**Muhammad Jadoon**

**Objective:**

Extensive experience as a Quality Assurance Analyst specialize in writing Test Requirements, Test Cases and Test Plans*.* Ability to resolve uncover defects of an application in early stage of SDLC, which helps to improve the application’s quality and reduce development cost. Seeking a Quality Assurance Analyst position in a company that provides an open environment with many opportunities for continuous growth .

**Career Summary:**

* Good Knowledge of different domains including Banking and Mortgage Industry.
* Experience in developing Test Plans, Test Cases based on BRD.
* Good understanding of different Software Development Life Cycle (SDLC).
* Thorough hands on experience with all levels of testing including Smoke Testing, Sanity Testing, Integration Testing, Functional Testing, GUI Testing, Browser Testing, Regression Testing and User Acceptance Testing.
* Expertise in use of Quality Center for writing test cases, test execution, defect management, defect tracking, and bug reporting.
* Strong Functional knowledge and testing experience in the domain of Anti Money Laundering
* (AML) for Banking and Financial applications.
* Complied with regulatory requirements, including the Bank Secrecy Act, Anti Money Laundering, OFAC, USA Patriot Act, Privacy Act and Community Reinvestment Act.
* In-depth knowledge of conducting User Acceptance Test (UAT), data quality checks using SQL, gap analysis and Requirement Traceability.
* Implemented Smoke Testing, Sanity Testing, Black Box Testing, GUI Testing, Functionality Testing, Positive and Negative Testing, Integration Testing, System Testing, User Acceptance Testing (UAT) and Regression Testing of Web Based Applications and Client-Server Applications.
* Excellent skills in generating and maintaining Requirement Traceability Matrix and performing GAP Analysis.
* Organized, detail-oriented and have the ability to work well in a time sensitive environment.

**Technical Skills:**

**Operating System:** Windows XP/2003/Vista/7/2008

**Defect Management Tools:** HP ALM/Quality Center, Microsoft Team Foundation Server (TFS)

**Databases:** Oracle, MS SQL Server

**Mainframe/Green Screen:** Worked on Mainframe Green Screen for credit card and loans

**Mobile Testing:** iOS, Android

**IVR Testing:** Interactive Voice Response

**Others:** MS Word, MS Excel, MS Visio

**Professional Experience:**

**Macy’s, Cincinnati, OH**

**Jan 2016- Present**

**QA Analyst**

The aim was to implement a solution that allows a fully customized Website for online store owners dynamically connected to inventory and every other engine through Web Services. The system accommodates ever-changing Banner Campaigns. The new applications enable customers to sign in, search their own product catalog, order based on their special pricing, and view past and pending orders with status. The Ecommerce engine is integrated real-time with every other business flow engine. The system also enables secure real-time or batch credit card processing, and an advanced and customizable shopping cart.

**Responsibilities:**

* Involved in developing detail Test Plans for different benefit packages according to Business requirements documentation.
* Performed Functional, System, Security, Regression & User Interface testing of software and applications
* Implemented a successful supply chain management process within the POS group.
* Interacted with the client groups to determine performance requirements and goals, determine test strategies based on requirements and architecture.
* Checked compatibility of all the applications configured by the image capture specialists.
* Drafted detailed system Test cases for the Application; worked with the built team to modify the documents and updates.
* Extensively worked on Agile Methodology.
* Involved in Daily scrum meeting for Test status and Defect Status.
* Participated in Sprint Planning as part of the agile development for Different functionality for Testing.
* Involved in continuous Business Requirement scrubbing to ensure the stores and POS strategies.
* Created and maintained Test Scenarios and Test Cases Documents for Pre-Order, order Replacement and order generation.
* Created and executed test plans and scripts to verify software functionality and adherence to business requirements.
* Developed and maintained test status reports for each certification.
* Created graphs and generated performance reports.
* Executed positive and negative testing manually.
* Performed execution of test cases manually to verify expected results.
* Done Security testing manually on the log on screen for members.
* Involved in the discussions of Defect Tracking Process and Updated Work Progress in Excel Sheets.
* Monitored resources to identify performance bottlenecks, analyze test results and report the findings to the clients, and provide recommendation for performance improvements as needed.
* Involved in discussion with the Subject Matter Experts (SME) during creation of test plans and updating of business requirements.
* Involved in new development, support, enhancement of application.
* Created manual testing and troubleshooting methodology.
* Involved in manual documentation as to how to maintain and run scripts for future enhancements.
* Performed UAT based on Requirements Document and prepared the Test Cases using HP ALM.
* Performed extensive UAT and documented the errors and reported them to the developers.
* Ran the scripts on multiple environments (QA, UAT and Production) to ensure that requirements were still met.
* Reported defects according to Defect Life Cycle using HP ALM.
* Monitoring the defect life cycle, generating customized graphs and reports for the client, using Quality Center.

**Environment**: MS Office Suite, JIRA, HP ALM, SQL, Oracle, UAT, Soap UI, HTML, Windows.

**Sallie Mae Corporation, Newark, DE**

**Apr 2015– Dec 2015**

**QA Analyst**

Sallie Mae is an organization comprised of many deliberate financial and education-related products and services. Sallie Mae offer private student loans for undergraduate and graduate students. I was involved on various project such as Online Loan Services, Application for Call center and Collection Department, Correspondence Validation, IVR, Mobile Testing (IOS and android).

###### Responsibilities:

* Wrote UAT test cases for the different aspects of the project according to the business specification document.
* Identifying and defining business needs converting business needs into business requirements.
* Creating wireframes and workflows using Microsoft Visio.
* Daily system applications health checks from internal portal and customer interface applications.
* Wrote, Ran and Executed Test Cases based on business requirements.
* Performed Mobile Testing for online loan Services application on across browser.
* Performed Smoke, Front end, Negative, Positive, Functional and regression testing using TFS.
* Strong Familiarity with I phones and android operating systems and applications.
* Conducted mobile testing across the web for various online applications.
* Involved in End to End Application Testing.
* Provided customers with alternative credit cards & cheques.
* ACH payments are electronic payments that are created when the customers authorized to debit directly from checking or saving account.
* Validate customer based application against company application using Main Frame
* Converted Functional requirements into detailed scenarios and test cases.
* Performed data drive testing to validate the same set of operation with different set of data
* Analysis the testing activities as per the planned forecast for the given projects.
* Supported User Acceptance testing(UAT) Team in preparing the test scripts and test execution.
* Documented and reported bugs using TFS
* Actively participated in status reporting meetings and weekly Defect Review meetings with Business, Testing and Development Team.
* Knowledge sharing during Testing cycle and process among QA, BA teams as required.
* Gathering and documented Requirement for business.

**Environment**: Microsoft Team Foundation Server, Mainframe, Windows 2007, Mobile Lab, FDR, Tealeaf, Java.

**Costco Wholesale, Seattle, WA**

**Jan 2014- March 2015**

**QA Analyst**

Costco Wholesale Corporation operates membership warehouses, which offer a selection of branded and private label products in a range of merchandise categories in no-frills, self-service warehouse facilities. I was involved as a QA to ensure various functionalities of there cent enhancements of thee-commerce application. I was responsible for checking the functionality of the application and overall usage by the prospective customers. Performed manual backend testing and verified data integrity using SQL queries.

**Responsibilities:**

* Analyze business and system requirements to prepare detailed test plans and test scripts for different scenarios.
* Developed test scripts to validate accounts and logic in conversion process.
* Performed UAT, Positive, Negative and Boundary testing using the approved test cases.
* Wrote and executed manual test cases in Quality Center for System Testing and User Accepting Testing (UAT) on credit card system (Green Screens) to validate various scenarios including Creating New Accounts, Minimum Pay Calculations, Fee & Authorizations, Collections, Performance Pricing, Reissue and Rewards.
* Performed UAT, Positive, Negative and Boundary testing using the approved test cases.
* Compared converted data in the new platform with the data in legacy system.
* Executed test scenarios that supported the old data from legacy system to sure successful conversion of data.
* Develop new reports for better analysis and customize existing oracle reports for additional information and better reporting using SQL, Oracle Reports and XML- Publisher.
* Developed functional design documents for core Oracle applications based on product management direction and user requirements
* Develop and approve all Retail Oracle Suite QA techniques and processes.
* Created and maintained SQL Scripts and Unix Shell scripts to perform back-end testing on the oracle database.
* Wrote complex SQL queries to perform the backend testing of the Oracle database using SQL developer and UNIX shell commands
* Administrate test controls like problem reporting and defect tracking using HP ALM.
* Performed regression tests to verify bug fixes for each release.
* Performed Black box, User Interface (UI), functional, Usability, GUI testing of web application and validated business rules.
* Performed Positive and Negative Testing to ensure appropriate user authentication.
* Developed test cases for the e-commerce application as part of functional and regression testing.
* Executed SQL Queries to retrieve data from tables and to create views and perform backend testing
* Performed backend testing using SQL and UNIX shell scripts on Oracle database objects like tables, views, indexes, triggers and procedures.
* Extensively documented test result sheets, financial calculation sheets and screen shots capture sheets.
* Generating weekly status reports to the team manager, attend weekly status meeting with team members, team managers, business analysts and technical team.
* Executed testing processes using Agile-Scrum quality methodology.

**Environment:** HP ALM, Windows, JIRA, UAT, SOAP UI, Web-Services, UNIX, Oracle, TOAD.

### SKECHERS USA, San Francisco, CA

### July 2012- Dec 2013

### QA Analyst

### SKECHERS USA, Inc., an award-winning global leader in the lifestyle footwear industry, designs, develops and markets lifestyle footwear that appeals to trend-savvy men, women and children. A billion-dollar-plus company, SKECHERS' success stems from its employees, high-quality, varied product offering, diversified domestic and international distribution channels, and cutting-edge print and television advertising.

### Product Creation IT department in Sketchers USA INC has Equipment as one of the legs along with Footwear. This is web-based tool that enables a user to create a style, maintain the specification/measurements, factory information along with the costing details. Also as a new functionality, the ability to maintain material development, Bill of materials, material and product testing details and the product sample details was provided to a user.

**Responsibilities:**

* Worked closely with the project manager, business lead and technical lead to identify, research and escalate issues and risks to the appropriate work stream for resolution
* Organized weekly and biweekly meetings with testers to discuss testing progress and address any major concerns with the testing effort
* Prepared detailed Project Plan using MS-Project to help the offshore team perform the QA tasks in time.
* Involved in writing the test plans, test cases, and test scripts.
* Performing fully on warehouse management application end-to-end testing.
* Involving in Web testing of the application.
* Participated in UAT and wrote Test Cases for UAT.
* Performed UAT, Positive, Negative and Boundary testing using the approved test cases.
* Processed feedback from users in order to analyze and reproduce software problems. Communicated with offshore development team to resolve various issues.
* Sent weekly dashboard reports to management with updates of testing progress
* Involved in planning and implementing both high-level and detailed system and integration test plans
* Attended weekly testing status calls to update corporate on our testing progress and address any testing concerns
* Coordinated complex business to business area system and integration testing items
* Communicated frequently with team members and stakeholders to ensure project success
* Performed Manual Back-End testing to map the source data to the target data to verify that the data does not get corrupted traveling from front end to the back end and vice-versa.
* Conducted System, Integration and regression testing of the application.
* Used SharePoint Designer to customize workflows.
* Modified test scripts created by the system test team to meet UAT needs
* Supported User acceptance testing (UAT) in preparing the test scripts and test execution.
* Conducted walkthroughs and defect meetings periodically to assess the status of the testing process and discuss areas of criticality.

**Environment:** HP Quality Center, UAT, SQL, PL/SQL, Oracle, SQL, HTML, Windows NT/2000.

**Publix Super Markets, Inc, Lakeland, FL**

**Jan 2011- June 2012**

**QA Analyst**

This was a Supply Chain-Enable Store Replenishment project which project deals with implementation of Networks Demand and Networks Fulfillment modules of Manugistics Supply Chain planning and Optimization Suite (SCPO). These Modules along with a number of customer interfaces are configured and developed to perform store forecasting and replenishment. This project was enabled for limited scope (1-12 Stores and 500-1000 sku’s), automated Store Replenishment was piloted for increasing Publixs’ understanding of Store Replenishment and automated Replenishment capabilities.

**Responsibilities:**

* Created Test Plans, Test Strategy and the Addendums for various releases. This involved gathering the scope of testing for each release.
* Gathered the business knowledge and rules to understand the system better with extensive interaction with the business users.
* Participate in functional walkthroughs, technical design sessions and code reviews.
* Wrote detailed Test cases and test scripts for validation of various test scenarios.
* Recorded test scripts in Rational to test the functionality of the application.
* Maintained all the Test cases and performed manual testing.
* Prepared the Requirements Traceability Matrix for audit purposes.
* Performed both backend validation and GUI testing. Backend validation involved testing the replication server and triggers (insert, update and delete) between Sybase and UDB databases.
* Wrote complex SQL queries to test the business rules spreadsheet to validate the movement of data from a historical database to a transactional one.
* Resolved issues related to requirements during system testing and UAT plan preparation.
* Wrote UAT test cases for the different aspects of the project according to the business specification document.
* Validated the functioning of the calculators used by the valuation engine to make sure that the mathematical model was giving the right values based on the assets type namely whole loans, bonds and swaps.
* Helped validate the amortization schedules and various financial reports generated by Subledger a team responsible for posting journal entries to the General Ledger.
* Helped validate Attestation and Adjustment reports in valuation application.
* Created all the key documents and artifacts including Test Case Matrix, Test Suite Reviews, Requirements Traceability Matrix, Test Status reports and System Test Acceptance Report (STAR).
* Managed detailed defect logs in Quality Center and generated Test defect reports.

**Environment:** Quality Center, UAT, HTML, MS Office Suite, SQL, Windows.

**Education: Bachelor's in Arts**