**Ulfat Ashraf Phone: 301-875-2796 Email:** [ulfat.a.ashraf1@gmail.com](mailto:ulfat.a.ashraf1@gmail.com) **Visa Status = US Citizen**

**LinkedIn:** [**https://www.linkedin.com/in/ulfat-a-4720642b/**](https://www.linkedin.com/in/ulfat-a-4720642b/)

**EDUCATION, CERTIFICATIONS, TRAINING & CLEARANCE**

**Master of Science in Information Technology, *University of Maryland*, Adelphi, MD – December, 2011**

**Certificate in Finance, Bentley University, Waltham, MA – March, 2001**

**Certificate in Accountancy, Bentley University, Waltham, MA – October, 2004**

CompTIA Security+ Certified, September 2012 Network and System Security Mechanisms, August 2012

UNIX, August 2012

Secret Clearance

**Summary of Experience**

* Comprehensive work experience in Software QA Engineering and software requirement analysis in Agile SDLC (Software Development Life Cycle)
* Experience in various Domain like Healthcare, Finance, Mortgage, Automotive and Government
* Experience in Automation (UI + API), Blackbox, Smoke, Sanity, Integration, End to End, Performance
* Experience with Java, C#, JavaScript, Selenium WebDriver, BDD (Behavior Driven Development) frameworks like Cucumber-JVM and SpecFlow.NET, Gherkin, Rest-assured, Cypress and Karate
* Experience with design patterns like data-driven testing and Page Object Model Pattern for highly maintainable and reliable test automation framework
* Experience using various IDEs like Eclipse, IntelliJ IDEA, Visual Studio, Visual Studio Code
* Experience with build and CICD integration tools like Maven, Bit Bucket, GitHub, Teamcity, Octopus, AWS, Azure DevOps (ADO), Azure Service Bus, NServiceBus, Rancher for container orchestration, LaunchDarkly, Jira Atlassian
* Experience with Kibana, New Relic, Sonarqube, Kafka, MSMQ, Docker, Kubernetes, Terraform
* Experience with HTML, CSS, JavaScript, Angular, React, Swift and Kotlin.
* Experience in Performance testing using Karate and Gatling and JMeter.
* Experience with Micro Services built in .NET Core 3.1 and Java Spring boot framework

**Summary of Achievements**

* As dedicated QA engineer achieved below milestones for one of the aplications under test called Matchmaker service (MM):
  + 70% reduction in Daily NPIA (No Providers in Area), 7k per day reduced to 1k per day (significant reduction in lost outreach opportunities/increase in MEC (Member Engagement Coordinator) satisfaction)
  + 2% increase in call conversion resulting in an additional 3-4k appointments (*2% call conversion increased to 4%, Daily appointment average increased from 15k to 18k)*
  + Reduction in daily low fill providers from 30+ per day to 0-1 per day
  + Increased the average number of appointments per day per provider from 6.2 to 6.6 *(High watermark for 2022)*
  + Matchmaker now accounts for 90% of the dial call volume *(efficiency/stability gains by reducing reliance in the scheduling DB)*
  + 10% in capacity fill rate on 10% higher capacity *(Since July 29th release of Provider Selection Round Robin Algorithm)*
  + Potential increase of revenue by $1.36Million.
* As a dedicated tester tested multiple Microservices as for example Goals API, Availability API, DriveTimeMgmt API, MemberSelection API, Clients API implementing Smoke tests and Regression tests using Karate Automation Framework.
  + Implemented Smoke and Regression test suite using Karate Framework
  + Implemented performance testing using Gatling
* As dedicated UI tester, tested multiple UIs as for example Planning Goals App, Capacity Web App, Drive Time Management UI, and Plan Sharing Web applications under test implementing Cypress Automation testing Framework
  + Implemented Cypress Automation Framework for E2E Regression testing using JavaScript, NodeJS, NPM for Angular apps
  + Assisted in developing DDT (Data Driven Testing) framework using Cypress
* As dedicated tester tested multiple Rest APIs implementing REST Assured Testing Framework
* As a dedicated tester implemented Selenium WebDriver BDD Framework with Cucumber JVM for Angular App
  + Implemented Selenium Automation Framework for E2E Regression testing with Selenium Webdriver and Specflow using C#

**Technical Skills**

| Software Tools and Technologies | Jira Atlassian, Confluence, Zephyr, HP ALM Quality Center (QC), qTest, Cypress, Karate and Gatling, Selenium WebDriver, JUnit, TestNG, NUnit, BDD, Cucumber, Protractor, Jasmine BDD, Visual Studio IDE, Eclipse IDE, Intellij IDEA, VS Code, MAVEN, Git, GitHub, GIT Bash, Apache Maven, Bitbucket, Android Studio, Sauce Lab, Perfecto, Jenkins, Kibana, AWS, Azure, REST Web Services, Micro Services, Postman, Swagger, Informatica, Snowflake, Power BI, Sublime, Notepad++, Sourcetree, Windows Powershell, MSMQ, Kafka, Docker, Kubernetes, Terraform, New Relic, Sonarqube |
| --- | --- |
| SDLC | Agile, Scaled Agile Framework SAFe 4.0, Lean Software System Engineering, Hybrid, Waterfall |
| Language | Web Technologies | C#, Java, JavaScript, Python, SQL, XML, HTML, CSS, JavaScript, JSON, Angular, SOAP, REST, WSDL, JDBC, Swift, Kotlin |
| Databases and Tools | mongoDB, MS SQL Server, PostgreSQL, Microsoft SSMS (SQL Server Studio Management), pgAdmin, Azure Data Studio |
| Environments | Windows, UNIX Sun Solaris, Linux (Red Hat), J2EE, Maven, Jenkins, VMware Sphere, MacOS |
| Software Applications | FHIR (Fast Healthcare Interoperability Resource), Planning Goals App, Provider Management, Capacity Management, CDI, Coding, Clinical Operations, Virtus, Office Web, Home HRA (Health Risk Assessment), 17CYPlus, 17CY, 21MM, Salesforce, Impact, Automotive Finance, Default Manager, Dynamic Object Oriented Requirement Systems (DOORS), Document Management System (DMS), Governance, Risk & Compliance (GRC), Rational, ClearQuest, ClearCase, OpVantage (OpVar), LMWS (Loss Mitigation Work Station), Default Asset Workout Reporting (DWR), EDR Electronic Default Reporting (EDR), Alternative Collateral Deal Data Collection (ACD DC), ISR (Information Security Request) |

**Experience Summary**

**Quality Engineer ll**  **Jun 2019 – Oct 2022**

**Signify Health****Dallas, TX**

* Commanded testing UIs, APIs and a tier 1 Service application as a dedicated quality engineer as part of Enhanced Production Environment Initiative supporting four to five developers.
* Tested UI, API and Service applications rendered using Kafka messaging Interface containerized via docker containerization, orchestrated through kubernetes and hosted in azure cloud, built on the .NET Core 3.1 framework with NServiceBus at backend with Postgres database and database schema managed through flyway and Cache and provisioned through Terraform.
* Spearheaded Automating APIs using Karate Framework and UIs using Cypress Automation framework and performance testing using Gatling
* Tested Mobile application that enables providers (physicians) to finalize evaluation of members (patients)
* Assisted team creating Runbooks for deployment of features, bug fix and tech stories into production and approved deployments into Production
* Tested databases writing SQL queries for Microsoft SQL and PostgreSQL using SQL Server Management Studio and pgAdmin respectively
* Contributed during backlog refinement of stories adding clarity for acceptance criterions
* Collaborated with Product owner, developers in implementing the user stories and defect resolutions
* Collaborated with SRE (Site Reliability Engineering) team to monitor applications’ infrastructure, health checks, log, Kafka lag, errors using New Relic and Kibana
* Monitored applications using SonarQube for releasability, reliability, Security vulnerabilities as well as maintainability and Unit tests’ coverage
* Assisted scrum master and product owner to prepare for Sprint Review presentation
* Deployed applications in UAT and Production environment using Azure DevOps as an approver
* Written Testing Strategy and QA Guide for the Applications supported.
* Authored Release Checklist in collaboration with Development Technical lead
* Executed queries in Snowflake Data warehouse

**Software Developer Engineer in Test**  **March 2018 – June 2019**

**Toyota Motors North America****Plano, TX**

* Spearheaded test framework Adoption and automation first strategy within the CT – Telematics Portfolio
* Contributed in testing at back-end database mongo DB and testing in third party Subscription management software Zuora Application in QA, Staging and Prod environment
* Coordinated testing methods and measures for KAIZEN with TSP (Telematics Service Provider), TSC (Toyota Smart Center) and CTP (Connected Technology Platform)
* Contributed in JIT (Joint Integration Testing) as well as ikkitsukan (software life cycle testing) – DCM Life Cycle testing
* Designed automation implementation strategy for manual business and IT processes
* Mentored Junior/ Mid-range testers & developers in implementing their user stories and defect resolutions
* Automated test framework and infrastructure for release pipelines on Enterprise AWS
* Automate backup and restoration processes and test the recovery of those backups on a regular basis
* Build CI/CD pipeline configurations to orchestrate provisioning and deployment of both large- and small-scale systems
* Implemented unit tests and integration tests to validate infrastructure code
* Identified engineering defects in the existing code base and constantly improve the code quality
* Automated test tools to monitor system / service health as part of CI/CD Pipelines via XLRelease Plugins + Cloud bees
* Actively supported product development teams and other stakeholder to maintain business continuity and maintain customer satisfaction for Quality of service, SLA’s and Performance tests
* Cross trained team members in DCM Life Cycle Testing, JIT (Joint Integration Testing), End to End and Smoke testing in Dev, QA, Staging and Production environment

**Software Development Engineer in Test**  **Feb 2017 – Jun 2017**

**Fannie Mae****Reston, VA**

* The application under test was ECRM (Enterprise Customer Relationship Management) based on vendor Salesforce. Fannie Mae’s Single-Family Business unit is revamping existing ECRM tools to manage the huge portfolio of Seller/Servicers consisting of mortgage originators like Bank of America, Wells Fargo, Chase, Capital One etc.
* Fannie adopted Salesforce Lightning as well as Classic versions which are on cloud, streamlined and available on mobile devices
* Worked on one-week sprint timeline with multiple PI (Program Increments) following SAFe4.0 Lean software and Systems Engineering
* Used Jira Atlassian for managing program Increments, Sprints, Releases, Report, User Stories, Issues/Defect and product Backlog management
* Worked on manual testing using ALM QC for stories identified as candidates for manual testing
* Worked on creating Enterprise Level Automation Testing Framework based upon Behavior Driven Development (BDD)/ATDD in Java, Selenium and Cucumber-JVM (Java Virtual Machine). Written feature files in Gherkin language in Given, When, and Then structure in Eclipse
* Worked on Smoke and Integration testing as new builds being delivered making sure the major components are stable and working
* Participated in User Story grooming sessions and added valuable insight to flush out clarity and remove ambiguity
* Demonstrated functioning of tested application features to Scrum team comprising of Scrum master, product owner, business owner, domain lead, developers, architect and technical lead during sprint and at the end of sprint timeline
* Identified defects, issues and logged those in Jira with steps to reproduce, severity, priority and associated screen snippets
* Followed up on logged defects in Not Ready, Iteration Backlog, Development, Ready for test, In Test, Done and Accepted phase in the Jira Sprint Board for the Sprint under test
* Tested issues/defects through with a failure and subsequent pass followed by an acceptance by product owner
* Extensively using Selenium WebDriver Page Object Pattern Model with Java language binding
* Extensive use of Apache Maven, Git specifically Bitbucket for managing automation codes, Regression test suite, and manual test suite as well as sprint level test suite
* Eclipse IDE, Jenkins is used for CICD (Continuous Integration Continuous Delivery)
* Extensive use of HP ALM QC for test case management for stakeholder’ audit tracking and audit compliance
* Used Confluence for sharing updates and seamless communication with DAT (Developers, Analysts and Testers)
* Assisted with valuable inputs and testing results for release of application into production
* Communicated test results to program management level
* Developed and Tested REST Services
* Tested SOAP Web Services using SoapUI
* Created and Executed Manual testing for Stories that did not qualify as Automation Candidate
* Ran backend Database testing writing SQL queries

**Sr. Quality Assurance Engineer** **April 2015 – Feb 2017**

**GMF (General Motors Financial)****Arlington, TX**

.

* Worked in creating, editing and updating QA Test Plan geared towards manual and automated test Suite’s creation, management and execution and tractability matrix and defect management for AF & DM application
* Reviewed BRD (business Requirement Docs), FDD (Full Design Documents), TRS (Technical Requirement Specification) prepared by BSAs (Business System Analysts) as well as Vendor Fiserv
* Communicated and collaborated with the Line of Business, developers, build engineers, architects, and configuration management teams to fix the defects via daily Defect Triage meetings
* Performed manual, smoke, regression, backend database and functional automation testing on different modules of the application. Performed backend testing using SQL SELECT statements. Validated databases reflecting data as expected
* Managed defect life Cycle in ALM QC from identification of defects of different severity through defect fixation or defect deferment to next phase of release into production. Tested databases at the back end using Oracle SQL Developer
* Worked closely with BSAs, Business Owners, and ETL developers to generate Payment Gateway Files
* Performing End to End ET Integration, UAT, GUI, Smoke as well as Regression Testing

**Sr. Software QA** **May 2013 – March 2015**

**Bank of America** **Addison, TX**

* Worked on generating functional as well as End to End Integration test cases in Test Plan module in HP ALM Quality Center
* Executed the Test cases from the QC Test Lab within the stipulated time frame
* Worked with project team members located in diverse geographical location on shore as well as offshore and near shore
* Worked in Requirement traceability, gap analysis and elimination of redundant test scripts
* Conducted Data Staging in IBM environment & tested in IBM Test environment via Citrix
* Performed smoke test following the delivery & deployment of a new build into the SIT (System Integration Testing) and CIT (Component Integration Testing) environments.
* Created QA Analysis and Status Report off HP ALM QC covering QA Test Instance Summary Report
* Identified & logged defects of various severity in QC Defect module
* Worked on defect life cycle as for example identifying defects, logging defects in QC, assigning defects, reviewing defects, retesting defects, reopening defects, closing defects following an acceptable fix by IBM developers
* Generate Defect status report and trend of Defect Module of QC
* Tested Web Services via validation of WSDL (Web Services Description Language)

**Software Test Engineer April 2012 – March 2013**

**CACI Norfolk, VA**

* Deployed the AUT (Application under Test) in the test environment utilizing VMware vSphere and PaaS (Platform as Service) and connecting to the database Squirrel SQL client version
* Provided status on work-in-Progress, Blockers, Major impediments utilizing QC Dashboard, Analysis View.
* Used Selenium’s key features to support test execution on multiple browser platforms & regression automation
* Used Selenium WebDriver to provide rapid feedback to developers & unlimited iterations of test case execution
* Used Selenium to support agile and scrum development methodology, documentation of test cases, customize defect reporting & automated framework based on Selenium WebDriver TestNG
* Worked with the Integration team to make sure the framework and tests built using it are compiled and run on the Continuous Integration Server Jenkins
* Provided steps to reproduce the defect in development environment
* Streamlined Defect Management Process and created Defect Process Document which became standard procedure to manage defects. Managed defects, impediments, blockers and showstoppers. Reported and managed defects in Jira using swim lanes
* Collaborated with the business analysts, architects, developers, system engineers, build managers and configuration management team

**Sr. Business Process Analyst October 2005 – August 2011**

**Freddie Mac McLean, VA**

**Responsibilities:**

* Responsible for ensuring SDLC compliance of project artifacts specifically pertaining to quality assurance testing
* Assisted in writing Test Plan stipulating the objectives, scope, approach, and focus of the software testing effort and developing Test strategy stating the approach or types of testing that would best serve the purpose
* Worked closely with the business team to analyze requirements
* Participated in test team meeting for requirements and specifications for Loss Mitigation, SUMMIT & other applications utilizing Dynamic Object-Oriented Requirement Systems (DOORS)
* Conducted functional testing manually as well as utilizing HP automation tool QTP and Selenium Product Suite
* Used Selenium IDE to record-and-play of UI (User Interactions) with the browser. Used Selenium IDE for prompt bug reproduction. Developed Scripts using Selenium RC Server, WebDriver and JUnit framework for test automation
* Ran Manual Testing for the modules and detailed functional testing creating negative as well as positive test cases
* Managed test case development and test case repository and test case execution in HP Quality Center