# STAFF QUALITY ENGINEER

## Shabana

# PROFILE

* Strategic and results driven **Automation QA Engineer**, offering **15.6 years** of practical experience in traditional **Waterfall** and **Agile Scrum** environments.
* Demonstrates strong leadership skills in managing a QA team and taking ownership of various crossfunctional team activities and tasks.
* Proficient in both manual and Automation testing of Web based applications, databases and APIs. Currently expertise in UI and API automation using Cucumber/BDD framework with webdriverIO using javascript and node js as the primary language. Also comfortable in building test automation framework with Python as the programming language.
* Perform Software Development Engineer in Test (SDET) activities with a focus on developing NodeJS/Javascript applications and creating JavaScript based test automation suites. Leading internal development and sprint activities. Involoved in defining processes to be followed for QA deployment with devops team. Involved in configuring the CI/CD pipelines with the help of yml files in test automation code repository.

# CERTIFICATION

Certified SAFe 5 Scrum Master , CERTIFICATE ID: 66312293-5165

# ACHIEVEMENTS

I actively participate in the company Hackathon and have won first place in 2019 Volvo hackathon for the project “Voooogle”. STAR performer in a quarter of the year 2021. Have gained consecutive promotions at Volvocars USA.

# SKILLS

**Programming Languages:** Java, javascript, C#, nodejs, python

**Test Automation Frameworks:** Selenium WebDriver, TestNG, Junit, Cucumber (BDD framework), Protractor (for Angular applications), Playwright (recent), Appium (for mobile app testing), Rest Assured and FrisbyJS(for API testing), Robot Framework. Have knowledge of cypress.

**Version Control:** Git, GitHub, GitLab, Bitbucket

**Continuous Integration/Continuous Deployment (CI/CD)**: Jenkins, CircleCI, Travis CI, GitLab CI/CD

**API Testing:** RESTful APIs, SOAP APIs, Postman, Swagger, FrisbyJS

**Database Testing:** SQL (Structured Query Language), JDBC (Java Database Connectivity), Data validation and manipulation

**Web Technologies**: HTML, CSS, XPath, JSON, XML

**Testing Tools:** JIRA (for issue tracking), Radar(Apple product), HP Quality Center (ALM), TestRail (test case management), BrowserStack (cross-browser testing), Sauce Labs (cloud-based testing)

**Automation Best Practices:** OOPS(Object Oriented), Page Object Model (POM) design pattern, Data-driven testing, Keyword-driven testing, Behavior-driven development (BDD)

**Virtualization and Containers:** Docker, Kubernetes

**Agile Methodologies:** Scrum, Kanban, Radar

**Code Editors/IDEs:** IntelliJ IDEA, Eclipse, Visual Studio Code, Webstorm

**A/B Testing tools:** In order to achieve feature implementation using Feature flags Launch darkly helped run sophisticated A/B tests to rollout a feature.

**API Testing Tools:** Swagger, Postman, REST Assured, SoapUI

**Mobile Testing:** Knowledge about Appium, Xcode (for iOS app testing), Android Studio (for Android app testing)

# DATA QUALITY & CONTRIBUTION

Monitoring and reviewing data that is entered into the firm's matter and client relationship management systems, checking for completion and accuracy.

Developed strategy’s for Data cleansing, Identifying, assessing and resolving data quality issues.

Orchestrated data quality best practice guidelines and providing user training.

Build the most user-friendly Automation Reports post the execution

Good Experience of interaction with Business Analysts, Developers and QA Team to set priorities and time schedule to ensure development of high quality software

Responsible for defining the end to end and regression test automation suites that will be part of every development merge request (MR) to pass the pipeline. Once the tests are passed, the corresponding code will be promoted to higher environments(QA or TEST or staging). I have configured the CI/CD pipelines with the help of yml files in test automation code repository. Verifying the

# EXPERIENCE

## STAFF QUALITY ENGINEER, VOLVOCARS; SUNNYVALE, CA - 2018-PRESENT

**Project Description:** [www.volvocars.com](http://www.volvocars.com/)**:** An automobile retailer program termed as Care by Volvo offering online sales in various parts of the globe. This project highlights on placing orders online to buy/lease/used cars. Involves an end-to-end checkout process right from choosing the car model, opting the finance options and getting the credit history cleared. The current manual process needs automation that includes, process automation to enroll in Care by Volvo subscription. Automate insurance eligibility, automate credit check and provide a smooth user experience without any hassles. It has headquarters in Sweden and global offices worldwide. This project also focused on the tie up with Amazon for “In-Car-Delivery”.

**Responsibilities:**

* Work with the product managers/owners for a thorough analysis of the requirements
* Continuous follow-ups and conduct meetings in order to understand the stories
* Contribution towards the preparation of test plan and finalize the test cases
* Since it’s an agile process, leading the DEV team towards understanding the functionality was more challenging.
* Meet the sprint goals, as in try to finish the automation of user stories in the same sprint.
* Built the Test Automation framework from scratch. Used BDD cucumber framework with java as the language. Configured it to be executed as part of the daily code promotions. Constructed a docker image to prepare all the prior installations while running the pipeline like nodejs installation, chromedriver updates, yarn installation and other prerequisites.
* Cross browser testing with browser stack integration in the automation framework
* Working closely with Devops team for setting the CI/CD pipeline and Jenkins jobs configuration
* Experience with Mobile Compatibility testing and Mobile application testing - iPhone, iPads /tablets
* Taking crash and console logs on iOS using iPhone Configuration Utility and Android devices using ADB and DDMS tools
* Execute the test case and report the status of the test cases using cucumber reports and allure reports.

## QA ENGINEER, TCS (APPLE AS THE CLIENT), SUNNYVALE CA - 2016-2018 Project Description: www.getsupport.apple.com

CAS(Customer Application Support) is a globally-focused cross-functional customer issue resolution tool. Millions of customers use to interact with Apple for assisted support in every Retail market. Customer can connect to Advisor via call, chat and email

Customer can book their reservation to service their products in Apple Stores. Customer can create a Repair and send their faulty products to Apple depot.

**Responsibilities:**

* To lead the team and help in building the testing framework.
* Used Jasmine 2.0 and Protractor as the automation framework to write end to end and regression test suites.
* Since the UI was developed on Angular JS, protractor framework proved to be the fastest for carrying out the Regression and Sanity Tests
* Javascript used as the primary scripting language.
* Configured the cases to run on various browsers, we achieved parallel execution with a maximum of 8 browsers at a time.
* Review the test cases developed by the team and get the comments incorporated.
* Collecting the requirements from the Business and completely understand
* Being a part of agile development environment with frequently changing requirements, the automation scripts had to be written in a maintainable way. Avoid rework and minimal updates.
* Involved in getting the team introduced to UI Automation with the best strategies available. With the help of comparison third party tools like blink-diff, capture screenshot and compare the UI Styling differences between the baseline and actual images.
* Execution of the Regression, Sanity and Smoke suites on all the devices including XS ,

i.e. mobile devices and simulators using Appium as the tool

* Execute the test case and report the status of the test cases using cucumber reports and allure reports.

**QA AUTOMATION ENGINEER, TICS (APPLE AS THE CLIENT), SUNNYVALE CA - 2015-2016**

**Project Description:** www.icloud.com. Apple ID creation, login use cases. Pages, Numbers and Keynote.

**Responsibilities:**

* Develop end-to-end automated test coverage
* Created the structure for automation framework by studying the requirements.
* Writing automation scripts using the lighthouse framework
* Involved in coding the scripts in Java for automating the iWork Web apps.

Maintained the developed code in the local git repository, which makes life easy for push and pull everytime.

* Pages, Numbers, Keynote, iCloudDrive are the three main apps for which automation scripts are written.
* Involved in testing the NEWS api, assert and validate the various requests from within the DB.
* Automated the these API testing scenarios in selenium to with the help of data driven framework.
* Report the bugs by using RADAR
* Execute the test case and report the status of the test cases using Automation Viewer tool.
* Created detailed Test scenario & Test Cases from the business requirements document.
* Created the executable JARs for ease with running the scripts.
* Mainly used selenium webdriver, smart robots, sikuli images, Replayscripts.
* Developed and executed Test Automation with Selenium WebDriver.
* Developed ANT based Build system to be able to run tests in batch

**TEST AUTOMATION ENGINEER , HEALTHCARE PARTNERS ; TORRANCE CA.**

## 2013-2014

**Project Description:** HEALTHCARE PARTNERS MEDICAL GROUP is a top-rated Southern-California medical group and is widely recognized for its achievements in clinical excellence and patient satisfaction. Since 1992, HealthCare Partners has been committed to developing innovative models of healthcare delivery that improve patients' quality of life while containing healthcare costs. HealthCare Partners manages and operates medical groups and affiliated physician networks in Arizona, California, Nevada, Florida and New Mexico. As of Sept. 30, 2013, HealthCare Partners provides integrated care management for approximately 760,000 managed care patients.

**Responsibilities:**

* Involved in preparing the Test Plan and Test Cases based on business requirements.
* Report the bugs by using Microsoft Excel Sheet
* Execute the test case and report the status of the test cases.
* Conducted Functionality, Sanity and Regression Testing
* Created detailed Test scenario & Test Cases from the business requirements document.

Performed API Testing with Java, TestNG framework

* Tested compatibility of application for dynamic and static content under various cross browsers using HTML IDs and XPath in Selenium WebDriver
* Developed and executed Test Automation with Selenium WebDriver.
* Involved in Backend Testing of the application by executing SQL commands.
* Manually involved in testing the backend SQL queries in SSMS.
* Developed ANT based Build system to be able to run tests in batch

**SENIOR AUTOMATION ENGINEER , TARGET RETAIL ; MINNEAPOLIS, US. 2012-2013 Project Description:** RedRock, an RX generating system. Target is the second largest discount retailer in the United States, behind Walmart. The company is ranked at number 28 on the fortune 500 as of 2009.

The first part of Red Rock system is designed to support many of the business processes of Target Pharmacy which include - Prescription Data Entry, Validation, Storage, and Processing; Customer and Prescriber Information management; Product and Clinical

Drug File management; Claims Processing; Pharmacy Plan Administration; Compliance; Prescription Filling and Dispensing; Labeling; and Tax application to billing; Pricing; and Reporting. The system also interfaces with various Target-internal as well as external systems to carry out these processes. The system will be used by associates at Target Pharmacies across the United States, as well as staff at their

Corporate Head Quarters.

The second part is a publish on web the various services offered by Target Pharmacy. This was accessible for only authorized users. **Responsibilities:**

* Involved in sharing the requirement analysis results with the development team.
* Design the Testing Automation Framework using JAVA JUNIT/TESTNG frameworks.
* Closely involved in developing the scripts using JAVA
* Define, implement and enforce quality practices in the team organization to ensure internal standards, quality and compliance policies and standards.
* Execute the test case and report the status of the test cases.
* Conducted Functionality, Sanity and Regression Testing
* Created detailed Test scenario & Test Cases from the business requirements document.
* Performed API Testing with Java, TestNG framework
* Tested compatibility of application for dynamic and static content under various cross browsers using HTML IDs and XPath in Selenium WebDriver
* Developed and executed Test Automation with Selenium WebDriver.

Involved in Backend Testing of the application by executing SQL commands.

* Developed ANT based Build system to be able to run tests in batch
* Setup CI system for QA Automation using Jenkins and ANT
* Responsible for weekly status updates showing the progress of testing effort and open issues to be resolved.
* Coordinate with developer to reproduce the bugs and work it out.
* Generated Weekly Reports, Defect Reports and Customized Summary Reports.
* Interacted with business analysts and software developers for bug reviews and participated in QA meetings

Environment

Java, TestNG, J2EE, Selenium WebDriver, Oracle 10 g, SQL, Hibernate, IE, HTML, CSS, XML ANT, Quality Center, TOAD and Crystal Reports.

## SENIOR AUTOMATION ENGINEER , TARGET RETAIL ; MINNEAPOLIS, US. 2012-2013

**Project Description:** VMS (Visual Management System). VMS Downstream Applications is a Camera management system maintained in all the target stores. There are totally 6 small applications which are involved in various activities of the Camera Management System, like taking the snapshots creating the video, building documents in order to maintain the data of all the cameras placed throughout the store.

**Responsibilities:**

Reviewed requirement documents, functional specifications and involved developing test strategy, test plan and test script

Developed Traceability Matrix for mapping functional and business requirements into test cases.

Performed Regression, Functional, Acceptance Testing

Validated sites across browsers and operating systems, verified the accuracy of links, visual presentation and its alignment with design specifications

Wrote SQL statements to extract data from tables to verify the output of the repose

Developed TestNG Test and Test Plans and Component Test

Performed cross browser functional testing using Selenium WebDriver

Parameterized Data for running the script for different set of Test Data Done code optimization and review code written by other team member for automation.

Setup CI system for QA Automation using Jenkins and ANT

Worked with developer to reproduce the bugs and getting fixes

Tracked and Managed bugs using HP Quality Center

Environment

Java, Oracle, WebLogic, Selenium WebDriver, IDE, Grid, TestNG, ANT, Quality Center

## QA ENGINEER, WIPRO TECHNOLOGIES BANGALORE INDIA. 2008-2009

**Project Description:** Carrefour is the second largest retail food & drug chains in the France. The E-Commerce group of applications at Carrefour comprises web applications for File transfer and placement of orders through various countries. There are totally 15 countries across the Carrefour network. The support and maintenance of this group of applications is being done.

## .NET DEVELOPER, WIPRO TECHNOLOGIES BANGALORE INDIA. 2007-2008

**Project Description:** Albertson's, Inc . is one of the largest retail food & drug chains in the United States. The E-Commerce group of applications at Albertsons comprises web applications Albertsons.Com, Acme.com, Savon.Com, JewelOsco.Com and a number of Intranet applications used by the employees. The support and maintenance of this group of applications is being done.

**SOFTWARE DEVELOPER, SPI, MYSORE INDIA (MINNEAPOLIS, US). 2006-2007 Project Description:** SpiSurvey is a web-based tool, which is developed to gather valuable feedbacks from the intended users and generate report for further analysis or decision making. Features provided in this tool are: Group based tool feature access, setting up of survey questions, survey forms, events, inviting participants, gathering feedbacks and generating reports based on the feedbacks submitted.

**EDUCATION**

VTU Belagaum, Karnataka India — Batchelor of Engineering in Information Science