Mohammed Shafiq

Test Analyst  
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## Personal Profile

A highly experienced IT professional with specialist testing expertise as a senior test analyst in the utilities, oil and gas sectors on in-house and outsourced client projects. Offers a range of skills, including excellent customer service, people management, testing, IT communications and administration; highly organised and pays good attention to detail. Currently seeking an appropriate contract opportunity with a well-respected organisation.

## Skills Matrix

Requirements analysis | system analysis | system testing | system integration testing | factory acceptance testing | regression testing | non-functional testing | utility industry expertise | Oil & Gas expertise| stakeholder management | stakeholder training | UAT testing | defect management & administration | test data creation | writing formal test documentation| creation of training manuals and user guides | CRM | Billing | Fulfilment | SMART Metering | problem solving | impact analysis | data migration | risk analysis | thorough understanding of structured test methods & processes | testing complex user interfaces | Manual and Automated testing |

## Technical Skills

* Applications: SAP CRM, SAP ISU, SAP OMS, Siebel CRM, Oracle HR, Oracle Financials, CIS Beryl (Billing system), Apache Flex, IE9, Firefox, Jasper Reports, DOC1
* Test Management Tools: HP Quality Center, HP ALM, QTP, Trac
* Testing Tools: Ranorex, SOAP UI to test REST based web services
* Databases: Oracle 9i/10g, MS SQL Server 2003/2008/2012, DB/2
* Programming Languages: SQL, Java 1.7, Flex, Maven, XML
* Operating Systems: Windows Server 2000-2003, Windows 7-XP-NT-98, Mainframe IBM AIX and UNIX
* Other Tools: Microsoft Office Suite, Microsoft Project, SharePoint, Active Directory, Toad for Oracle 9.0, MS SQL Server Management Studio, PUTTY, Oracle SQL Developer
* Expertise in assembling, upgrading and repairing laptops and desktop computers.

## Work Experience

### 11/2015 – 31/03/2016 QA Test Analyst Xoserve Ltd, Solihull

### **Project: UK Link Programme/Project Nexus**

QA and testing services provided during the UAT and Market Trial phase of the UK Link SAP-ISU implementation. The system was designed to replace critical legacy systems operating at the heart of the UK energy industry. The UAT phase involved scenario based testing to ensure that the system functions as per business expectations and outputs contain the correct content in the correct format.

#### **Duties:**

* Worked closely with internal Xoserve subject matter experts and 3rd party suppliers from WIPRO (development), TCS (testing) and BARINGA (assurance) on the large scale implementation of SAP-ISU.
* Carried out QA for Prime & Sub metering UAT Target Tests and E2E scenarios focusing on overall test execution process and ensured evidence documentation aligned with business requirements using HP ALM test management tool.
* Verification of various input and output data files for billing, metering, reads and site visit processes via Market Flow application in and out of **SAP-ISU**.
* Performed interface testing with the UK Link production environments, via the IX portal, DE and CMS solutions.
* Connectivity testing to ensure that industry participants’ systems are able to connect correctly to the new UK Link systems as per requirements.
* QA Assurance provided as part of triage activities of defects tested in system test before moving into UAT environment.

### 10/2013 – 10/2015 Test Consultant DNV GL Ltd, Loughborough

### **Project: AM2 Gas Management Project**

**Providing specialist consultancy services to a client during the development and implementation of a** commercial gas management product called AM2 Access Manager. The 3-tier architecture was based on the **JBoss Enterprise Application Platform**, connected to a **MS-SQL 2012** database incorporating **Apache Flex** and **Sencha** UI framework, supported by **IE9/10** and **Mozilla Firefox** internet browsers. The application comprised of a suite of web enabled software modules designed specifically to support the hydrocarbon accounting and commercial operations of gas companies involved in the production, transmission, storage and sale of gas.

#### **Duties:**

* **Produced test scenarios and test scripts to maximise coverage against business requirements for the customer billing and reporting modules.**
* **Ensured system migrated data was in sync with the current business operation model.**
* **Used SQL Server Management Studio to configure, manipulate and validate Test Data using SQL Queries.**
* **Executed system, integration, regression, FAT, UAT and OAT testing within project timescales.**
* **Raised and managed defects in Trac system while closely liaising with development team to reach rapid resolution.**
* **Performed performance and resilience tests as per the business requirements.**
* **Created automated test scripts in Ranorex to smoke test GUI screens for weekly new builds.**
* **Used SOAP UI to perform inbound and outbound SOAP and REST calls for web based services during integration testing with external systems such as TAPS, the National Grid NTS system and Xoserve GEMINI system.**
* Carried out verification and stability tests of services and procedures such as system start up and shut down and testing of housekeeping processes and verification of batch processing e.g. hardware and network resilience, backup and recovery, service management monitoring, and disaster recovery.
* **Provided support and guidance to end users during user acceptance testing and post go-live.**
* **Worked closely with various stakeholders based across several countries and time zones.**
* **Acted as the test lead to cover absences and sickness periods.**

### 06/2006 – 09/2013 Test Analyst RWE IT UK ltd, Kingswinford

### **Project: Atlas Programme/Various OFGEM regulatory projects**

#### **Duties:**

* Test Analyst reporting to the Test Manager within a resource pool structure
* Successfully achieved 95% utilisation rate as per resource pool and year-end bonus objectives.
* Assigned to several important projects within the corporate and residential gas/electricity departments for nPower ltd.
* Worked as a billing and fulfilment subject matter expert on the ATLAS project: a multimillion £ SAP-ISU and SAP-CRM implementation.
* Provided help and support to onshore and offshore 3rd party systems testers with business process knowledge.
* System Tester on the Yorkshire **Data Warehouse Migration** project – **Oracle 10g** database on **Unix Server**. Tested **BI Reports** via **Business Objects** checking integrity and validating output against values in database by executing **SQL scripts** in **Toad for Oracle 9.0**.
* Support tester for several Oracle/Unix based applications for **nPower Settlements Team** such as **SONET, PARS, CAVIAR, DFMS, Oracle HR** and **Oracle Financials.**
* Test Lead on the npower.com **webserver migration project**, server move from UK to Germany. Tested **customer registration portal**, **online bill view/account management portal**, **online meter readings form**, **customer online switching service**.
* Output Management and Fulfilment Tester - Testing of **customer bills** and **correspondence** (PDF files) from **CIS Billing** system to **PATTY** Fulfilment system for various high profile **OFGEM** regulatory requirements e.g. **Green deal**, colour/graphs on bills, introduction of **renewable electricity** products such as **solar panels** and **wind turbines** onto bills.
* **SAP-OMS**/fulfilmenttesting of **XML** files into **DOC1** (Pitney Bowes) application provided by external supplier **OTM**.
* Responsible for E2E system, functional, integration and user acceptance testing against requirements.
* Provided testing support on monthly maintenance & enhancement releases for various SAP modules.
* Used **Columbus Risk Management** system to highlight, monitor and resolve risks and issues affecting project delivery.
* Prepared detailed test plans, acceptance criteria and test scenarios for each project.
* Liaised with developers to swiftly resolve defects; monitored recorded evidence/results in HPQC.
* Participated in project meetings; wrote test exit reports; communicated results to stakeholders.
* Conducted quality assurance and peer reviews of testing documentation to ensure high standards.
* Worked across various UK and overseas locations with 3rd party development and testing teams.

### 05/2004 – 05/2006 UAT Tester nPower ltd, Oldbury

#### **Duties:**

* Specially selected by team manager to perform UAT testing on new **CIB Billing** system based on **IBM AS/400** platform for both Gas & Electricity customers due to my industry expertise and extensive business processes knowledge.
* Helped to design the UAT test cases from a business user perspective to cover all functional scenarios of the new systems.
* Executed the designed UAT test cases and logged all bugs in a testing document using Microsoft Excel templates.
* Retested the bugs during new release of code to ensure software was bug-free.
* Wrote the UAT test exit report to indicate the acceptance of the systems to successfully meet the business user requirements.

### 10/2001 – 04/2004 Team Leader nPower ltd, Oldbury

#### **Duties:**

* Back office role, supervised team of 20 staff, monitored staff performance, time keeping and sickness.
* Involved with the annual and interim appraisals process for team members.
* Oversaw correct, timely and accurate billing for gas and electricity residential customers.
* Quality checked work by team members to maintain high levels of standards.
* Attended management meetings to report on team work stream.
* Acted as a Business Specialist within team using own knowledge and expertise to develop others and help resolve complex billing queries.
* Responsible for the recruitment and selection of new candidates with Team Manager.
* Developed training plan to assist new starters with npower Billing and CRM systems awareness.

### 02/2000 – 09-2001 Support Analyst British Telecom, Coventry

#### **Duties:**

* Helpdesk environment - acted as a first point of contact for customer queries.
* Diagnosing and resolving 56k Modem and ADSL internet connection problems.
* Providing guidance to customers on use of Email and FTP services.
* Management and administration of business web space for clients such as Lloyds TSB, Barclays, Tesco and First Direct.
* Dealing with customer complaints in a professional manner.
* Training new staff in-house systems for administration of customer accounts.
* Escalating issues to 2nd line support if problem too complex to fix.
* CRM system management: creating new customer accounts, updating records adding and updating notes.

Professional Certification Academic Qualifications

ISEB/ISTQB Advanced Test Analyst Certificate 2008 A-Level Accounts, History & Computer Science

ISEB Foundation Certificate in Software Testing 2006 10 GCSEs including Maths & English

## References

Available upon request