# SYED HAMID HASAN (C.S.T.E.)

**Citizenship: USA**

**Email:** Syed.H.Hasan@gmail.com

**Phone: 440-454-0627**

# SUMMARY

Over **Twenty-six plus years** of advanced technical Performance and Solutions Engineering Architecture and Automated Engineering experience in diverse and dynamic **Information Technology** sectors and **Quality Engineering** solutions. Closely worked with clients and customers through **Software**

**Performance Architecture, Software Development**, **Dynamic Software Security Testing, Software**

**Project Management, Vendor Pre-Sales Consulting(SOW/RFPs)**, **Software Quality Assurance Analysis** **and Engineering** including **manual functional testing, load testing, performance testing, security testing,** **automated** **test management and execution**, and **Business Systems Analysis** for **Oil and Gas/Utilities Software**, **Trucking and Transportation and Logistics, Health Care, Banking and Financial Software**, **Business Process Management**, **ERP Systems**, **Enterprise Services Integration,**

**Electronic Forms Management, Business Rules Management, Product Data Management** (**PDM**),

**Product Life Cycle Management** (**PLM**), **Enterprise Application Integrations** (**EAI**), **Mobile Applications**, and **Space Flight Application Systems** developed in **Java/J2EE** on **UNIX** and **Windows** platforms on **client-server**, **cloud-based** and **multi-clustered distributed server architecture** environments. Facilitated **ITIL, Testing Center of Excellence** and **CMM Methodologies and Controls** for **Quality Analysis and Code Reviews**. Currently hold an active **Certified Software Test Engineer** (**CSTE**) certificate supported with advanced technical graduate education and training.

**Objective:** A challenging opportunity in the field of application solutions engineering with performance and security management which fully utilizes my strengths like team building skills, technical and analytical skills, commitment to work and my passion to drive towards excellence.

* A Total experience of 20 years in the field of application performance and security testing, engineering and management of various types of client server architecture-based applications.
* Expertise in projects with AWS transformation for on premise applications either partially or completely.
* Able to quickly meet with clients for initial intake for SOW and RFP design and preparation with basic pre-sales requirements across various Energy ERP and healthcare solutions.

**Experience with Dynamic Application Security Testing:**

* Working experience and good hands-on understanding of Dynamic Application Security Testing (DAST) and API security testing
* In-depth knowledge of vulnerability assessment tools (AppScan, Burp Suite, Postman)
* Working experience and good hands-on understanding of application penetration testing
* Solid foundation of common software vulnerabilities and their remediation/ mitigation techniques
* Working knowledge of regulatory and industry security standards
* Working knowledge of vulnerability assessment using industry best practices such as OWASP top 10, CWE/ SANS TOP 25 standards
* False positive analysis to verify vulnerabilities
* Review emails and associated Jira tickets for new scan or re-scan requests
* Execute the automated scan, utilizing AppScan Standard or Enterprise.
* Perform specific manual scans using Burp Suite, Postman, or Fiddler
* Issue the report to development, after all vulnerabilities have been entered into Jira
* Review and understand any vulnerabilities that are present against the application requesting support
* Demonstrate security testing results, explain the threat presented by the results, and consult on remediation/ mitigation

**Experience with Performance Engineering and Testing:**

* Taking a shift left approach by running performance test on existing and newly developed functionality to provide early feedback to the development team about performance problems.
* Develop a Performance Test Plan/strategy document, project reference document and defining test cases for performance testing based on the requirements and mentioned SLAs’ gathered from BA’s and developers.
* Experience in working with various application performance management tools like Dynatrace, AppDynamics, New Relic, SiteScope, HP Diagnostics, Splunk, Performance Center, Network Virtualization, JMeter, Selenium and Load Runner.
* Using Dynatrace for viewing Pure paths, server performance, identifying slow database queries, code and architecture issues impacting performance of the application. Also advising developers in some cases on index creation on DB tables, after analyzing execution plans, as per the usability of the application.
* Experience with performance tuning of ETL jobs, analyzing SQL queries and application server logic for optimal performance. Analyzing GC logs and DB parameters for optimal performance.
* Analyzing threads of the JVM during load and identifying blocked threads and reason they seemed to be blocked using instrumentation with Dynatrace.
* Expertise in programming with languages like C, Java, JavaScript, Groovy, Node.js and shell scripting for creating utilities for log parsing for server log analysis.
* Expertise in creating Java Vuser scripts for API based and message queue based applications using existing client code.
* Expertise in scripting for PeopleSoft and Salesforce applications, enhancing scripts using correlations specific to PeopleSoft and/or Salesforce.
* Expertise in scripting with LoadRunner for various protocols like Web(HTTP/HTML), WebServices, SAP-Web, LDAP, Oracle NCA, Siebel, RTE, Java, JMS, PeopleSoft, Flex, AMF, SAP GUI, Citrix, SMTP and Ajax TruClient/TruClient Web.
* Innovating and implementing new ideas for Performance Testing. Integrated SQL Server database with Vugen to expand Vugen’s functionality to query dynamic data and remove the complexity and dependency of multiple parameter files. Creating custom requests by creating them dynamically during run-time based on Server response.
* Reading and analyzing log files from application and web servers, also using Splunk to view the log files and analyzing errors during load tests.
* Experience in performance center administration. Create Projects, adding users, adding load generators, Shunra network virtualization and Users permissions. Installing and setting up SiteScope server. Actively participated in performance center migration and upgrade.
* Investigate and troubleshoot performance problems in a lab environment. Also, analysis of performance problems in a production environment.
* Building and editing a common dashboard that acts as a single point of viewing all the analysis data about each and every performance test run and also serves as a comparison tool.
* Building and presenting a performance trend graph for the application by determining its behavior at various user loads.
* Analyzing the application behavior for performance constraints by conducting different types of load test. Executing various tests like Load, Stress, Stability, Failover in Performance center and controller, also automating the complete load test cycle.
* Expertise in advanced UNIX skills, database skills, running Batch/Chron jobs and shell scripting.
* Experience in managing a team of performance testers having 15-28 resources located onsite, near

shore and offshore.

**TECHNICAL SKILLS:**

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| --- |
| **Automated Testing Tools: HP’s UFT/QTP (Unified Functional Testing/QuickTest Professional),**  **RanoRex, HP Sprinter, CA LISA (SV), Mobile Perfecto** |
| **Performance Testing Tools: AppLoader, MicroFocus/HP’s**  **LoadRunner/StormRunner/SAAS/Performance Center 12.53(VuGen,**  **Analysis, and Controllers), Astra LoadTest, e-Test, Jmeter, NeoLoad, C/DevTest LISA (SV)** |
| **Performance and Security Protocols: Ajax Tru-Client, TruClient/Web, HTTP/HTML, Java/HTTP, RTE,**  **Citrix/ICA, Web Services, SOAP/API, WireShark/Fiddler, WebSocket; AppScan, Burp Suite, Postman** |
| **Test Management Tools: Microsoft Team Foundation Server, HP’s Quality Center/ALM 12.53**, **Test**  **Director** and **HP ALM SaaS/On-Premise** **Performance Center 12.53, Jira** |
| **Defect/Requirements Tools: Microsoft Team Foundation Server, HP ALM 12.53, Jira, Telelogic (DOORs, CM Synergy, Change Synergy),** ClearQuest, PVCS Tracker, Bugzilla, NetCRM, and Remedy Action Request System |
| **Scripting Tools:**  **Eclipse, TOAD, Putty/Psftp, UNIX Shell (**Born, Korn, and C shell**),** Perl, and **TSL**, **Ultraedit**, Edit Plus, **WinCVS**, PSPICE, **MATLAB**, LABVIEW/LABWINDOWS **CVI/C++**, **Visio 4.0** |
| **Servers:**  MS AOS Servers, MS Windows Servers 2008 through 2019, BizTalk Servers, **IBM WebSphere Application Servers Version 7, JBoss Application**  **Servers, BEA WebLogic 5.1, 6.1, 7.2, 8.0, and 9.2, UNIX/AIX,**  **OPENVMS/VAX, Sun Solaris ONE, SunOS 5.5.1/Solaris5.6, HP-UX**  **10.2/11, Adobe Servers, Centera Servers, Apache Tomcat Web Servers,**  **Connect: Direct Servers, LDAP, MS Active Directory** |
| **APM/Cloud/Network Management: Dynatrace, New-Relic, MS Azure, CloudWatch(AWS), GoogleCloud, Zenoss, HP SiteScope, BMC Patrol,** MasterCell**, Cisco**  **Routers/Switches, VPN Adapters, SNMP Adapter Testing**, **FTP** ServerSide Testing, WireShark, **WebScarab, Router setup and configuration (wireless and Ethernet based), Tivoli** |
| **ERP/CRM Management Software: MS Dynamics AX, Oracle Analytics, Basic NetSuite, Lombardi 7.5 Teamworks, ILog JRules, Adobe LiveCycle, FileNet, Captiva,**  **Enterprise Content Manager, Peregrine’s Service Center 4.0.1, ITSM**  **Service Now, Microsoft Office and Microsoft Project** |
| **Operating Systems: Windows 11/10/7/VISTA/XP**/2000/NT/98/95, **UNIX/LINUX (Red Hat)**,  Macintosh OSX, **MVS/TSO**, **DOS** |
| **Languages: JSP**s, Angular, **JAVA Script**, **JAVA Applets/Servlets**, **RMI Servers**, JPOs,  **C/C++**, **Visual Basic 5.0**, **VB SCRIPT**, MS **SQL**, **PL/SQLPlus**, TCL/MQL,  **PERL**, **C/KORN SHELL**, **BOURNE SHELL**, **VISUAL C++**, TSL 7.0,  **HTML, XML**, Groovy, PASCAL, 8086 ASSEMBLY, MC68000 ASSEMBLY, HAL/S |
| **Databases:**  **Oracle 8i, 9i, 10g**, **11**i, DB2, **MS-SQL Server2008, 2008R2, 2012, 2014, 2016, and 2017**, **Actuate**, **Documentum** Docbases, **Lotus Notes** 8, Sybase and Microsoft Access |
| **Web based Technologies:** **Web Service**, SoapUI, Postman, Swagger, **REST**, **JSP**, ASP, **VB Script**, CGI, Front Page, **HTML, XML, UML**, **JavaScript**, **Silverlight**, **Documentum** and **Flash, Mobile Applications Testing** |
| **Software Methodologies: SDLC, STLC, RAD, RUP, Agile Development and Test,**  **Performance Engineering, CMMI, ITIL, TQM, Quality**  **Assurance, Common Body of Knowledge (CBOK), QAI (Quality**  **Assurance Institute), ASQ (Association of Software Quality),**  **CSTE (Certified Software Test Engineer)** |

# PROFESSIONAL EXPERIENCE

## Client: Horizon Blue Cross Blue Shield of NJ (Working Remotely from Cleveland, Ohio) MARCH 2020 – PRESENT

### Performance Architect/Solutions Architect/Security Portfolio Lead (TCS Employee - Associate Consultant) – HBCBS of NJ - Healthcare

* Providing expert performance engineering and security testing service, leadership and mentorship for the deployment, operations, integrations, performance, security testing, tuning, management and monitoring of HBCBS
* Utilized Performance Center/LoadRunner with TruClient Web, HTTP/HTML, JAVA/HTTP, MQ Protocols, Postman, Jmeter, and SoapUI API/UI Load performance tools to analyze application performance and scalability, while producing recommendations for development teams, DBA’s, Application/Enterprise Architects and system administrators for performance improvement of applications through mutual assessment of root cause analysis, defects, monitoring and change requests.
* Conducted performance prototyping, system capacity modeling and projections, performance driven design, application profiling and base-lining to measure and improve system performance and in a consolidated testing approach.
* Continually leveraged Dynatrace to capture application monitoring stats to identify RCA for deep dive issues either at the code level or infrastructure areas.
* Leveraged Splunk logging analytics capability to extract user based transactions with appropriate data profiles and success or failure based responses.
* Utilized all Dynamic Application Security Testing techniques and tools to deliver release based deliverables weekly/bi-weekly.
* Leading several offshore Performance and Security testing resources for delivery projects from release to release.

## Client: Cardinal Health Dublin, OHIO (Worked Remotely from Cleveland, Ohio) DECEMBER 2019 – FEBRUARY 2020

### Performance Architect/Solutions Architect (TCS Employee - Associate Consultant) – Cardinal Health - HealthCare

* Traveled to customer sites and provided expert performance engineering service, leadership and mentorship for the deployment, operations, integrations, performance, testing, tuning, management and monitoring of Cardinal Healthcare Data warehouse, Service Now applications and EDI solutions
* Utilized Performance Center/LoadRunner with TruClient and HTTP Protocols and SoapUI API/UI Load performance tools to analyze application performance and scalability, while producing recommendations for development teams, DBA’s and system administrators for performance improvement of applications through mutual assessment of root cause analysis, defects, monitoring and change requests.
* Conducted performance prototyping, system capacity modeling and projections, performance driven design, application profiling and base-lining to measure and improve system performance and in a consolidated testing approach while utilizing Jmeter and Selenium.
* Supported workload characterization analysis and SQL-Query based test data export generation for applications in Performance environments

## Client: Direct Energy (A Centrica Company) Houston, TEXAS (Worked Remotely from Ohio) JANUARY 2019 – NOVEMBER 2019

### Performance Architect/Solutions Architect (TCS Employee - Associate Consultant)–Centrica-Unify NA Home Protection Team – Energy Utilities

* Traveled to customer sites and provided expert pre-sales service, leadership and mentorship for the deployment, operations, integrations, performance, testing, tuning, management and monitoring of Microsoft Dynamics AX ERP applications and Digital Web Portals solutions.
* Provided early SOWs and RFPs after engaging with client on possible ERP solutions and provisioning. ● Utilized Automai’s AppLoader/Scenario Builder, Performance Center/LoadRunner with TruClient Web and HTTP Protocols, SoapUI and MicroFocus Storm Runner SAAS Load performance tools to analyze application performance and scalability, while producing recommendations for development teams, DBA’s and system administrators for performance improvement of applications through mutual assessment of root cause analysis, defects and change requests.
* Assessed and understood the customer’s enterprise to ensure that the system and middleware architectures were functional, robust and appropriate for the specific business and technical needs
* Experienced in creating Performance Engineering strategies, assessing and defining Non-Functional

Requirements, Designing Workload Models for Batches by analyzing production batch job statistics

* Reviewed and participated in prioritizing identified issues with Delivery teams related to Performance and Functional issues
* Conducted performance prototyping, system capacity modeling and projections, performance driven design, application profiling and base-lining to measure and improve system performance and in a consolidated testing approach
* Provided guidance for performance testing initiatives that take a true end-to-end focus on ensuring client side, server tiers, and databases are performing as expected
* Lead performance remediation efforts, including root cause analysis and tuning recommendations
* Lead formal reviews of PT results with appropriate parties (i.e. Solution Architecture, Delivery team(s), Production Support and Business Stakeholders)
* Served as a point of team escalation for Performance Testing

Identified several standard application and server monitoring metrics that would be captured for all applications in the Performance environment

* Identified a standard report set that would be generated for all applications in the Performance environment
* Supported workload characterization analysis and SQL-Query based test data export generation for applications in Performance environments
* Acted as a technical point of contact between the infrastructure and application teams and the performance testing team
* Experience with web performance monitoring – both real user and synthetic - and optimization techniques ● Experience with agile software development life cycle
* Experience with application performance management systems and monitoring tools like New Relic (AWS Services), Perfmon, SCOM, NMon etc.
* Utilized and leveraged MS Azure Application Insight Cloud Service Dashboards to monitor AOS Server and Microsoft SQL Server DB Health during performance test simulations
* Guided the delivery, analysis results and expectations for the Performance Testing Team

## TMW Systems (A Trimble Company) Mayfield Heights, OHIO AUGUST 2017 – JANUARY 2019

### Senior Performance Engineer/Architect – Performance Engineering Group

* Established Client Server and Backend Web Services Performance Engineering Solution against Transportation and Logistics software. Utilized ODBC protocol against MS SQL Server DB for LoadRunner performance testing with TruClient Web and HTTP Protocols along with SOAP/Web Services execution.
* Experience with DevOps Test cycles with using Jira Boards with Scrum teams.
* Expert in systems architecture and performance engineering in DevOps models developed in Jira. using Azure Cloud infrastructure.
* Developed web-based scripts and programs in support of continuous performance tuning. Integrated performance tuning scripts in enterprise delivery platforms using tools such as Jira.
* Experience in running different types of performance tests like peak, stress, load, failover and bursts tests in an Azure Cloud environment setup.
* Experience in leading large teams through performance test cycles. Currently serving as lead to a local intern and 2 offshore resources in Chennai, India.
* Hands on knowledge of developing in Java, C, Perl, XML (various web services) and RDBMS SQL stored procedure creation on MS SQL Servers.
* Expert in utilizing performance/monitoring tools, analyzing results, resolving performance related issues to include optimization and tuning recommendations in Azure Cloud frameworks.
* Provide Subject Matter Expertise, Creating Dashboards and Monitoring in, Dynatrace App-Mon, HP Performance Suite, and SiteScope
* Reviewed Architecture and system designs and supported performance design patterns, architecture reviews, capacity planning, code profiling, and root cause analysis.
* Available to provide on and off hours operations support as required in support of production incidents ● Worked in a fast-paced agile development environment using Jira.
* Solid understanding of SDLC phases including requirements analysis, design, coding, testing, release and maintenance.
* Good understanding of ITIL concepts as it relates to SDLC processes while using Azure based services..

## PNC Financial Services Bank, Strongsville, OHIO OCTOBER 2008 – AUGUST 2017

### Vice President (VP) - Lead Software Performance Engineer/Performance Architect 1– Technology and Infrastructure Services - Testing Center of Excellence (TCoE)

Roles and Responsibilities

* Served as the LoadRunner Subject Matter Expert and the Lead LoadRunner Implementer/Trainer/Mentor for the centralized Testing Center of Excellence organization responsible for all shared platforms and services including contractor resource work effort planning and knowledge transfer for performance and capacity testing initiatives across multiple Lines of Businesses and Services and platforms across PNC.

Lead implementation, control, and distribution of all Performance Testing programs, practices, standards, methodologies, and metrics for all projects conducted by the TCoE.

* Reviewed results of major and minor test release cycles whether in Waterfall or Agile Methodology to determine if product specifications are met in line with performance requirements and non-functional testing standards.
* Interacted with business, development, and operations stakeholders to understand the applications under test and how to properly exercise them in realistic business scenarios under the proper amount of expected production load.
* Possess the ability to articulate key performance engineering concepts, including threading, concurrency, response time, latency, throughput, fault tolerance, load balancing, latency, and high availability.
* Possess expert level experience in the following protocols of LoadRunner: HTTP/Web, Web Services, Ajax TruClient WEB/IE/Firefox, Silverlight, RTE (Linux/Mainframe), Citrix ICA, DNS, SMTP, .NET, Flex, Oracle Web App 11i, and Siebel.
* Possess working knowledge of Service Oriented Architecture (SOA), web services, file, image and messaging transports / technologies including CA LISA (Service Virtualization).
* Possess exceptional understanding of relational databases, including the capability of implementing and executing basic SQL as well as inspecting the results of SQL stored procedures.
* Flexible with a wide variety of UNIX command line syntaxes, including basic log file inspection techniques and system monitoring commands.
* Possess the ability to articulate modern Java/.NET web application architectural and security components, including application server containers, session management, authentication and authorization techniques, load balancing devices, and proxies.
* Possess the experience of mentoring and task management of full time employees and contractors (onshore/offshore) on LoadRunner and relevant toolsets
* Served as a primary PNC liaison to the HP vendor in contractual negotiations and communications in reference to HP Performance Center licensing and version upgrade discussions.
* Responsible for the implementation of LoadRunner scripts to load and performance test a myriad of web applications that are composed of complex, highly distributed end-to-end systems and reference architectures such as Service Now and Archer and including application service products such as IBM Lombardi, Web Methods, ILog JRules, Adobe LiveCycle, Captiva, FileNet, Tableau, Pega and Silverlight.
* Presented new techniques for the Application Performance Monitoring Toolset called Dynatrace at a recent Compuware User Group Conference to several other third party vendors.
* Fluent in UFT/QTP including experience converting UFT/QTP functional test scripts into LoadRunner performance test scenarios.
* Fluent in working with HP ALM/Quality Center to manage the overall functional testing and automation efforts, including saving test cases, test data, and managing and reporting defects.
* Integrated into the project team as the LoadRunner implementation lead consultant.
* Possess detailed working knowledge of LoadRunner components, including VuGen, Controller, Load Generators, Agents, and Analysis and Monitoring tools
* Possess detailed experience analyzing LoadRunner test results and formatting those into an articulate, accurate report for business, development, management, and operations stakeholders.
* Demonstrated professional experience with a hands-on implementation lead role for LoadRunner and UFT/QTP based performance tests.
* Always applied proper techniques and strategy to parameterize the performance test implementation such that it can be run across environments and with different dynamic sets of data and users with minimal preparation time.
* Possess hands-on implementation experience with Load Runner’s user defined functions.
* Capable of transitioning all LoadRunner scripts and techniques used in those scripts and their execution to enable full time employees or to contractors as an on-going activity and at conclusion of the engagement ● Willing to work after-hours and on weekends as is required by the project and delivery teams.

Testing Toolset Experience Overview:

* Excellent oral and written communication skills for all testing activities.
* Possess over 12 years total experience implementing performance test scenarios using LoadRunner and affiliated components and technologies.
* Possess over 12 years total experience executing and managing manual/automated/load tests and associated defects with the HP suite of products, including ALM/Quality Center, UFT/QTP, Winrunner and LoadRunner.

Possess over 11 years total experience executing performance testing using structured methodologies.

* Possess working knowledge of Application Server Containers, Services Oriented Architecture, Web Services, Web Development, and Database Design/Development
* Possess several years of experience documenting test scenarios, execution procedures, scenario monitoring steps, and results analysis techniques with a focus on knowledge transfer transition to full time and contractor resources as an on-going activity to be completed by the conclusion of the engagement.
* Possess advanced knowledge of object oriented design and development concepts.

## FEDERAL RESERVE BANK of CLEVELAND, OHIO JULY 2006 – October 2008

### Senior Technical Performance Test Analyst – EGOV Operations

* Established, implemented, integrated, supported, analyzed and tested (black-box and white box testing) standard functionality for the PCC ECP (Paper Check Conversion for Electronic Check Processing), POS (Point Of Sale) and PCC OTC (Paper Check Conversion for Over The Counter) applications developed in

**Java/J2EE**, by thoroughly testing Web Interfaces, client-server interfaces (POS), as well as **ACH** (Automated Clearing House) Payment Interfaces. **ECP** employs a service oriented enterprise architecture (**SOA**) written to **J2EE** standards.

* Maintained Test Lab Environment for procurement of the PCC ECP/OTC/POS Software Releases and for creating and installing an automated test environment utilizing **Mercury Interactive’s TestDirector/Quality Center, WinRunner, QuickTest Pro, and LoadRunner** tools.
* Trained individuals on **TSL and VB script**, the scripting languages for the **WinRunner and QuickTest Pro** automated tools respectively.
* Trained individuals on scheduling, scripting, and configuring **LoadRunner** scenarios for running performance and load tests.
* Delivered complete **detail oriented** Performance Reports for all PCC applications to the Project Team.
* Worked extensively with the QCB (Quality Control Board) on conferences with the U.S. Department of the **Treasury** and its **FMS (Financial Management System)** department in resolving defects and providing technical assistance on subject matters.
* Completed several end-to-end **SAT** (Systems Acceptance Test) Cycles of the ECP, OTC, and POS application system releases. These test cycles were completed on-schedule with a deliverable **SAT** Report issued to members of the **U.S. Treasury** involved on the ECP, OTC, and POS projects.
* Actively engaged in the support and development of the Performance Testing Workgroup established among the **entire Federal Reserve System** to baseline common strategies of performance and load testing methodologies among all **U.S. Treasury** application stakeholders with adherence to FMS’s customized **RAD** (Rapid Application Development) methodology.
* Participated in **Web Application Security Testing** by using tools like WebScarab.
* Involved in manual and automated testing execution.
* Conducted design walkthroughs and development reviews with designers and developers to establish quality policy in conformance to business requirements.
* Reviewed the requirements and use-case diagrams to convert to Test Cases/Test plans that were used to test various scenarios.
* Involved in the development of system test plans and test scripts using business and system functional requirements documents.
* Analyzed system requirements, developed & executed detailed Test plans and Test cases.
* Prepared, developed, and executed test data for data driven test cases using **Quick Test Pro**.
* Created close ties with designers and software developers to understand application functionality and navigational flows.
* Performed back-end integration testing to ensure data consistency on front-end by writing and executing **SQL** queries on an **Oracle** database.
* Validated data migration **SQL** queries used for **LDAP** to **Oracle 9i** migration efforts.
* Smoke tested the new builds for QA-acceptance using manual and automated tools.
* Performed **Unit Testing**, **Integration Testing**, **System Testing** and **Regression Testing**.
* Involved in **Functional Testing** for the modules and conducted Interface and Regression Testing during the various phases of development using **QuickTest Pro**.
* Performed **End-to-End testing** using both manual and regression testing with automated tools such as **QuickTest Pro** and customized business specific file generation tools.
* Performed **Load and Performance Testing** by using **Load Runner**.

Generated and executed **Vuser** scripts.

* Created, executed, analyzed, and reported Scenarios using **Performance Test Center**.
* Created, executed, analyzed, and reported Scenarios using the **Load Runner Controller**.
* Used Mercury Test Director/Quality Center as a defect-tracking tool to report application defects and enhancements request and discussed with developers and technical support staff to resolve technical and business functional defect issues.
* Documented, tracked and communicated test plans, test results, analysis, and unresolved problems to project management.
* Compared and analyzed actuals with expected results and reported all deviations to the appropriate individual(s) for resolution.
* Reviewed server logs and reports to identify application processing errors and possible improvements such as delivering lessons learned documents.

## Saudi ARAMCO, DHAHRAN, Saudi Arabia Sept 2005 – JULY 2006

### Senior Technical QA Specialist – E-DOC Services Awareness Group in the IT Department

* Established a complete Test Lab Environment for procurement of the e-Doc Software Releases and for creating and analyzing an automated test environment utilizing **Mercury Interactive’s TestDirector/Quality Center, Quick Test Professional, and LoadRunner** tools.
* These efforts required a significant amount of Pre-Sales for Vendor Tool acquisition and licensing by submitting different SOWs and RFPs for contract and vendor acquisition for project level resource hiring.
* **Managed** a group of over 15 employees involved in the testing of **Documentum** applications, **training**, and creating online help manuals for use by end users.
* Responsible for **budgeting**, **risk assessment**, **project planning**, and **contingency planning** for the Quality Assurance team.
* Provided a complete quality solution to **Documentum**-based software development life cycle for application deployment and testing in the J2EE standard methodology.
* Presented application readiness proposals to several adjoining departments throughout Saudi Aramco in various locations throughout the country.

## FEDERAL RESERVE BANK of CLEVELAND, OHIO JUNE 2003 – Sept 2005

### Senior Technical Performance Test Analyst – EGOV Technical Support

* Established, implemented, integrated, supported, and tested standards for the Pay.Gov User interface developed in **Java/J2EE**, by thoroughly testing Credit Card Interfaces, as well as ACH (Automated Clearing House) Payment Interfaces.
* Established Test Lab Environment for procurement of the Pay.Gov Software Releases and for creating an automated test environment utilizing **Mercury Interactive’s TestDirector, WinRunner, and LoadRunner** tools.
* Trained individuals on **TSL**, the scripting language for **WinRunner**.
* Trained individuals on scheduling, scripting, and configuring **LoadRunner** scenarios for running performance and load tests.
* Worked extensively with the CCB (Configuration Control Board) at the U.S. Department of the **Treasury** in resolving defects and providing technical assistance on subject matters.
* Completed several end-to-end **SAT** (Systems Acceptance Test) Cycles of the Pay.Gov application system releases. These test cycles were completed on-schedule with a deliverable **SAT** Report issued to members of the **U.S. Treasury** involved on the Pay.Gov project.

## SMITH INTERNATIONAL INC., HOUSTON, TX OCT. 2002 – APR. 2003

### Senior Systems Engineer

* Implemented, integrated, and customized standards for the MatrixOne UI3 User interface developed in

**Java**, by implementing the internationalization features, **JSP** **Coding** and System Testing of the Engineering Central and Info Central **Java** modules on **HP-UX** and **Windows XP/NT/2000** **workstations** and **servers**.

Created and customized the **integration** of Pro/E (Pro Engineer) with PTC’s Pro Intralink and MxPro/Intralink eMatrix Software.

* Performed **development programming** on a **BEA WebLogic Server** interface using **Object Oriented Programming** in **Java**, **UNIX Scripts**, **JSPs**, JPOs, **JavaScripts**, TCL/MQL scripts, **Windows batch files**, **SQL**, **HTML/XML/XSL**, and **C programming**.
* Established typical **BEA WebLogic** server-side **full life-cycle end-to-end development** and tests on a **J2EE** **architecture** that originated in a web browser and connected to the **WebLogic Web server** which

accessed **Java servlet classes**, that interacted with **session beans** to access a **database** through **ODBC/JDBC**, and interacted with **entity** **java beans** to access the **Oracle 8i database**. The **beans** produced results through the **Java servlets** and passed on to **JSPs** to produce **HTML**, which then displayed secured information requested from the browser window.

* **Administered** eMatrix software that provided a platform for applications that enable an **enterprise** to **collaborate** through the Internet within its own departments and divisions, and among its customers, and other business partners in various industries.
* **Customized** Engineering Central, a business application of the eMatrix product suite, to help share and **manage engineering change processes** and **workflows** within a **secure Internet environment** therefore allowing various forms with requests either for a product request or a general change request to promote through life cycles within engineering or manufacturing workflow areas.
* Performed routine web development tasks for various releases.
* Provided Engineering and Corporate support for Smith Tool’s MatrixOne Product Data Management (PDM) system that included CAD file vaulting, corporate document storage and viewing, component life cycle tracking, and Engineering Bill of Material (BOM) functions.
* Improved inefficient manual Engineering drawing process by developing a **Java-based integration utility** utilizing Product View to input, modify and view drawings from users’ desk, **saving the company** **$1.2 million per year** by reducing engineering time to retrieve latest design information without installing the software locally on every user’s machine and eliminating design rework on obsolete design data.

## ISOCHRON DATA CORPORATION, AUSTIN, TX MAY 2002 – SEPT. 2002 *(Application Service Provider for Remote Wireless Vending Solutions)*

### Software Quality Assurance Engineer

* **Developed web-based scripts, Deployed codebase** and tested on a **BEA WebLogic 6.1 Server** interface developing **UNIX Scripts**, **JavaScripts**, **JSP pages**, **Windows batch files**, **Perl**, **SQL**, **HTML/XML**, **C**, and **Object Oriented software** for validity of results, quality, accuracy, reliability, and conformance to established standards for Remote Wireless Vending Solutions.
* Performed typical **BEA WebLogic server-side full life-cycle end-to-end tests on J2EE architecture**.
* Tested Cashless Interface Server architecture with **WebLogic** to allow remote cashless transactions from Vending machines from off-site locations to be transferred and saved into an **Oracle 8i Database**.
* Performed and executed successfully, Credit-Card Validation Transaction Tests through a third-party customer. Consulted with third-party contractors to produce expected results through QA validation reports from the FTP Server.
* Created defect tracking process documents to validate the current defect verification methods.
* Wrote, revised, and verified test plans and test procedures for program designs and product evaluations to attain a quality of software that meets requirements.

## IT MASTERS, INC., AUSTIN, TX MAR. 2000 – FEB. 2002 *(Event Management Organization similar to IBM/Tivoli) (Now BMC Software)*

### Software Quality Assurance Analyst and Service Center Specialist

* Performed typical server-side full life-cycle end-to-end tests on **a J2EE software called MasterCell**.
* Tested and **developed** **UNIX Scripts**, **JavaScripts**, **Windows batch files**, **Perl**, **SQL**, Prolog, **HTML**, **C**, and **Object Oriented software** for validity of results, quality, accuracy, reliability, and conformance to established standards of Network System Management Software.
* Wrote, revised, and verified test plans and test procedures for program designs and product evaluations to attain a quality of software that meets requirements.

Located, entered, and verified problem reports on defects using a Help Desk Tool called the Remedy Action Request System.

* Performed testing with **integration of J2EE products** that required a moderate level of understanding of **ODBC** with database such as **Oracle**, **MS SQL Server**, and **Sybase**.
* Applied **messaging requests** to **MasterCell** messaging repositories.
* Tested reports that were created with **Crystal Reports**.
* Created Test Plans for integration products.
* Administered testing of **SNMP** adapters for version release compatibility.
* Performed integration testing with Peregrine’s ServiceCenter 4.0 and IT Master’s J2EE flagship product MasterCell using a SCAuto/SDK gateway exchange module.
* Applied and developed ServiceCenter experience upon implementing and customizing company applications and upgrades, migrating/loading company data across servers and operating systems, creating custom interfaces and macros, conducting extensive testing, and training users and engineers.
* Provided problem resolution capabilities by establishing and implementing a knowledge repository created from a Remedy Help Desk tool.
* Strengthened skills with complementary technologies, including **SQL**, **UNIX**, Crystal Reports, Visio, and Knowledge Engineering.
* Increased customer confidence by gathering metrics for performance statistics of integration products through the **development of well-organized and detail-oriented tools**.
* **Created White Papers** based on process goals of production release and test automation management of Mercury Interactive’s WinRunner and Test Director Tools.

## AVERSTAR INC., HOUSTON, TX DEC. 1997 – FEB. 2000

***(Now TITAN CORPORATION a NASA Subcontractor)***

### Systems Analyst Data Processing System of Space Shuttle Flight Software 1999 - 2000

* Independent Verification and Validation (IV&V) of the Space Shuttle Avionics software. This program ensured that the changes to the flight software were correct, completed, and certified for each Space Shuttle Mission as safe to fly. This program was ISO9001 Certified.
* Performed the IV&V analysis of flight software changes in the Data Processing System (DPS).
* Performed detailed requirements, code, and test/verification analysis for the Space Shuttle flight software changes for safety, risk, correctness, reliability, and maintainability. Areas supported included the Backup Flight System (BFS), Data Processing Systems (Backup System Services, Control Segments, Backup Operating System, Displays, Displays Executive, Fault Detection/Annunciation, and Uplink), Primary Flight Software System (PASS), and AP101S General Purpose Computer (GPC) Architecture.
* Used IV&V-developed **Unix-based PC-emulated software tools** to analyze the HAL/S and **Assembly language** (AP-101S computer) code changes.
* Wrote and delivered technical reports and documented technical issues and tracked their resolutions.

### Software Developer Expansion Testing, Analysis and Development for the HAL/S Compiler 1997 - 1999

* Performed duties as a member of the **HAL/S compiler** group as an expansion tester, **analyst** and **developer**. This group was **SEI Level 2 Certified**.
* Responsible for testing and repairing DR (Discrepancy Report) code sent for final evaluation before Integration and Testing.
* As an analyst, completed **compiler analysis** in HAL/S and XPL **debugging code** for fixes to new DRs produced.
* As a **developer**, completed successful DR Code-Walkthrough packages, which were sent to completion for evaluation to the Flight Director Board Review (BHCB).
* **Developed software modifications for compilers**, performed unit testing, and **produced code walkthrough packages** to thoroughly document the solution and the test results.
* Tests were performed on both an **IBM MVS Mainframe** and **UNIX Workstations**.
* Gained **programming**, **debugging**, and **trouble-shooting skills** while conducting expansion tests and analysis using the HAL/S tool.
* Learned to **utilize a team-oriented environment** while attending Peer Reviews for several DR and CR code reviews.

## LIC CONSULT INC., HOUSTON, TX MAY 1997 – NOV. 1997

***(A Pipeline Integration Company for Oil and Gas Corporations)***

### Project Engineer - Pipeline Integration Software

* **Implemented and integrated** **real-time** pipeline **application software** and **maintained software support** for clients abroad. **Integrated LIC database** and configuration code with Honeywell’s SCAN3000 SCADA software. This project was a real-time pipeline application system project implemented for the Petronas/Shell joint venture in Kuala Lumpur, Malaysia. The Pipeline Application Software consisted of Leak Detection, Batch Tracking, and Pig Tracking of liquid fuels such as leaded and unleaded gasoline, diesel and jet fuel used in the multi-product pipeline.
* Installed a DIGITAL ALPHA Workstation under **OpenVMS/VAX** for clients in Malaysia.
* Fully documented a systems manual for operator and system engineer support.
* **Assisted in the training and development of operators** to use pipeline simulators on site locations.

## SCHLUMBERGER, SUGAR LAND, TX OCT. 1996 – MAY 1997 *(A Billion-Dollar Oil and Gas Corporation)*

### Electronics Development Technician (Contract position)

* Wireline and Testing - AIT-H Manufacturing and Production
* **Supported design and test of complex digital and analog systems** related to oil well services.
* Created graphical user interface panels with digital instruments using **C++ programming** in LABWINDOWS CVI to test receiver and digital circuits.

# EDUCATION

**CSTE Certification – Certified Software Test Engineer from QAI (Acquired in June 2005 - Active Status)**

**B.S. Electrical Engineering**, University of Texas at Austin, August 1996

12 hours credit towards **M.B.A.** in **Management Information Systems (2002)**, St. Edward’s University (Austin, TX)

12 hours credit towards **M.S.** in **Software Engineering (2000)**, University of Houston at Clear Lake (Houston, TX)

**Relevant Coursework, Training, Skills and Certifications:**

**Performance Testing Practices and MicroFocus LoadRunner TekSystems Course Certificate**

**(March 2018), CSTE** certificate from **QAI** (Quality Assurance Institute), Completed the latest training in

**HP ALM Performance Center and VuGen Version 12**. Active Member of **NOSQAA** (Northern Ohio

Software Quality Assurance Association), **Mercury/HP LoadRunner**, **Quality Center**, **Quick Test**

**Professional** courses with certificate obtained, **Web Application Security Testing** certificate by

ASPECT, **Business Analyst Fundamentals** certificate by ASPE, Effective **Software Testing Techniques** certificate by PESG, Several Internal Federal Reserve Personal and Technical skills development courses (**Emotional Intelligence**, Career Reflections Symmetry, Myer’s Briggs Type Indicator, **Time Management**, **Leading Change** by Linkage, **Leadership Essentials**, Identity Theft,

Creating a Respectful Workplace, **Business Writing**), eMatrix™ User/Business Administrator

Certification, eMatrix™ Business Programming Certification, MatrixOne **Application Developers Kit Using Java Server Pages** (**ADK/JSP**) Certification, Building Applications with the Application

Exchange Framework (AEF) Certification, Using MatrixOne Engineering Central™ UI3 Certification, Introduction to Peregrine’s ServiceCenter Certification, Introduction to **Oracle PL/SQL+** completion certificate, **Marketing Management,** **Organizational Management**, **Introduction to Software**

**Engineering**, Introduction to Network System Specifications**, Software Project Management**,

Engineering Economics, Operations Research, Statistics for Manufacturing, and Computer Architecture