MOHSIN SULEMAN KHAN

📍 TALOJA,NAVI MUMBAI,MAHARASHTRA, INDIA
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SUMMARY

Result-oriented Consultant professional with 9+ years of experience in providing implementation, technical support & customer service to the client, providing information related to software testing & Quality Assurance with an organization of repute.

EXPERIENCE

MindCraft   📍 Mumbai   **Associate Quality Analyst**   **10/2018 – Till Date**

- Review functional and design specifications to ensure full understanding of individual deliverables.
- Identify test requirements from specifications, map test case requirements and design test coverage plan.
- Liaise with internal teams (e.g. developers and product managers) to identify system requirements.
- Monitor debugging process results.
- Investigate the causes of non-conforming software and train users to implement solutions.
- Track quality assurance metrics, like defect densities and open defect counts
- Develop and apply testing processes for new and existing products to meet client needs
- Develop, document and maintain functional test cases and other test artifacts like the test data, data validation, scripts and automated scripts.
- Execute and evaluate manual test cases and report test results.
- Hold and facilitate test plan/case reviews with cross-functional team members.
- Identify any potential quality issues per defined process and escalate potential quality issues immediately to management.
- Ensure that validated deliverables meet functional and design specifications and requirements.
- Isolate, replicate, and report defects and verify defect fixes.
- Stay up-to-date with new testing tools and test strategies.

ROCKY REAL ESTATE   📍 Dubai - UAE   **Co-Ordinator**   **08/2015-07-2018**

- Initiate, implement, and manage the maintenance strategies based on best practices in the industry, with an emphasis on planning/scheduling preventative/reactive maintenance.
- Establish and maintain a computerized maintenance management system (SAP) for tracking work orders, and maintenance history.
- Prepares reports, data, and make recommendations for improving operations and solving maintenance related problems.
- Manages a team of in-house maintenance technicians and ensures that technicians are adequately trained, equipped, and motivated so that the maintenance program can be accomplished in a safe, timely, and cost-effective manner.
- Negotiate a cost neutral continuation contract with key maintenance partners, widen the pool of outsourced contractors as a continuing effort to improve the quality of service offered and also develop a relationship with all existing maintenance partners, both individually and as a group, to ensure good two-way communication concerning maintenance issues.

- Track, analyze and improve key maintenance parameters such as asset utilization, maintenance cost, schedule compliance, etc.
- Plan and finalize a yearly maintenance budget in coordination with the various operation departments taking into account the regular services offered to various outlets

ACI 📍 Mumbai   Assoc Technical Consultant 08/2013- 12/2014

- Implementation – New Installation as well as Upgrade of PRM (Proactive Risk Manager) application along with related pre-requisite software's at various client sites.
- End to end delivery of the application to the Client- Installation, Testing & Production movement/Deployment of the application as well as CSM/ patches/fixes related to issue.
- Project estimation based on the hours spend to complete the project
- Designing of Implementation document for project from start to end with all the estimated time and date.
- Creating SSD (Solution Scope Document) and SOW (Scope of Work) document for all the projects assigned.
- Assist the client in UAT (User Acceptance Testing) phase and SIT (System Integration Testing) phase.
- Assist the customer in Deployment/Production phase movement post UAT/SIT sign off in a smooth manner in order to ensure high customer satisfaction and end to end delivery.
- Analysis of the New Requirements, Writing Test Cases, Execution of Test Cases
- Communicating with onsite team for Status Reporting
- Regular monitoring of the defects raised and follow up delays during UAT/SIT.
- Conducting product presentations/POC (Proof of Concept) for the clients/peers.
- Conducting Product/Application Training for the clients/peers.
- Writing rules based on the fraud patterns and fraud types
- Assisting Bank Business team to understand the fraud patterns and ask them to write rules and give them the feedback on the same.
- Supporting bank for DR drill activity.
- Helping the Help24 (Support Team) to take over the project once the implementation phase is completed
- Minimizing the project cost by trying to get the project completed with the estimated time or before time.

MindCraft 📍Mumbai   Technical Consultant   03/2013 - 07/2013

- Installation of WebSphere Application server on AIX and Windows platform.
- Applying Fix Pack on WebSphere Application server.
- Installation of WebLogic Application server Oracle 11g on AIX , Linux, Windows.
- Troubleshooting issues related to WebSphere Application server and WebLogic.
- Providing support for development, testing, Staging and production environments.

AFM 📍Mumbai   Help Desk Support   09/2011 – 12/2012

- Responding to queries via chat, email, or phone.
- Providing technical assistance for questions and problems.
- Following up with customers to ensure full resolution of issues.
- Requesting feedback and/or monitoring calls and other methods of correspondence to improve training methods.
- Running reports to analyze common complaints and problems.
- Follow standard help desk procedures.
- Log all help desk interactions.

Bharat Computer 📍 Mumbai   Computer Engineer   04/2005 – 06/2008

- Installing Hardware & Software Systems.
- Maintaining or repairing equipment's.
- Troubleshooting a variety of computer issues.
- Configuring computer networks.

EDUCATIONAL QUALIFICATION

Bachelor's of Computer Science 🏅 Mumbai University

Currently Completing my graduate degree in Computer Science from Mumbai University.

PROFEESIONAL QUALIFICATION

- Hardware & Networking from St. Angelo's.
- Diploma in Software Languages from NIIT Ltd.
- CCNA from RST Forum.
- PMP(Project Management Professional)

PROFESSIONAL SKILLS

- Team building, leadership, motivation, and mentorship.
- Defect/Bug Tracking.
- UI & Compatibility Testing.
- Scripting & Documentation.
- Data Interface & Migration Testing.
- Regression & Negative Testing.
- Test Plans, Cases & Processes.
- Strong attention to detail.
- Working knowledge of Continuous Improvement.
- Strong critical thinking skills.
- Strong project management skills.
- Excellent verbal and written communication skills.
- Excellent interpersonal skills.
- Effective presentation skills.
- Effective coaching skills.
- Effective time management and organizational skills.
- Work independently as well as in a team environment.

PROJECTS WORKED ON

- Policy Bazaar Testing, Prism Application, PRM(Proactive Risk Management).

PERSONAL DETAILS

- Date of Birth : 21st July, 1989
- Gender: Male
- Marital Status : Married
- Nationality : Indian
- Languages Known: English/Marathi/Hindi
- Availability : Negotiable.