MD MUKIT KAISAR

Software Quality Assurance Analyst

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○ github.com/mukitkaisar/mukitkaisar.github.io

◉ dribbble.com/mukitkaisar

Skills

- Testing Tools: Jira, HP QC, KDiff3, WiKi Software, Confluence, Sublime Text 3.
- Code Management Tools: Git.
- Project Management Tools: HP ALM, Jira.
- Office Tools: MS Word, MS Excel, MS Project.
- Operating System: Windows, MacOS.
- GUI Tools: Visual Basic, Virtual Studio.
- Languages: HTML, CSS, JavaScript, Java.
- Databases: My SQL, SQL Server, MS SQL Server Management Studio 17.
- SDLC Methodologies: Agile, Waterfall.
- Test Preparation and implementation | REST API Testing | Regression Testing.
- Other: CITRIX, Remote PCs, Content Management System, Slack, Amazon Work Space.

Professional Experience

Software Quality Assurance Analyst
TTEC

Jun 2020 – present | Winnipeg, Canada

- Gathering requirements documents such as business requirements and design documents and other related documents.
- Collaborate with product managers and business stakeholders to improve requirements quality.
- Involved in creating Test Strategy, created Test Plan and Test cases based on requirement documents.
- Using Jira as a project tracking tool and Defect tracking tool.
- Report and track the life cycle of discovered bugs.
- Using Confluence for QA and other documentation.
- Creating, solving, and responding to tickets in Zendesk.
- Run query in SQL and Alation.
- Involved in the testing estimate, prioritizing, planning, and coordinating testing activities.
- Identify and communicate quality-related risks among project stakeholders.
- Continue participating in daily Scrum and sprint planning meetings.
- Operate Amazon Work Space, Secured Remote Workspace, Geo-Comply, Slack.
- Contributed to the company's mentorship program by acting as a mentor.

Technologies: Jira, Amazon WorkSpace, Zendesk, Confluence, SQL, Alation, Snowflake, Mosaic, Slack, Zoom, BetterCloud, Secured Remote WorkSpace, Windows, iOS, Android.

Technical Advisor
Apple

Jan 2020 – May 2020 | Winnipeg, Canada

- Solving Customer's Technical Issues.
- Analyzed application issues to identify troubleshooting methods needed for quick remediation.
- Resolved a diverse range of technical issues across multiple systems and applications for end-users.
- Explained technical information in clear terms to non-technical individuals for better understanding.
- Assisted customers in identifying issues and explained solutions to restore service and functionality.
- Responded to support requests from end users and patiently walked individuals through basic troubleshooting tasks.
- Using Knowledge Base for troubleshooting issues.
- Bug identifying, reporting, and finding the root cause.
- Case writing and relating it to the issue and finding the solution.

Technologies: Core, Core Case Management, Slack, KnowledgeBase, iOS simulator, MacOS, iPad OS, iOS, Watch OS, iCloud, iTunes, Answer in Motion (AIM), Adobe Meeting, Windows, Apple ID Account Management System, Bomgar (Screen Sharing Technology).

Customer Service Representative
The Brick

Aug 2019 – Dec 2019 | Winnipeg, Canada

- Preparing opening and closing daily reports.
- Attending client's phone calls and answering their queries.
- Carefully dealing with the warranties of the clients.
- Confirming scheduled pickups and deliveries with the clients.
- Attending the customers.
- Cash management.
- Ordering parts and services for the customers.
- Checking inventories.
- Reserving inventories if needed.
- Warehousing.

Technologies: POS Software (Point of Sale), Enterprise 1, Windows.

- More than 3 years of experience in IT and Software Quality Assurance with Web-based, Desktop, and Client Server Applications.
- Expertise in analyzing and tracing Functional Requirements Documents, Test Cases/Scripts, Defect Reporting, Test Procedures, and Test Matrices.
- Experienced with all the phases of Software Development Lifecycle (SDLC), Testing Methodology: Agile, Waterfall along with Software Test Life Cycle (STLC), including requirements gathering, test planning, scheduling, testing, defect tracking and reporting.
- Expertise in Smoke Testing, Black-Box Testing, User Acceptance Testing (UAT), Functional Testing, System Testing, Regression Testing, GUI Software Testing, Ad-hoc Testing, and Boundary Value Testing.
- Expertise in writing and executing SQL queries.
- Proficient in Backend testing by writing and executing SQL Queries.
- Good at multitasking and working well under tight deadlines with high efficiency.
- Strong verbal and written communication skills.
- Experienced working with agile/scrum processes.
- Graphic Designing.
- Advanced Photography.
- A calm professional with a flexible and adaptable approach to work.

Language

English   ● ● ● ● ●

Processor
CIBC-INTRIA
Sep 2017 – Aug 2019 | Winnipeg, Canada

Accountability and balancing of client's daily deposits, ATMs, RDCs, and every day's coin orders professionally and flawlessly along with the Receiving and Dispatched of every day's inflows and outflows from clients all over the Province.
- Processing, Verifying, and Balancing the client's deposit.
- Processing and Balancing Coin.
- Preparing, sorting, and slicing the ATMs for processing.
- Preparing, processing, and balancing the RDCs.
- Performing R&D.
- US Cash Balancing.

Sales Associate
Marshalls HomeSense
Nov 2016 – Aug 2017 | Winnipeg, Canada

- Processed point of sales purchases & returns.
- Comply with health and safety procedures.
- Actively seeking customer satisfaction.
- Maintain in-stock and presentable conditions in the assigned area.
- Receiving merchandise & processing them.
- Building a good relationship with the customer.
- Warehousing, truck receiving, sorting, furniture building.

Technologies: POS Software (Point of Sale).

Education

Software QA
Hitek Computer School
Jul 2019 | Vancouver, Canada

Web Development
Udemy
Jul 2019 | Winnipeg, Canada

HTML | CSS | JavaScript

Master of Business Administration (M.B.A.)
Eastern University
Aug 2013 – Apr 2015 | Dhaka, Bangladesh

Bachelor of Business Administration (B.B.A.)
National University
May 2008 – Dec 2012 | Dhaka, Bangladesh

Diploma in Photography and Graphic Designing
Dhaka University
Sep 2011 – Aug 2012 | Dhaka, Bangladesh

- Fundamental of Photography
- Advanced Photography
- Advanced Lighting
- SLR and DSLR operation and mechanism
- Adobe Photoshop CC 2020, CS4, CS5
- Adobe Light Room CC 2020, CS4, CS5

Interests

Video Games | Music | Designing | Photography | Computer Hardware