Mostafizur Chowdhury(US Citizen)

Kennedy Dr, Mclean, VA 22102

C: 917-887-4509 H: 203-926-9373 Tanvir1999@hotmail.com

Qualifications

A highly skilled Program /Project Test Manager who has worked in the Government Agencies, financial services, insurance, healthcare industries and retail. Successfully leads Business Analysts, Developers and Quality Assurance teams in global projects.

Scrum Master (CN ID#: 72747262-0568), Certified Agilest, Certified Trusted Tester (CN# 301148)

Capabilities include:

* Program/Project Estimating & Planning
* Schedule & Deliverable Development
* Project Tracking & Status Reporting
* Cross-functional Teams
* Senior Management Liaison
* Business Process Definition
* Business Process Reengineering
* Requirements Definition
* Functional Specifications
* Gap Analysis
* Team Management
* Internal & External Relationship Building
* System Development Life Cycle (SDLC)
* Risk Assessment & Mitigation
* Issue Resolution
* Expectation Management
* Hands-on Technical Skills
* Knowledge Transfer
* Lead Test Manager Capability
* Comprehensive Testing Methodologies

Technical Skills

*Languages:* C, C++, Turbo C++, VC++, Java, Visual Basic, COBOL, XML, HTML, Oracle PL/SQL, Shell Scripting.

*Middleware:* IBM MQSeries, Connect Direct NDM, FAL, MEP.

*Databases:* Oracle, SQL Server, DB2, Tearada, PeopleSoft CRM Oracle SOA Suite, Tomcat Oracle, MS Access, SAP FAM, SAP BW, Cognos, Crystal Reports.

*Operating Systems:*UNIX, Red Hat, Windows XP/Vista.

*Testing Methodologies & Tools:*Agile, Black Box, White Box, Unit, Multi-user, Regression, Sanity, Integration, User Acceptance, End-to-End on Different Platforms, Test Director, Quality Center, Silk Radar, T-Plan, Clearquest, Cognizant Reusable Automation Framework, Maestro.

*Quality Assurance Tools:*QTP, Quality Center, SQL Suite (SQA ROBOT), SP, JIRA.

Application: Clarity, Version One, SharePoint, MS project, Clarity

Professional Experience

**Office of the Technology and Human Services of Maryland (OTHS) 2015- Present**

**Member of the EPMO Team**

**Essex, Maryland**

Working as a QAQC(Member of the EPMO team) of OTHS , supported MD CHESSIE’s all developments, modernizations and Agile projects. Coordinates, maintains and establishes the Quality program/plan within the Projects.

* Providing overall document management of processes, compliance and standard operating procedures.
* Planning within the contract working with the core team to identify needs and develop/implement solutions in a proactive manner.
* Assist in the preparation of project´s submittals.
* Responsible for the auditing function to ensure compliance with all tests and inspections.
* Auditing competency and best practices ensuring compliancy for all software development SDLC.

**MOSTAFIZUR CHOWDHURY Page 2**

* Evaluate the adequacy of all quality standards put in place.
* Represent the Project during quality assurance audits conducted by client, management or regulatory agencies.
* Document and capture all audits and other quality assurance activities.
* Collect and compile statistical quality data analyzing it to identify areas of improvement. Following up with recommendations for corrective actions.
* Track, investigate, and closeout customer complaints
* Works with the training coordinator to identify training requirements for current and future work.
* Will develop and manage an overall quality risk management strategy.
* Ensure quality goals and objectives are met.
* Preparing initiatives associated to Quality control for the annual business plan
* Maintains client liaison and communication for quality assurance related activities.

**ING/VOYA Financial, MA&CT 2013 –2015**

**SM Cognizant (Pgm/PM at ING/Voya)**

Working as the Program project manager of the ING Insurance Rebranding activities under which 16 applications are rebranding from ING to Voya. Also Conversing and Rebranding of FAN, UAD, MUW and MAX Actuate projects.

* Manage all aspects of the projects overseeing vendor, internal development efforts, application integration project plans, coordination with teams and project and internal IT teams
* Management of new or existing (large or small) projects, which are highly strategic and/or have cross organization impact.
* Project Management, Integrated Test Management, and Budget Management, Project estimates, Identify project risks and come up with the risk mitigation plan.
* Adhere and communicate to PMO standards, methodologies and procedures.
* Communicating project activities between third party and internal teams; presentations; demos; implementation.
* Create presentations for steering committee, weekly team status, business owners and ad hoc meetings
* Analyze, evaluate and approve vendor project plans for accuracy and completeness
* Conduct PM quality controls to ensure project team is accurately reporting status, plans, issues and risks.
* Develop and manage the project plans, estimates and scheduling for internal projects related to the program.
* Communicating requirements and status to full team including stakeholders and developers.
* Diagnose project issues and risks and manage mitigation plans.
* Monitor, track and report change control for projects.
* Marketing the project along with the Project Lead.

**KAISER Permanente, March 2013 –December 2013**

**Silver Spring, MD**

**SM Cognizant (PM at Kaiser Permanente)**

The PPACA (Patient Protection and Affordable Care Act, also ACA) enables the creation of Health Insurance Exchange for Individuals (HIX) and small businesses (SHOP) to support the sale and administration of health insurance. In 2014, a legislative mandate requires all US residents to purchase health insurance. Individuals with low incomes may be eligible for government subsidies towards the purchase of health insurance purchased through a state exchange. Qualified Health Plans (QHPs) such as KP will be able to sell insurance to individuals and small businesses through federal and state exchanges.

**MOSTAFIZUR CHOWDHURY Page 3**

* To develop and retain business relationship that smoothens organizational functioning. To demonstrate expertise in periodic reporting and maintaining customer’s credibility. To identify process inefficiencies, improvement opportunities and movement to production; process tailoring as per business needs.
* Design Review, Participating in high level/low level architecture reviews and solutions decisions.
* Handling Scoping/demand team and delivery team both in onshore / offshore model
* Participation in Senior Management Meetings/Discussions on project issues.
* Provides direction for a product team in all the project phases.
* Actively involved in all phases of lifecycle, helps team in all critical aspects of projects, responsible for quality audit by internal and external teams.
* Handling communication across architects, functional analyst, business and end users till closure of the project.
* Weekly, monthly management reporting. Adhoc reports and analysis to cater the business needs and development of new requirements;
* Working with business/customers to define objectives and business case.
* Working with senior management/key stakeholders to finalize and manage the scope, budget, and schedule for the project.
* Create and update project schedules that include resource requirements/staffing needs and assignments.  Work with IT Key stakeholders for any staffing related issues/needs. Team handling in ON-OFF model.
* Follow the approved change control process for budget, scope, or schedule.
* Identify the project dependencies and critical path, and manage them during the project life cycle.
* Regularly communicate and prepare project dashboard status reports including risks, and other issues as they arise.
* Coordinate activities within the project framework among Business Analysts, Quality Analysts, Development team, Architects, etc.
* Team Performance management, and development /coaching of team members.
* Responsible for customer Satisfaction, resource utilization, profitability and quality management

**UBS, Weehawken, NJ August 2012 –March 2013 SM Cognizant (PM at UBS)**

E-Protfolio is a portfolio reporting application. It displays the previous business day’s data (with the exception of performance date, which is an additional day behind). The objective of this project is to migrate the user account/portfolios from e-portfolio to OLS. The systems involved in this process are CRDB, CMOD, business data service & OLS.

* Project Management, Integrated Test Management, Budget Management, Project estimates, Identify project risks and come up with the risk mitigation plan.
* Time management, Resource management.
* Interface regularly with the Sponsor/Stakeholder Management and Steering cross-functional group.
* Delivered granular Transaction and Data Process Flow through Detailed Process Document

Participation in Senior Management Meetings/Discussions on project issues.

**NIKE, Portland, Oregon Feb2012-August 2012**

**SM Cognizant( Consultant at NIKE)**

**NIKEiD project:**

Redesigned NIKEiD site for new and existing users to learn what NIKEiD is through playful, informative and interactive storytelling on the landing page. The messaging will show what NIKEiD is through meaningful interactions, rather than explain NIKEiD through passive messaging. Users will learn through vivid interactive examples, how NIKEiD options can provide the decisive difference in improving their personal performance.

* Provides direction for a product team in all the project phases.

**MOSTAFIZUR CHOWDHURY Page 4**

* Deliver integrated User Acceptance testing on NIKEiD.nike.com and Store.nike.com in the area of retail by managing team members consist of SME and Quality Assurance staff.
* a. Project manager to the Agile software development environment b. Responsive Web design (RWD) generate screenshorts actual device sizes on iOS, Android, OS X & Windows. c. Testing responsive websites in desktop browser itself without requiring any mobile emulators. For example, the iPhone is 480 x 320 pixels
* in landscape mode and it you resize your web browser to that exact size, you’ll get a good idea of how your website looks like on the actual device.
* Interface regularly with project sponsor/stakeholder manager
* Handling Scoping/demand team and delivery team both in onshore / offshore model

**JPMORGAN, Boston, Massachusetts June 2011-Jan 2012**

###### Global Program Manager

* Deliver Integrated User Acceptance Business Testing across 20+ Asset Classes and 35+ Transaction Types for Investment and Fund Account area by managing 21- team member consisting of Business Subject Matter Expert and Quality Assurance staff.
* Interface regularly with the Sponsor/Stakeholder Management and Steering cross-functional group.
* Delivered granular Transaction and Data Process Flow through Detailed Test and Process Document.
* Improved the existing software by identifying 15+ Business Change Requests.
* Completed Phase I on schedule and within budget, Phase II on schedule to achieve target date within budget.

**MASS MUTUAL FINANCIAL/COGNIZANT,**

**Springfield, Massachusetts January 2010-June 2011**

###### Project Manager

* Managed a team of 20+ Quality Assurance Analysts in the planning, testing, implementation and documentation of company-wide applications on varied platforms.
* Member of project planning group, regularly attend meetings, maintaining open communication with end users.
* Acting as Lead Test Manager, was key liaison between Leadership Team and Testing Teams.
* Significantly reduced production time and costs of application testing by implementing offshore testing methods that streamlined testing by determining which test process was suitable for each application.

Professional Experience*(Continued)*

**MASSMUTUAL FINANCIAL GROUP& Babson Capital, July 2008-January 2010**

###### Springfield, Massachusetts

###### Quality Assurance Test Manager

* Led a team of eighteen Quality Assurance Engineers in the Development and testing of existing applications, enhancements and SAP integration.
* Identified, documented and verified defects throughout the system development life cycle in accordance with product functionality based on specifications and requirements.
* Developed test documentation, test strategy, test plan, checklists, conducted manual testing and developed automated test scripts.

**MOSTAFIZUR CHOWDHURY Page 5**

* Lead Test Manager for the following successful projects:
  + SAP BW Upgrade
  + Cognos Report 10.0 Upgrade
  + Emtex to P8, BOARD VANTAGE
  + Custom Print: EBS-Summary Prospectus
  + EBS-Mail Doc Bar-Coding
  + EA-Panagon CS Conversion to P8
  + Metadata Scrubber
  + EBS QAS Centralization
  + RMS Replacement SAP FAM
  + Informatica Upgrade

**LIFECARE, INC., Westport, Connecticut April 2001-July 2008**

***Senior Quality Assurance Analyst/Lead***

* Led team of five junior Quality Assurance Analysts in the testing of existing applications, new launches and PeopleSoft CRM integration.
* Identified, documented and verified defects throughout the system development life cycle, ensuring that the product contained all specified requirements.
* Developed test documentation, including cases, plans and checklists. Conducted manual testing and developed automated test scripts to assess the performance of response times, transaction rates and other time-sensitive requirements.
* Proposed new testing methods and processes to enhance project completion.
* Managed multiple projects and software enhancements simultaneously, while consistently meeting deadlines.
* Verified that abundant amounts of data in the staging table could be uploaded to the [LifeCare.com](http://LifeCare.com) database. Checked load test performance for memory leaks, performance and locks on the database.

**MERCK-MEDCO MANAGED CARE, December 1999-April 2001**

**Pine Brook, New Jersey**

***Quality Assurance Engineer/Team Lead***

* Managed the system, negative, volume and regression testing for Merck’s first web-based Health Management application, an evolutionary process towards future online programs.
* Led a group of testers in writing test cases based on the test plan and business requirements; validated the test case before it was and submitted to be approved by the Quality Assurance manager.
* Packaged all output results using packager tool, wrote SQL for back-end testing and wrote UNIX commands for Quality Assurance team members.
* Represented the QA Department in project planning meetings.
* Worked closely with Business Analysts prior to and during user acceptance testing.

Professional Experience*(Continued)*

**COLUMBIA FEDERAL SAVINGS BANK, January 1999-November 1999**

**Westbury, New York**

***Visual Basic Application Developer***

* Analyzed the existing internet and intranet banking applications and made recommendations necessary for system automation.
* Developed automation plans and served as the network administrator for reporting, user password management and software loads into optical and server backups.
* Managed network security and database applications, including database reports using COGNOS and Crystal Reports.
* Created scheduled banking reports such as undeliverable addresses, daily overdraft, daily net checking and a monthly MIS report for executives.
* Monitored teller/supervisor password changes, optical disk (microfiche) password changes and LAN password changes for security purposes.
* Collaborated with the microfiche team and other mainframe users to analyze necessary development changes.

**MOSTAFIZUR CHOWDHURY Page 5**

Education and Activities

**THE CITY UNIVERSITY OF NEW YORK (CUNY),** York College, Jamaica, New York

***Bachelor of Science*, *Information System Management* (ISM)**, 1998

June 1996-June 1998: **President**,York College Student Government

November 1996-November 1998:**President, USERC**,University Student Senate (USS) CUNY

August 1996-August 1997: **Chair, National Man of Color Caucus**, United States Student Association (USSA)

Certification:

Scrum Master (CN ID#: 72747262-0568), Certified Agilest, Certified Trusted Tester (CN# 301148)