team members to work more efficiently.
* Developed high level test scenarios.
* Developed and executed System, Integration, and UAT test cases.
* Developed and executed Smoke, System, and UAT test cases.

Sr. Consultant-BearingPoint. Inc., (KPMG) July 2000 to Aug 2009

Worked as a Sr. Consultant with BearingPoint -KPMG on these following multiple consultancy roles for different clients in US.

* BearingPoint Sr. QA for Cost Point ERP system
* Guthrie Hospital, PA - UAT Test Coordinator -PeopleSoft (Supply Chain Management) & Epic/EMR
* Guthrie Hospital, PA - Business Analyst- SISP Plan
* BearingPoint, VA- Business Analyst - Internal Audit Project
* FedEx, TN - Business Analyst - Identity Management
* BellSouth, GA- Quality Assurance Analyst
* Freddie Mac, VA- QA Analyst for Project Enterprise
* Nextel, VA- QA Analyst-PeopleSoft (SCOM) Project
* Ford Motor Company-MI- Test Analyst- PeopleSoft (HRMS)
* Eclipsys Corporation, PA- QA Validation Testing- Sunrise Clinical Manager project