

# Md Zaman

Software Quality Assurance Engineer




## Contact

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## Education

- The City University of New York
  - 2nd Bachelor's Degree, Computer Engineering
- National University of Bangladesh (Govt. Ananda Mohan College)
  - Bachelor's Degree, Chemistry
- National University of Bangladesh (Govt. Titumir College)
  - Master's Degree, Chemistry

## Licenses & Certifications

-  ASTQB-ISTQB® - International Software Testing Qualifications Board
  - Certified Tester Foundation Level (CTFL)
  - Advanced Test Automation Engineer (CTAL-TAE)
  - Advanced Test Manager (CTAL-TM)
-  Professional Scrum Master I - Scrum.org
-  Certified SAFe® 4 Agilist - Scaled Agile, Inc.

## Volunteering

- Auxiliary NYPD (New York City Police Department) - Sep 2019 to Present.

## Honors & Awards

-  Spot Award - Raytheon Technologies (YOU'RE BEING RECOGNIZED FOR: INNOVATION-Mar 2020)

## Expertise in Tech Stack

### Programming Language:

- Python, Java, C#.Net & Javascript, NodeJS

### Automation API & Tools:

- Selenium, CypressIO, Playwright, WebDriverIO, Protractor, Appium, XCUITest, NightWatch, RestAssured, Cucumber, Gherkin, SuperTest, Katalon Studio, SauceLabs, BrowserStack, LambdaTest, Frisby, PyTest, CodedUI, ReadyAPI, Jupiter notebook, Maven, Gradle, npm, Git, GitHub, Bitbucket, SVN, Unix/Linux, CircleCI, Jenkins, Bamboo.

### Manual & Process:

- Agile-Scrum, Azure DevOps (ADO), JIRA, Xray, ALM, Rally, Zephyr, Adaptavist, ALM, SQL, GraphQL, Swagger, Confluence, POSTMAN, Splunk, New Relic, SonarQube & CheckMarx, BigData, Figma, JSON, HTML, Immuta, AWS MySQL, PostgreSQL, DBEaver, PGAdmin, JMeter & Locust (Load & Stress test), Docker, WebRTC, FIX, REST, SauceLabs, BrowserStack, LambdaTest, Splunk, SonarQube.

## Summary

I am a Full-Stack Quality Assurance Engineer, practicing QA principles and methodologies, and quite a long time of managing, supervising, mentoring, and leading full-stack testing efforts & hands-on coding, leading with the ability to collaborate with software development in all phases of the SDLC & STLC, including planning, coding, testing, troubleshooting, deploying, and ongoing QA full-stack automation code maintenance & delivering right product on time.

## Domains & Platform

Banking, Finance, Trading, Ecommerce, Insurance, Health, Digital Media, Telecommunication, Blockchain, Aviation & Defense, Education, Logistics, CRM, CMS, Salesforce, Mainframe, Biocommerce, MuleSoft, Magento & Windows, macOS, Unix/Linux, Kubernetes.

## Accomplishment throughout the projects

- Worked closely with the business groups, engineering organizations, software development teams, and operations teams to continually evaluate and improve the end-to-end software development in test processes, tools, and testing methodology used in a project.
- Took an initiative & leading the cross-functional team to define the software quality standards and metrics that will be used to evaluate software development processes across the different projects in a project.
- Led the implementation of approved process changes, new tool adoption, and new testing method.
- Developed manual, automation & performance test plan, test strategy boilerplate and leveraging across the projects.
- Partnered with the software development leadership team to define the internal quality maturity capabilities & standards that will be used to assess the continual improvement of the software development in test processes.
- Developed & maintained a standard software scorecard to measure the progress toward software quality goals & objectives.
- Evaluated and compared the software development in test processes to industry best practices to identify and recommend opportunities for process improvements, new tools, and new methodologies.
- Identified opportunities for innovation, reduced complexity, and proactive technical debt reduction in software development in the test process.
- Implemented QA best practices and standards centrally across the project, including Automation coding standards, PRs, 3-amigo agile-scrum process, including manual testing standard.
- Implemented centrally QA report, metrics & scorecard.
- Migrated Protractor to CypressIO to Playwright, Migrated RestAPI Endpoint to GraphQL API Endpoint.
- Hands on coding & created a list of boilerplate Architecture of UI & API Framework leveraging Java, C#, Python and JavaScript to use centrally across the projects.
- Researched on the existing framework, find out enhancement & optimization opportunity and applied the industry best practice and standards and applied DRY & KISS Principles.
- Coached and mentored junior to mid-level team members on object-oriented programming principals and automation frameworks (CypressIO, WebDriverIO, JavaScript ES6, Python & C#), best practices and standards.

### ➔ Tech Lead, Quality Assurance Engineering - Global iTech Solutions (GITS) - Apr 2020 - Present

GITS is a Global Technologies Engineering Resourcing Company that grows as an individual and a company. Focusing on specific Software Development disciplines to ensure, as a company building the right product.

Technical Lead & Hands-on contributor on a project • Accomplishment:

- SwitchShaktiCoin (Blockchain Platform) | AgileOnBoard (On boarding for Govt. Employee) | LearnIn (Education) - Conns (Ecommerce) | Department of Employee Service (DOES) | myCOI (Insurance) | Mastery (Logistics) | CampMinder (Camping) | AmericanWell (Insurance), American Airlines (AA).
- Developed framework from the scratch (UI & API) Leveraging CypressIO, PlayWright (Java, Python, C#.Net & Javascript), WebDriverIO, Selenium & integrated with CI/CD pipeline.
- Applied industry best practice and standards (Manual Test, Automation Test, PR & Process) and kiss & dry principle on the framework.

### ➔ Lead, QA Engineer - UTC Aerospace Systems - Oct 2018 - Apr 2020

At UTC Aerospace System, we're working side-by-side with customers to unleash the exciting possibilities we see before us. With a comprehensive portfolio, extensive capabilities, and broad expertise, we're crafting intelligent solutions to meet the demands of a rapidly evolving global market, representing the best innovation and technology for our industries. We work with Commercial aviation, Business aviation, Military & Defense Aviation & Space.

Technical Lead & Hands-on contributor on a project • Accomplishment:

- Sensitech STM Project (Hybrid Application) - Reliability (Prism) Project (Web Application) - FPO (Flight Optimization Profile) - Rotor Design System (CSS Framework) - XetaCloud (Portal - DataPlatform) - Digital Twin (Portal)
- Automated from the scratch to advance level framework for the above microservice application leveraging Protractor, CypressIO, ReadyAPI, Postman, Java, TestNG, Maven, Python, PyTest, JMeter, Locust.

### ➔ Lead Software Engineer in Test (Web, iOS & Android) - Bank of America Merrill Lynch - May 2018 - Oct 2018

It provides services in mergers and acquisitions, equity and debt capital markets, lending, trading, risk management, research, and liquidity and payments management. Internal Portal merger management microservice application

Technical Lead & Hands-on contributor on a project • Accomplishment:

- Took initiative to Enhancement on the agile scrum 3 amigo process & documentation
- Automated mobile (iOS, Android) and Web microservice application leveraging Java, XCUITest, Android Studio, TestNG, Maven, Allure Report from the scratch & integrated with CI/CD.

### ➔ Sr. DevOps/Automation Engineer - Hearst Magazines - Oct 2017 - Apr 2018

Hearst Digital Media (micro service application), a unit of Hearst Magazines, is dedicated to creating and implementing the digital strategy for Hearst's magazine brands and other sites, which serve the company's consumer audience. Hearst Digital Media oversees 30 websites that cover fashion, beauty, home design, food, family, automotive, men's and personal service.

Technical Lead & Hands-on contributor on a project • Accomplishment:

- Automated multiple application leveraging existing Protractor framework, optimized leveraging best practice and standards dry and kiss principle.
- Migrated Protractor framework to CypressIO framework leveraging Page Object Model, Data & Keyword driven concept & Integrated with CI/CD pipeline.

➔ **Lead, Software Engineer – Test – JCDecaux - Mar 2017 - Oct 2017**

Billing management (BillIT) & Posting Management (PostIT) microservice application.

Technical Lead & Hands-on contributor on a project • Accomplishment:

- Automated both application leveraging CypressIO from the scratch & integrated with CI/CD.
- Automated API's endpoint leveraging CypressIO from the scratch & integrated with CI/CD.

➔ **Lead, Software Engineer – Test | Cloud9 Technologies | Jul 2016 - Mar 2017**

Trading c9 cloud platform (Desktop and Web) microservice application

Technical Lead & Hands-on contributor on a project • Accomplishment:

- Automated desktop c9 application leveraging C#.Net, NUnit from the scratch & integrated with CI/CD.
- Automated web c9 application (user management and support) leveraging CypressIO from the scratch integrated with CI/CD.

➔ **Lead Automation Eng. (Application System Eng.-ASE6) | Wells Fargo | Nov 2015 - Jul 2016**

Customer Information View (CIV) & Contact center microservice application

Technical Lead & Hands-on contributor on a project • Accomplishment:

- Enhanced (Optimized) Java TestNG existing framework, by applying best practice & standards
- Automated contact center Master call flow with Empirix & Cyara.
- Took initiative on the Edge to CIV STM project & developed a new framework from the scratch.

➔ **Software Development Engineer in Test (ITS3) | Washington State Department of Social and Health Services | Jan 2015 - Nov 2015**

DCYF is the lead agency for state-funded services that support children and families to build resilience and health, and to improve educational outcomes. Internal FamLink application and other CATS applications and platforms. be the sole case management automation tool used by the public and private caseworkers so that SACWIS holds a state's "official case record" - a complete, current, accurate, and unified case management history on all children and families served by the Title IV-B/IV-E state agency

Technical Lead & Hands-on contributor on a project • Accomplishment:

- Automated end to end cases management and history-based CAT's application (Web and Desktop) leveraging Java, C#.Net, Selenium, XCUITest, Android Studio, CodedUI, JMeter, SQL & integrated with CI/CD.

**Sr. Test Engineer | AT&T | Jun 2012 - Dec 2014**

Sales, Service & Support a unit of ATT web domain.

Technical Lead & Hands-on contributor on a project • Accomplishment:

- Developed a performance framework leveraging Keynote & JMeter and was monitoring using Dynatrace
- I was designing (detailed design), estimated, developed, and performed code reviews, created-test plans, test cases, & implemented test automation leveraging Selenium (API), Java, TestNG, Maven.

**IT Support Specialist Live Technologies Ltd | Feb 2007 - Jan 2011**

I worked with streaming domains and web-based applications. I was responsible for Manual and Automation tests both but I especially, Designed, Developed and Maintain the automation code. Analyzed the software requirements, wrote functional test cases, created test data, and performed functional tests, smoke tests, regression tests, and UAT tests to the functionality of the application and modules. I developed SQL queries to perform backend testing of the database. Building test automation suites for the application using Selenium (API), Hands-on SDLC (System Development Life Cycle) experience

Technology being used I have worked in waterfall software development methodologies (waterfall) • Application development, and implementation. Working with Continuous Regression Testing methodology • Selenium (API) Development, Eclipse • Java/JavaScript Development • Junit ((Java Framework) • data-driven framework development • Integration Testing, smoke test, Functional test, Regression test • UI Test Automation • Manual Test • Application Deployment  
Education