Usman Mahmood

## **PERSONAL DETAILS**

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Date of Birth: 21/10/1980

Nationality: British

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## **PROFILE**

I am a results driven ISEB certified Software/System Tester with a wide range of testing experience of Web and Client/Server applications, and a deep understanding of testing tools.

I have proven interpersonal skills within strong team based environments, dedicated to maintaining high quality standards.

My aim is to be associated with a progressive organization that gives ample scope to apply my skills and knowledge and to involve myself as part of a team that will work dynamically towards the growth of the organization.

## **PROFESSIONAL EXPERIENCE**

**Employer: City of Wolverhampton Council**

**Duration:** **October 2016 - Present**

**Role: DTP Test Analyst**

Extensive testing of integration of ADX portal (front end) with Microsoft Dynamic CRM (back end)

Requirement gathering and analysis

Extensive testing of Sage Pay Integration with ADX portal

Designing tests and writing Test Scripts using Visual Studio Team Service (VSTS)

Preparing Test Data

Engaging in technical and business process discussions

Risk analysis to determine best approach for Regression testing

Gathering evidence for defect management

Contributing to all phases of testing when required (System Integration Test, Exploratory testing, Operational Acceptance Tests, Nonfunctional Testing)

Supporting the business as they perform User Acceptance Testing

Extensive Testing of Mobile device and tablets

Assisted in the transfer of knowledge to customer

Supported Citizen Testing

**Employer: Lockhead Martin/Leidos**

**Duration:** **May 2016 – October 2016**

**Role: System Test Analyst (Security Cleared)**

Liaising with stakeholders regarding problem register and reporting

Functional testing on windows 7/8.1 desktop client/Online CRM for Department of Education

Writing & Executing Test Scripts & raising defects

Test script management

Testing Data migration from old CRM 4 to new CRM online

Exploratory testing, Integration testing, System testing, Regression testing Extensive support of business users during the execution of User Acceptance Testing.

Working with customers to resolve issues during beta testing

Risk analysis to determine best approach for Regression testing

Assisted in the transfer of knowledge to customer

Maintenance of Problem Register using TFS

Testing Online CRM application using mobile devices (tablets)

Testing of GUI’s and links.

Creating training manuals

**Employer: Schneider Electric**

**Duration:** **February 2014 – April 2016**

**Role: System Test Engineer**

Functional testing on windows 7 desktop client

Testing on Windows Server 2008

Leading Regression testing on shore and off shore

Writing & Executing Test Scripts & raising defects

Test script management

Creating training manuals for multiple cliental

User acceptance testing of GUI’s and link testing.

Execution of Systems Testing in accordance with test scripts, producing Test results and communicating issues Extensive Factory Acceptance Testing on Anglian Water, Northern Gas Network and Thames Water projects

Extensive testing of Desktop applications for North Gas Network, Anglian Water Projects and Thames Water

Extensive support of business users during the execution of User Acceptance Testing.

Working with customers to resolve issues during beta testing

Experience of Risk analysis to determine best approach for Regression testing

Handover of knowledge customer support teams

Maintenance of Problem Register using Jira and SIR database

Utilizing SQL skills to verify data using SQL Server 2012 and Oracle 11g

Creating training manuals for Anglian Water, Northern Gas Network and Thames Water

Extensive testing on ClearScada desktop application

Exposure of SOAP UI to aid testing (Basic)

**Employer: Crimson**

**Duration:** **January 2013 - November 2013**

**Role: System Test Engineer**

Writing & Executing Test Scripts & raising defects

Creating extensive business documentation - Test Strategy, Test Plan and Defect Management Process

Creating training manuals for multiple cliental

Execution of Systems Testing in accordance with test scripts, producing Test results and communicating issues to the development team.

User acceptance testing of GUI’s and link testing.

Extensive testing of Web applications and web content

Extensive testing of Microsoft CRM 2011 - Recruitment application

Extensive testing of PSNC’s Pharmaceutical based application (NMS)

Provide support for all PSNC service (NMS) members

Extensive testing and support for a bespoke Nautical Invoice Claims system (Feesable)

Experience of testing Window 7 mobile application, Tablets and application content

Experience of undertaking web application upgrades

Experience of testing in a Agile testing environment

Support Business Users during the execution of User Acceptance Testing.

Maintenance of Problem Register using TFS (Visual Studio) Jira and Sharepoint- (faults, bugs & defects).

Working with customers to resolve issues during beta testing

Experience of Risk analysis to determine best approach for testing

Assisted in providing support for both external and internal customers

**Employer: Innovise**

**Duration:** **November 2011 - Sept 2012**

**Role: System Test Engineer**

Writing & Executing Test Scripts & raising defects

Creating training manuals for multiple cliental

User acceptance testing of GUI and link testing.

Extensive testing of Web applications and web content

Extensive testing of Microsoft CRM application

Experience on exporting and importing customer databases

Experience of undertaking web application upgrades

Experience of testing Mobile devices, PDAs, Tablets and application contents.

Experience of testing NFC and RFID technologies

Experience of testing in a Agile testing environment

Support Business Users during the execution of User Acceptance Testing.

Maintenance of Problem Register using TFS (Visual Studio) - (faults, bugs & defects).

Working with customers to resolve issues during beta testing

Experience of Risk analysis to determine best approach for testing

Managing and executing testing cycles with both offshore and onshore business partners

Writing and testing procedures for User Acceptance Testing from Business scenarios.

Dealing with external customers for sourcing of mobile testing handsets in line with requirements

Handover of knowledge and training to sales and support team

**Employer: Lumesse**

**Duration:** **March 2011 – November 2011**

**Role: System Test Engineer**

Testing of Lumesse recruitment software IGRASP

**Employer: Carlson Marketing**

**Duration:** **Feb 2011 – March 2011**

**Role: System Test Analyst**

**Net Testing** of Nectar client websites incl. **Coutts & Co Private Bank**, **NatWest, RBSG** & **easyJet.**

**Employer: The Law Society**

**Duration:** **June 2009 – July 2010**

**Role: System Test Analyst**

Testing of TLS’s Ektron’s content management system and various internal applications

**Employer: Infor Global Solutions**

**Duration:** **August 2007- Feb 2009**

**Role: Test Analyst**

Testing Infor’s calibration and forecasting software

## **TECHNICAL SKILLS**

Testing Tools: Test Director, Rational Robot, Selenium

Reporting Tools: Test Director (defects), Royal Blue, Remedy, SIR, JIRA, VSTS

Database: MS Access, SQL Server 2009, Oracle 11g

Operating System: Windows 95, 98, 2000, Windows 7, Me, Xp, NT, UNIX. Windows 10

Internet: IE 7, 8, 9, 10 and 11 Firefox, Chrome, Safari, Opera

Office: Microsoft Word, Excel, PowerPoint, Outlook, Access, OneNote.

Presentation: Microsoft PowerPoint, Microsoft Publisher.

## **CERTIFICATIONS**

ISEB/ISTQB – Software Testing Foundation

CISCO– CCNA - level 1 course

ITIL - ITIL V3 Foundation in IT Service Management,

Proactis – Relevant to The Law Society

## **EDUCATION**

BA (Hons). Business Information Technology – Coventry University, Coventry

2 A’Levels – Abbey Tutorial College, Birmingham

6 GCSE’s – Abbey Tutorial College, Birmingham