**MAHMUDUL ALAM**

**Stamford, Connecticut**

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**Tel:203.424.8788**

* Strong performance analysis & performance tuning across JVM, API.
* Well experienced in Dynatrace to get an understanding of application behavior and performance in production and test environments. Analyzed through Hotspot, Pure path, and Timeline.
* Available on remote/onsite or hybrid,

**SUMMARY**

Mahmudul has a strong experience in the entire Software Testing Life Cycle of the projects from Initiation to Implementation. Created test plan and test cases for manual and automated testing from the business requirements to match the project's initiatives. He has designed, developed, and implemented Digital Content Management System into data center. Performed multiple tests and executed SQL Query on backend services. He has ensured the accuracy of implemented business rules. Installed and deployed monitor tools Dynatrace on multiple servers, monitored system performance across end to end. HE has ability to see entire software development life cycle, their scalability, availability and reliability and fine tune the many tiers of the application. He has Hands-on in-depth diagnostic utilizing industry standard tools, Willy Introscope, Site scope, Appynamics, Wireshark, Splunk, Tcpdump,Gomez etc. Performed preventative maintenance on a network level, He has excellent communication and interpersonal skills and Google cybersecurity certified.

**SKILLS**

Application Lifecycle Management (ALM), HP. Load Runner, Jmeter, Performance Center, TFS, ASP.NET, JAVA, Oracle 10g, IIS, WebLogic, Jira, GitHub, IOS, Windows device, Apple IPad, IPod, Internet Explorer, Chrome, SharePoint, Ranorex, SeeTest, Visual Studios**,** Load Runner, Application Lifecycle Management (ALM), Performance Test Center, NeoLoad-Neotys, Device Anywhere, Dynatrace, Citrix Protocol, Quality Center, Nmon, MQ, Java, .net , J2EE, JQuery, SMAPI, SAS, Web sphere, Web logic, OPNET, SQL, N-Tier Architecture, Windows 7**,** JMeter, Application Lifecycle Management (ALM), Quality Center, PerfProc, J2EE, SMAPI, SAS, Web sphere, XML, Visual Studio2010, SharePoint, ASP.NET, Windows XP, Dynatrace and Perl

**PROFESSIONAL EXPERIENCE**

**Scottrade/Broadridge, St. Louis, MO 03/2016 – 08/30/2024**

**Sr. Performance Engineer**

* Performance Engineer, Load runner and Jmeter consultant.
* Reviewed the test plan and co-ordinate the execution utilized JMeter.
* Created Jmeter scripts, thread groups>Sampler> Listener.
* Used Regular expression extractor to extract the dynamic value.
* Added multiple listener > view result in a table, result in Tree, aggregate report/results etc.
* Created Jmeter scripts from scratch, test on Command line.
* Engaged and monitor to the server, createed multiple dashlet to further monitor Dynatrace.
* Created place tracing alerts on test environment and production environment.
* Utilized Dynatrace Incident-based monitor for Performance Tuning, memory behavior/diagnosis.
* Created VuGen Browser based scripts on Load runner 12.5, execute multiple scenarios on Performance Center.
* User action pure path, layer breakdown, API breakdown, Transaction flow and database Hotspots. (Database connection pool).
* Recorded web-based scripts on Badboy.
* Converted, and exported recorded scripts in JMX format.

Wireshark:

* Captured network packets transmitted over a network, and inspected and analyzed the data being sent and received.
* Decodes and displays protocol-specific details, and how various protocols interact.
* Visualized network traffic, such as flow graphs and protocol hierarchy.
* Utilized Wireshark in identifying and diagnosing network issues such as latency, packet loss, or misconfigurations.
* Wireshark, network performance issues, such as slow response times or high latency, by examining packet-level details.
* utilized Wireshark to detect and understand network errors or anomalies by analyzing captured packets.’
* Generated detailed reports of network traffic and exported captured data in various formats.

Splunk:

* Reviewed large volumes of machine-generated data from various sources, including logs, metrics, and configuration files,
* Query and Analyzed Data searches and data analysis to extract insights, detect patterns, and troubleshoot issues in real time.
* Monitored real-time visibility into system performance and operational health, including dashboards and visualizations to monitor key metrics and logs.
* Alerts set up and managed alerts to notify users of specific conditions or anomalies in the data, allowing for timely responses to potential issues or threats.
* Created Reports and Dashboards Generated customizable reports and interactive dashboards to present data insights and it’s trends.

TCPDUMP:

* tcpdump captured network packets transmitted over a network interface and monitored plus analyzed real-time network traffic.
* Tcpdump identified and troubleshooted network problems by capturing packet-level data and revealed issues like connectivity problems, misconfigurations, or performance bottlenecks.

**Pearson Publisher, Manhattan, NY 05/2015 – 02/2016**

**Performance Engineer/Team Lead**

* SDLC, Agile Methodologies, Offshore and Onsite team.
* Created test plans, test cases, test matrices documentation
* Tested Software Products, Web-Application utilized HP. Load Runner 12.0.
* Responsible for finding, documenting, reporting bug utilizing Jira.
* Created Load Runner VuGen scripts and executed on Performance center 11.5.
* Enhance scripts by Parametrization, Correlation and add custom function (String manipulation).
* Provided technical support for technology products and product lines, in re-creating problem scenarios and troubleshooting issues.
* Setup workbench for recording and creating Jmeter scripts.
* Performed correlation with regular expression extractor on Jmeter.
* Parametrized for different sets of data for data driven testing.
* Configured to generate report Dashboard in Jmeter.
* Track issues through resolution and communicate progress on Agile Environment
* Participated in project management call, architecture, and design calls.
* Plan deployment of API service to development, testing on Jmeter.

**RDMS CMS:**

* Created Users, Groups and Roles. End to end implementation.
* Created custom content app to integrate with external systems and applications.
* Performed Maven modules, JCR repository, and YAML configuration.
* Managed content such as text, images videos.
* Customized RDMS CMS Shop Module to client's specific requirements.
* Utilized GIT and Eclipse to maintain and version the RDMS CMS code base.

**TeamSite CMS:**

* Ensured if solutions are properly analyzed, designed, and maintained.
* As a CMS Engineer specialized in TeamSite, worked in architecting, designing, building, and performing unit testing on content management solutions and help with support of the business users.
* Designed and developed TeamSite workflows, templates, forms, and SitePublisher Components based on the business process requirements also developed custom components and applications and was responsible for maintenance and fixes of existing systems.
* Installation and configuration of the TeamSite server, including basic customization and routine maintenance Configure Interwoven software, services, settings, directories, storage, in accordance with standards and project/operational requirements.
* Created New branches and Work Area’s in new TeamSite 7.3.2
* Configured Open Deploy 7.1 and reused the deployment scripts from TeamSite 6.7.2 and do necessary modifications.
* Developed custom PERL and Java programs to enhance TeamSite functionality.
* Designed and developed custom workflows to support the business processes.
* Ensured adherence to the company's CDP (Comprehensive Delivery Process) for managing projects and required deliverables and documentation.
* Created new look and feel for home page of CEE Markets using SitePublisher Interface by developing custom components and templates.
* Expertise in writing SQL Statements in database to make sure whether the data is populated in Data Mart/Data warehouse According to Business Rules.
* Validated the Insurance claims and performance tuning of the application
* Worked on Batch Processing ETL, PL/SQL subprograms and performed backend testing.

**Environment:** Application Lifecycle Management (ALM), HP. Load Runner, Jmeter, Performance Center, TFS, ASP.NET, JAVA, Oracle 10g, IIS, WebLogic, Jira, GitHub, Windows7, IOS, Windows device, Apple IPad, IPod, Internet Explorer, Chrome, SharePoint, Ranorex, SeeTest, Visual Studios, Wireshark. Splunk.

**PNC Bank, Pittsburgh, PA 02/2014 – 04/2015**

**Sr. Performance Engineer/Test Service Lead**

* Leading team of 3, 2 offshore, 1 onsite.
* Activity creating performance test strategy, design/define performance test scenarios on Load Runner 12.0 and Performance center11.50.
* Hands-on experience in creating Vugen scripts, execution & Analysis on HP Load Runner.
* Highly proficient in mobile testing using NeoLoad-Neotys.
* Tested large numbers of virtual users, testing outside the firewall, testing from multiple geographical locations using Keynote Device Anywhere
* Identified test requirements from specifications; perform traceability from requirements to test cases.
* Engaged to implement Gomez to monitor real time performance
* Performance tested the Java applications using Load Runner 12.0
* Participated in setting up criteria for successful configuration of test environments.
* Developed, documented, and maintained nonfunctional test cases and other test artifacts including test data and data verification.
* Hold and facilitate test plan / test case reviews with cross-functional team members.
* Ensured that validated deliverables meet functional and design specifications and requirements. Assigned tasks to Testers and manages team productivity.
* Lead the test team in execution of performance testing, Load, Stress and Endurance test.
* Configured to generate report Dashboard in Jmeter.
* Performed load testing 250, 500, 1000 of thread groups/users on Jmeter
* Setup Proxy and created Desktop application scripts in Jmeter
* Performed Functional test for checking errors.
* Tested RESTful Web Service using Jmeter/Blaze Meter
* Performed stress test for backend services 250k user volume on Blazemeter
* Identified potential bottleneck issues per defined process and escalate the risk and mitigate the issues.
* Drive test data strategy, test data management, test data planning and execution.
* Communicates and collaborates closely with developers, business analysts and internal stakeholders to provide guidance towards resolving issues.
* Effectively prepared and communicated project status report and management review reports. On management tools. HP.ALM 11.50
* Engaged to implement Dynatrace to monitor real time performance
* Used Dynatrace to get an understanding of application behavior and performance in production and test environment.
* Assist in fault diagnosis, reducing diagnosis and fix times using Dynatrace.
* Direct performance optimization efforts using Dynatrace.
* Helps differentiate bad and busy days through Dynatrace.
* Dynatrace Ajax Edition monitor the list of existing KPI’s and their metrics such as Time to First Impression, Time to Fully Loaded and Time Spent in JavaScript.
* Worked with cross-functional team of internal and external resources. Mentor, coach, and guide team members. 2 offshore and 1 onsite.
* Measured project performances using appropriate tools and techniques in order to monitor the progress of the project, identify and quantify any variances, perform any required corrective actions, and communicate to stakeholders Offer creative solutions to complex issues.
* Persuasive ability to explain to project team members the value in performance testing. As well as ability to negotiate with key stakeholders and maintain positive attitude.
* Strong communicator (Written and Verbal): Ability to read, write, speak, and understand English.
* Proficient in Microsoft Office applications (Word, Excel, Outlook, Visio, SharePoint, IBM.Lotus.)

**Environment:** Load Runner, Application Lifecycle Management (ALM), Performance Test Center, NeoLoad-Neotys, Splunk, Device Anywhere, Dynatrace, Citrix Protocol, Quality Center, Nmon, MQ, Java, .net, J2EE, JQuery, SMAPI, SAS, Web sphere, Web logic, OPNET, SharePoint, SQL, N-Tier Architecture, Windows 7

**Ally Bank, Auburn Hills, MI 06/2013 – 01/2014**

**Sr. Performance Test Analyst**

* Involved in analyzing the requirements NFRS and FRS
* Developed Test strategies and Test plans and finalizing the budgets for different KPIs
* Extensively worked in Web, Web Services, Click and Script, and Ajax Truculent Protocol in Load Runner to generate VuGen scripts
* Developed Load Runner test scripts according to test specifications/ requirements
* Executed Performance Test for the Infrastructure of the System
* Performance tested the Java applications using Load Runner 11.50 for various protocols
* Executed different Tests depending on the Test specifications
* Executed Baseline, Scale, Endurance tests for different Applications
* Used and create different scenarios for each Application and execute them in Performance Center 11.50
* Created Selenium IDE and WebDriver scripts.
* Analyzed, interpreted, and summarized relevant results in a complete Performance Test Report
* Extensively worked on Performance, Reliability and Capacity for different Applications
* Extensively worked on Performance Monitoring and analyzed the response time, Memory leaks, hits/sec, and throughput graphs.
* Applied custom code with the C programming language to make scripts robust or dynamic.
* Reviewed scripts with Performance Team and/or business team. Determine and validate system functions and user patterns. Build workload models and execute it.
* Analyzed results using SMAPI tool for different Applications and present the overall test results to the developers and other business teams
* Monitor various Counters and Gauges for each different service for an application and used to monitor the performance for different servers
* Analyzed various graphs generated by Load Runner Analysis and communicated bottlenecks to the System Administrators and the developers
* Analyzed the Load Runner reports to calculate Response time and Transactions per second
* Provided daily status meetings and reports to the developers and business team
* Provided support for Capacity planning such as right number of resources required for service demand.
* Build SharePoint application in Visual Studio 2010.
* Tested SharePoint 2010 Applications with Coded UI Tests.
* Debug, test and verified SharePoint solutions on ALM Features.
* Profiled the Performance of SharePoint applications.
* Uncovered Performance bottlenecks, inefficient code, and memory allocation issues.
* Performed Security testing, Farm solutions, Sandboxed solutions, and Type of solutions.
* Collected data to drive timely performance and capacity planning activities to avoid outages from resource over-utilization, monitors, alerts, and reports on future capacity bottlenecks.
* Tested Web Services (REST/SOAP) and mainframe and host applications.
* Expertise in Platform (SOA), Web Services and APIs with an understanding of SOA best practices

**Environment:** Load Runner, Application Lifecycle Management (ALM), Selenium 3.0, Performance Test Center, Splunk, Fog Light, Java, OPNET, Jmeter, J2EE, SMAPI, SAS, Apache, WebLogic, XML, JQuery, SharePoint, Visual Studio2010, .Net, C, IIS, Oracle 10g, 3-Tier Application Windows XP, Windows 7. Agile methodology

**EXIM Bank, Washington, DC 01/2012 – 04/2013**

**Test Lead/Performance Engineer**

* Managed 5 Performance Test Analyst, 3 offshore, 2 onsite.
* Involved in analyzing the requirements from the developers and Business users.
* Worked on HCM, CRM application, tested on Citrix environment.
* Developed Test strategies and Test plans and finalizing the budgets for different KPIs.
* Extensively worked in Web, Web Services, Click and Script, and .Net Protocol in JMeter.
* Developed JMeter test scripts according to test specifications/ requirements.
* Used Badboy to create embedded scripts and integrates with JMeter.
* Executed Performance Test for the Infrastructure of the System.
* Performance tested the Java applications using JMeter for various protocols.
* Executed Mortgage application, loan processing, and payment platform.
* Executed Baseline, Scale, Endurance tests for different Applications.
* Used to create multiple scenarios for each Application and executed on JMeter.
* Analyzed, interpreted, and summarized relevant results in a complete Performance Test Report.
* Extensively worked on Performance, Reliability and Capacity for different Applications.
* Extensively worked on Performance Monitoring and analyzed the response time Memory leaks hits/sec and throughput graphs.
* Tested mobile applications for a variety of mobile phones: Android, iOS, Windows Phone, BlackBerry Using Silk Performer.
* Simulate business scenarios across a broad range of enterprise application environments. Such as SAP, Oracle, and IBM Mainframe on Silk Performer.
* Simulate mobile network speeds of all mobile phone standards: GPRS, EDGE, and LTE on Silk Performer.
* Monitored server statistics and correlate data with load test results to determine performance problems occur.
* Analyzed the reports to calculate Response time and Transactions per second.
* Provided daily status meetings and reports to the developers and business team.
* Tested API to check its functionality whether it is constructed to simulate the use of the API by end-user applications and identify the boundary values of the variables.
* Make sure parameter values for the API are enabled that they can call with 2 or more parameters.
* Verified and validate the content of the API and their settings.
* Provided support to Offshore in understanding the functionality of the Application and lead them analyzing the reports.
* Provided support for Capacity planning such as right number of resources required for service demand and on Citrix environment.
* Build SharePoint application in Visual Studio 2010.
* Debugged, test and verify SharePoint solutions on ALM Features.
* Profiled the Performance of SharePoint applications.
* Rendered activities and network traffic for analyzing and troubleshooting web applications. Quickly trace and profile web apps to understand performance characteristics, identify hotspots and isolate performance problems in Internet Explorer and Firefox using Dynatrace.
* Tagged web requests help to identify business transaction. Monitor OCS login difficulties using Dynatrace
* Drill down to error, Drill back up to pure path View the bottleneck
* Diagnosed all party faults, highlight method and class that caused performance problem on system under test Dynatrace
* Monitor test execution as well as production environments on Dynatrace

**Environment:** JMeter, Application Lifecycle Management (ALM), Quality Center, Java, PerfProc, J2EE, SMAPI, SAS, Web sphere, XML, Visual Studio2010, SharePoint, ASP.NET, JAVA, Oracle 10g, IIS, WebLogic, Windows XP, Dynatrace and Perl, C. SharePoint

**Excellus BCBS, Health Care Domain, East Rochester, NY 10/2008 – 12/2011**

**QA Automation Engineer**

* Analyzed BRD and TRD to verify software development against application requirements and updated Test Cases.
* Analysis to identify, clarify Use cases and the requirements.
* Interacted with Developers and Functional team to discuss the design and Testing Scenarios of the applications.
* Executed Test Cases in HP Quality Center for CALMS Application, Mapped Test Cases to Requirements using Requirements Coverage and Maintained Test Cases, reports in Quality Center.
* Executed Test Cases for business process for Loan Processing, Duplicate Check, and Debt Adjustment. Quote and Funding.
* Executed and maintained Keyword Driven Framework and Data Driven Framework to automate regression test Scripts through QTP
* Created Shared Object Repository for storing & maintaining Objects across multiple Actions & Test Scripts to minimize long term maintenance & increase Test Scripts creation
* Handled unexpected actions and behavior by using Recovery Scenario Manager in HP Quick Test Professional (QTP) and also writing error handling by VB Scripting language
* Developed Master startup scripts by using Function Library, Reusable Actions and Copy Actions and performed Regression Testing for major releases of the application by using Quick Test Professional (QTP)
* Performed Automated Test Scripts in HP Quick Test Professional (QTP) by VBScript and tracked Test Cases and Functional Specifications to Test Scripts within Excel Test Execution Report.
* Executed test suits for Smoke Testing, Regression Testing and System Testing, using QTP.
* Extensively tested Graphical User Interface (GUI) Components.
* Involved in Functional testing of the system using manual testing and automation tool QTP.
* Recorded Defects encountered in Test execution and communicated the same to the concerned team members for resolution.
* Validated the database scripts to make sure they have been executed correctly and meets the scenario description
* Responsible for analyzing application and components behavior with heavier loads and optimizing server configurations on Citrix Server.
* Involved in analyzing, interpreting, and summarizing meaningful and relevant results in a complete Performance Test Report.
* Testing on mobile Testing web applications on multiple browsers, platforms, and versions platforms: iOS, Android.
* Configuring test environments (in the AWS cloud).
* Test databases (Mainframe, MySQL).
* Used SoapUI to functionally verify the web services call.
* Work closely with software developers and take an active role in ensuring that the software components meet the highest quality standards
* Expert in HIPAA X12 EDI Transactions and with hands-on knowledge on 5010 TR3 Guide, HIPAA SNIP Compliance levels, Business rule validations
* Strong implementation experience in 5010 transactions, EDI life cycle management in national and regional health plan environments.

**Prior experience available upon request.**

**EDUCATION**

* Bachelor’s in Computer Science, National University, December 2003
* Google cybersecurity certification, August 2024.