**Zahoor Ahmed Shah**

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**SUMMARY**

* Over 16+ years of experience in Experience in Retail, Financial, Point of Sale (POS), Telecommunication, Healthcare, Clinical Trials & NDA/Medical Device Domains.
* Excellent Project manager and Agile Scrum Master to facilitate ceremonies/stories/ # of sprints and sprint coverage to aligned with Test deliverables in Kanban and reporting daily/weekly basis, on / off statuses along with major Key stake holders
* Expert in Clinical Trials, Medical Device Protocol, Procedure, V&V, CSV align with Regulatory Compliance such as GxP/GLP and FDA / ISO Compliance.
* Extensive experience as PM to managing Projects using Waterfall and Agile Scrum for enterprise, mobile device, API and cloud-driven technologies and solutions.
* Strategic planning and development expertise that focused on system design and enterprise Architecture
* Skilled in performing Risk Management, Business Process Improvement (BPI) and IT Service Management.
* Excellent communication and interpersonal skills (i.e., soft-skills) with proven leadership, stakeholder management, relationship development, facilitation, conflict management and team-building.
* Managed IBM RTC as a central repository for the project / product for agile application lifecycle management (ALM) for both centralized and geographically distributed environment.
* Created SharePoint Portal for Integrated process improvement ideas and implemented purposed inputs across a wider range of RTC disciplines and through a common Scrum model
* Expert in includes Retail, Financial, Point of Sale (POS), CISCO UCM Mapping/Administrator, Call Manager, Telecommunication and Healthcare.
* Expert in Medical Device / NDA, V&V procedures/protocols with GxP/GLP and ISO/FDA Compliance.
* Implemented business requirements traceability matrix (RTM) to verify complete requirement/stories coverage and increase sprint test coverage with clear visibility and continues improvement by integration and test-driven development practices, test automation using DOOR’s, JIRA, and ALM Quality Center. ​
* Lead multiple on/off-shore teams, daily standups meeting, R&D, set KPI’s indicators, identify Risk/Gaps, Healthcare Insurance frauds cross check for CMS Medicare participants, developed Statements of Work (SOWs), Data Model review/change, Medicaid/Medicare discrepancy escalation plans.

**Key Capabilities:**   
Strategic Planning, P&L/Budget/Resource Mgmt., Market Analysis & Strategy, Operational Excellence, PMO Program Governance, Business Cases/Selling Ideas, Risk Management, Process Improvement, IT Portfolio Management, System Development (SDLC), Change Management (OCM), Consensus Building, Stakeholder Management, Manage Client Engagements, Communications Planning, Coaching/Mentoring.

**PROFESSIONAL EDUCATION, TRAINING AND CERTIFICATIONS**

* TITAN 5500/S and & 7100 EMS Fundamentals
* CISCO UCM training / certification
* SCRUM Master (Fidelity)
* SAP SD certification (OfficeMax)
* Software Modification request procedure (Rational Clear DDTS)
* **BSc, I, & Diploma in Computer science, College of DuPage programming certificate**
* ISO 9000 QA (Tellabs)
* SONET Architecture (Tellabs)
* Center of Medicare and Medicaid Service (CMS) Security and Privacy certification
* GE Molecular Imaging CT Scan
* GE Scientific Six Sigma QAT Certificate
* GE Myworkshop Documentation Certificate

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| ***Scrum Master / PM @ Client - Dunkin Donuts, (American Information Group Inc.) Naperville, IL*** | Sep 2016 – Present |

**Responsibilities**

* Ensure continues improvement in application development with agile scrum methodologies (IBM RTC) across the project by ensuring key stake holders responsibilities such as Customer (Audience) Segments (Who do you help) Key Partners (Who will help you) Key Activities (How do you do it) Key Resources (What do you need), # Of Sprints (LOB Coordination’s), Defect Severity, Internal / External Interface readiness and defects fix time lines etc.
* Organized meeting with Directors. Sr. Managers and VP are on Backlog Grooming Sessions vs. final sprint completion.
* Lead daily Agile Scrum Sprint standup meetings to get status on sprint completion and motivated teams by improving quality of product features, burn down chart, document process, discuss and resolve deviations etc.
* Verify firmware compatibility with various hardware and devices such as printers, POS post, switch configuration and scanners.
* Reviewed and provide updates for all the policies and procedures that had evolved over a number of years as well as the external business processes that were utilizing the SDLC .NET as a development framework.
* As a senior Compliance Manager an additional task assigned to me by helping to improve .Net based SDLC framework utilizing best practices from the healthcare industry and my expertise in ISO 9001.
* Coordinate and manage code releases and shared APIs with other IT groups
* Conducted various meeting with key stake holders and updated the deployments strategy in Kanban board for manufacturing plants.
* Verify and validated corporate ethics and compliance policies vs. report submitted by the senior section in-charge for Midwest stores back offices.
* Managed multiple off-shore team’s activities for both QA and Development initiatives and defined business success criteria via six sigma and Door’s.
* Developed automation plans and strategies to increase efficiency and reduce manual efforts for smoke/acceptance Testing.
* Review business requirements document, scope document, concept diagrams, use cases, gap analyses, ethical compliance, storyboards and mockups for warehouse Inventory control with DB2

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| ***Product Owner / Program Manager @ GE Healthcare, Waukesha WI*** | Apr 2016 – Sep 2016 |

**Responsibilities**

* Participated in internal project teams comprising of technical writers, SMEs, Sub system validation leads and retrospective CSV projects, CAPA triggered IT projects
* Provided strategic guidance for validating computer systems compliance with Regulatory Standards and internal GEHC processes
* Arranged agile/scrum ceremonies to get stories/requirements and breakdown with complexity level from application system to sub system level.
* Managed multiple scrum teams using SCRUM methodology.
* Facilitated effective and efficient meetings and Scrum rituals including; Release and Sprint Planning, Sprint reviews, Retrospectives, and Daily Scrum.
* Participated & Experienced at using team collaboration work methods.
* Developed and executed working with offshore team’s model to effectively produce deliverables.
* Engaged multiple roles and product Owners in critical discussion, complex new product development discovery and building consensus.
* Lead and provide representation, for enterprise, cross-divisional cloud strategy initiatives. These initiatives are to research and monitor the viability of cloud and digital based solutions for GE manufacturing facilities along with critical business areas i.e. CRM, Planning, Enterprise Consolidation, Enterprise Financials (ERP), Financial Supply Chain Management (FIN-FSCM), Manufacturing investments, PLM, HR, Infrastructure, Big Data, BI and Analytics.
* Updated results in IBM RTC in geographically distributed environment for both manual and automated test cases, results, pre UAT results, software defects and updated back end injected failover scenario to verify Application functionality and stability in both negative and positive means.
* Lead and executed Business use cases for Computer System Validation (CSV), Provide Process Manual Validation and Infrastructure Validation along with validation and verification of subsystem of molecular imaging for CT scan
* Created BRD for molecular imaging PET/CT scan as per FDA / ISO guidelines
* Maintain business requirements traceability matrix (RTM) to verify complete requirement coverage and increase sprint test coverage with clear visibility using DOOR’s, myworkshop, ALM and JIRA.
* Led daily Agile Scrum Sprint standup meetings to get status on sprint completion and motivated teams by improving quality of documentation process, discuss and resolve deviations etc.
* Conducted daily meetings in order to reduce Backlog Grooming Sessions vs. final sprint completion.
* Responded to queries in internal/ external system inspections and FDA inspections across Global IT to meet regulatory compliance
* Maintain DOORS application and updated use cases / test procedure based on updated features and client requirement
* Review and approved test scripts in HP Quality Center / ALM 11, supporting and resolving incident reported and identified during functional, system, sub-system and during UAT testing activities.
* Used retrospective to facilitate root cause analysis and bring incremental improvement and removed impediment.
* Provided oversight and input into User Acceptance Testing with the business

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| ***PM / Manager QA (Multiple projects on/offshore) @ Fidelity Investments, Cary NC*** | Aug 2014 – Apr 2016 |

**Responsibilities:**

***\*CISCO UCM/AV Domain\****

* Managed protocol and identifies the Layer 3 protocol being carried by IP, common protocols include: 6 (TCP), 17 (UDP), 1 (ICMP)
* Maintain and verify weekly test on directed broadcast to approved / compatible devices to the entire network and capable of being routed. In addition, Local broad cast test as well for not capable to route.
* Maintain and verify Auto-configuration IP address to assigned interfaces.
* Maintain and verify fixes on Collision Domains, Broadcast Domains, Switches, Switches flood, Switches forward and Filtering
* Facilitated effective and efficient meetings and Scrum rituals including; Release and Playback Planning, Playback reviews, Retrospectives, and Daily Scrum.
* Guided Agile Teams and Organization on how to use Agile/Scrum best practices
* Assisted in internal & external communications, improving transparency and radiating information
* Prepared User Story Boards for the visioning exercise to help Business understand the new functionality
* Configure and apply fix on issues found on switches and full-duplex connections.
* Maintain and verify Network layer, network addressing and routing through internetwork to network layer.
* Verify and maintain transport layer data stream into segments along with reliability and flow control information.
* Administer application layer to determining the availability of the receiving program and checking to see if enough resources exist for the communication
* Verify OFPS highest IP address of all loopback interfaces to the default router admin distance.
* Maintain and validated any address conflict such as same IP address and verify if it is removed/block from the pool
* Maintain and verify dynamic trunking protocol the link between various devices/trunking.
* Maintain a new CISCO Unified Collaboration System Management (UCM) for Enterprise Voice, Mobile Device Video and messaging stream solutions.
* Executed user stories for CISCO UCM app for functional, automation and regression testing of H323 and SIP based A/V Unified Collaboration System.
* Lead and provide representation for Manufacturing plants process and procedure.
* Participated and provide direction to a team of test engineers to focus on current project and upcoming scrum sprints.
* Reviewed functional and technical requirement documents to find inconsistencies and identified the contradictions.
* Collaborated with the deployment, release management and production management, SME’s and BA to make sure our deliverables are met and on time and stories/requirement are completely covered.
* Tested and maintained our QA as well our pre-production Dev environment ready for the UAT testing and make sure all the endpoints / devices, MCU are connected and web services are up and running.
* working closely with SME’s and B/A’s along with architects to get the end user input and added features to continuous improvement and improve functionality.
* Configured, implemented and Tested WebRTC to utilize Open H264 code.
* Get the input from our daily standup scrum / sprint call from product architects, business application owners, security/compliance team to write and test various positive and negative test scenarios for SBC.
* Configure and tested call sender encryption payload by using the AES algorithm and validated an authentication tag by receiver verifies the authentication tag and decrypts the payload.
* Ensured accuracy, completeness, clarity and simplification of the documents, and provided technical feedback to Key stake holders.
* Moderately used tools such as Winsip, Selenium WebDriver & Grid, Selenium Data Driven Automation framework.
* Configured SIP with TLS/SRTP with features that includes Call Hold/Record, Signaling Forking, Call Redirection, Call Transfer, T.38 Fax and Conferencing Calls.
* Wrote Test Plan, Test Readiness Review check list, Test cases, Test Reports and Test Procedures in KPI's and sign off KPI’s indicators results.
* Verify call manager by call flow via SIP UA client by sending a request to the SIP URL to endpoints, initiate a session with condition/rules setup, the UAC knows the IP address of the EP by proxy or redirect server to locate the user to complete a call or voice mail.
* Testing hand held devices such as MAC (iPod), iPhone, Galaxy and MS Surface 3 to validate the Jabber 4.10 version as well as the signal strength and Apps compatibility.
* Expert in various Cisco video conferencing devices such as MX700, SX20-SX80, C-series codecs.
* Expert in Cisco Movi/Jabber firmware 4.2 and 4.8 and in the Cisco MCU user features integration with various end points such as MX700, SX20, and SX80 etc. along with multiple IVR/VRU cameras.
* Verify connectivity for Modular Messaging, Call flow with Cisco Call Manager & Cisco Unified Messaging

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| ***Scrum Master @ Verizon Business Solution, Cary NC*** | May 2013 - Aug 2014 |

**Responsibilities:**

* Facilitated effective and efficient meetings and Scrum rituals including; Release and Playback Planning, Playback reviews, Retrospectives, and Daily Scrum.
* Guided Agile Teams and Organization on how to use Agile/Scrum best practices
* Assisted in internal & external communications, improving transparency and radiating information
* Prepared User Story Boards for the visioning exercise to help Business understand the new functionality
* Maintained transparency into the teams work through product and Playback backlogs, burn-down charts, and other interdepartmental communications.
* Validated and participated in provisioning system (layer-1, layer-2, layer-3 with hands on experience of TL1, CLI, pds and wire-link protocol), including Mobile Apps compatibility along with different operating systems.
* Maintain and update mapping cluster with blades with CISCO Unified Collaboration System Management (CUCM) for Enterprise Voice, Mobile Device, and Video stream for GE Demo and messaging stream solutions for eastern region.
* Review and approved test scripts in HP Quality Center / ALM, supporting and resolving incident reported and identified during functional, system, sub-system and during UAT testing activities for Cisco UCM Call Manager.
* Managed and involved with DevOps and Business partner to review .net SDLC module of SSO requirements for cut thru between various other interface teams.
* Created and validated combinations of negative and positive use cases to verify requirement coverage for Verizon .net based stores point of sale (POS) for new device activation, firmware, order processing, and billing and validated transaction in the backend DB.
* Participated in comprehensive compliance test plan to validate hand held mobile devices such as MAC (iPod), iPhone, Galaxy and Win Surface for corporate policy violations and documented for immediate escalation and action.
* Involved in defining the team road map for upcoming release.
* Developed and implemented complete production strategy for Quarter releases, resources management, balancing onsite / offshore workload, KT documentation.
* Assisted product owner with product backlog maintenance, story prioritization, and resolution of defects, as directed by product managers.
* Used retrospective to facilitate root cause analysis and bring incremental improvement and removed impediment.
* Engaged multiple roles and product Owners in critical discussion, complex new product development discovery and building consensus.
* Provided oversight and input into User Acceptance Testing with the business
* Proactively managed the work plans and generated multiple reports including burn down charts and risk logs to inform business on project health

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| ***Scrum Master/ PM coordinator @ Blue Cross Blue Shield Durham NC*** | Jan 2013 - May 2013 |

**Responsibilities:**

* Facilitated team discussion (sprint planning, daily scrums, retrospective, and sprint demos).
* Assisted with product backlog grooming and prioritization. Worked with Lead product owners to define the overall vision for the business deliverable, and create a well-groomed product backlog.
* Provided guidance to Product Owners to Specify Acceptance, Automation and Test Criteria
* Managed, peer review and execute test cases for life insurance in .net application and sync with BCBSNC system to verify and cross check participant health information in Mainframe DB2.
* Partnered with the business/end-users to generate requirements and functional design per approved scope
* Working to understand business problems and how to best translate those problems into usable and efficient solutions
* Managed onsite and offshore UAT testing activities and in sync with QA team to collect test scenarios, test data, System, Integration, Regression, Performance, End-to-End test cases/results before execute UAT test cycle.
* Managed and execute test cases for life insurance .net portal and sync with BCBSNC system to verify and cross check participant health information.
* As a Lead QA coordinator setup weekly meetings with DBA’s, DEV, BA, SME, QA Test Lead’s to make sure test environment, # of test cycles, # of interfaces are ready and test data is available before QA and Pre UAT cycle begins
* Support product managers to maximize ROI and meet the organizations objectives
* Ensured the integrity of the requirements and requirements traceability matrix within Quality Center tool
* Maintained multiple product backlogs. Radiated team road map for upcoming release.
* Facilitated production strategy for monthly releases, resources management, balancing onsite / offshore workload, KT documentation.

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| ***Business Analyst / Scrum Coach*** *@* ***QSSI TM Floyd, Columbia SC*** | Sep 2010 - Dec 2012 |

**Responsibilities:**

* Responsible for all aspects of the development efforts: stand-ups, demos, burn down charts, retrospectives, etc.
* Set clear and attainable project objectives aligned with project vision.
* Applied Agile principles of collaboration, prioritization, team accountability and visibility; ensured consistent application of scrum methodologies across all the LOB’s
* Collaborated closely with Product owner, Scrum Master, Lead System Architect & offshore team
* Understood, gathered and documented business requirements as necessary using Pega DCO Elaboration
* Worked with cross functional team to ensure that dependencies are resolved
* Participated in internal and external audits trails for Medicare compliance for UAT test cycle.
* Developed and maintain share point site for risk, gap and ideas to improve overall Quality and identify potential risk in each scrum / sprint or impact on core application.
* Prepare MCS use cases as per SOP’s for Quality Assurance / Regulatory Compliance and provide input as if required
* Worked closely with key stake holders and developed QA / UAT test plan with various combination to find defects
* Developed effective resource plans for consistent test coverage to support new projects, regression and production support testing
* Developed metrics for all projects to analyze overall post UAT results and provide suggestions on continuous improvements in software quality for the QA Team.
* Help developed QA Test plans and strategies to increase efficiency and to reduce testing defects during various STLC cycles
* Led UAT signoff meetings along with DBA’s, DEV, BA, SME and QA Test Leads

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| ***Scrum Master (Asst PM) @ Wellcare Insurance, Tampa, FL*** | May 2010 – Sep 2010 |

**Responsibilities:**

* Instructed and modeled core Agile principles of collaboration, prioritization, team accountability and visibility; ensured consistent application of scrum methodologies across the enterprise
* Responsible for all aspects of the development efforts: stand-ups, demos, burn down charts, retrospectives, etc.
* Set clear and attainable project objectives aligned with project vision.
* Collaborated closely with Product owner, Scrum Master, Lead System Architect & offshore team
* Understood, gathered and documented business requirements as necessary using Pega DCO Elaboration
* Worked with cross functional team, key stake holders, 3rd party vendors to ensure that dependencies are resolved
* Defined the Business Architecture for the COE.
* Oversaw project change management processes and ensured decisions are documented, communicated and followed
* Facilitated Business Use Case creation and test plans and scenarios for business owner and product team review and approval.
* Led reviews of scenarios and test plans with business owners and senior management.
* Tracked onsite / offshore
* Involved in developing Process documentation for Sprint / Support Team and get the business signoff.

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| ***Scrum Master / Lead Quality Assurance @ HP-EDS NC/SC*** | Sep 2007 – May 2010 |

**Responsibilities**

***\*South Carolina – CFS Child Support Enforcement & FCCMS\****

1. Developed test strategies and test plans for multiple releases

* Lead and conducted infrastructure testing with CSE/FCCMS modules as per SLA’s.

1. Designed and implemented test metrics and suggested process improvements based on the actual results
2. Developed resource allocation plans based on development schedule and QA skill set to ensure project release dates were met

* Developed automation plans to minimize manual testing efforts

1. Lead and conducted infrastructure testing with .net based CSE/FCCMS app modules as per SLA’s.

* Performed coding, quality analysis, Unit testing, End-to-End system testing and coordinate UAT testing
* Monitoring the timely and accurate completion of all testing, provide feed, escalate issues, including running a batch jobs
* Drafted a scope documentation that includes objectives, requirements, approaches, deliverables and time estimates.
* Analyze business processes for improvements and make recommendations to managerial staff.
* Executed set of test cases to collect a date from defaulter through bank and folks behind the payment.
* Established dedicated test environment with SCDOR in order to collect data and verify transaction history.
* Integrated quality center with (DOOR’s requirement traceability interface) 3rd party tool to flow test data.

***\*North Carolina - Health Information System (NC-HIS)\****

HP had performed System conversion and modification of NC State’s Legacy Health Services Information System (HSIS) which resided on Mainframes to a Web Based Application called AVATAR. The project is called Health Information System (HIS).

* Developed Test Plan and manage the testing process from test execution to bug management and statistical reporting.
* Organized and facilitate scrum / agile ceremonies: includes daily stand-ups, scrum sprint planning, retrospectives, reviews, demos, and other Scrum related meetings.
* Created Test Plan, Test Cases and Test Results Deliverable documents.
* Executed Test Cases for Customization, Report, and Interfaces.

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| ***Sr. Quality Assurance SAP SD/MM @ OfficeMax, Naperville, IL*** | Mar 2006 – Aug 2007 |

**Responsibilities**

* Verify Sales Order details like item category, pricing, output and schedule lines for the Order in SAP.
* Tested OMX critical business areas such as CRM, Planning and Financial Supply Chain Management with SAP.
* Validate Pricing and Output determination procedures for SAP Orders.
* Verify Output and Pricing condition records for SAP Sales Orders and verify with Supply Chain module.
* Execute test case for internal software change requests and support UAT team.
* Executed combination of Cashier’s and supervisor authorization business cases for OfficeMax ordering and correct count of item SKU/labeling with SAP S&D and MM, AS400, hand held mobile Device testing and verified stores back office transactions since discrepancies in store sales count vs. close out roster.
* Involved in testing the credit transactions which includes Amex, Master Card, Visa, and Discover, bill me later Sears/TGI MasterCard, Third Party corporate Credit Cards Etc. Validated Cashier Mode, Layaway and tested off the shelf software.

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| ***Sr. V&V Engineer @ Tellabs Operations Inc. Naperville, IL*** | Sep 2005 - Mar 2006 |

**Responsibilities**

* Update regression test cases from the system engineering requirements.
* Assign severity level with business team for high level testing for new requirements.
* Assigned priority levels test cases and creates test sets in test director for UAT test execution.

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| ***Sr. QA Engineer* @ Acxiom Corporation. Downers Grove, IL** | Feb 2005 – Aug 2005 |

**Responsibilities**

* Wrote test case that were to verify the migration of a very large scale migration of a Chrysler CMS application to a Unix/Oracle environment and in SAP.
* Executed test cases for both ETL verification process and for report validation. Responsibilities included designing, implementing and executing test cases.
* Tested configuration for ATP check / Credit Control SAP R/3
* Validated configuration of special business transaction: Third party order processing, Consignment, Sub-contracting, Drop Ship orders SAP.
* Validated Change requests and priority tickets for Order processing in SAP R/3

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| ***Sr. QA @ Sears Roebuck and Company. Hoffman Estates, IL*** | Sep 2003 – Jan 2005 |

**Responsibilities**

* Involved in preparing the Test Strategy/plan, Test Cases and Test Cases Execution for all modules in NPOS 46 IBM POS
* Execute credit and debits cards enable function test cases IBM Point of Sale cash register along with wireless scanners
* Involved in Functional and Regression testing the California Pod with different build 46.002/46.8(NPOS), 46.003/46.9(NPOS), 46.004/46.10(NPOS), 46.005/46.11(NPOS)
* As an SME (to support UAT team) help executed combination of Sears Cashier’s and Supervisor authorization business cases for ordering and correct count of general merchandise within SAP S&D and MM, AS400, mobile hand held Collect on Delivery testing
* Work with business team for initial and high level testing from order initiation (CRM) to shipment via web, phone, store or catalog and validated via web method to Financial Supply Chain Management process.
* Involved in preparing weekly status reports, includes revision history, test case status, metrics, QA issues and defects
* Involved in testing the credit transactions which includes Sears Card, Sears Master Card, Sears/TGI MasterCard, Third Party Credit Cards like Discover/Novus, AMEX Cards Etc. and validate Cashier Mode, Layaway and Collect On Delivery testing
* Validated Stores business use cases with CRM, ERP and Financial Supply Chain Management flow.

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| ***Sr. QA Engineer @ Tellabs Operations Inc. Bolingbrook, IL*** | Oct 2000 - Sep 2003 |

**Responsibilities**

* Responsible for Integration and Regression testing for Tellabs Product "TITAN-5500 DCS" from one network to another.
* Developed general test cases for new features using Test Director
* Developed test plans from complex software design specifications
* Successfully communicated and worked with developers and product managers to produce improved quality