**Mustak Ahmed**

**Objective:**

Experienced in QA testing with extensive knowledge of agile software testing and development lifecycle . Solutions-focused QA Engineer with extensive experience among the high-level of proficiency on Functional, Regression, Mobile and Web Service Soap and REST API testing . Looking to explore my career at a challenging QA Analyst position with entry level exposure to automation testing with selenium and Java .

**Professional Summary:**

* Have in-depth knowledge of Software Development Life Cycle (SDLC) and Software Testing Lifecycle.
* Experienced working in Waterfall as well as Agile Scrum Framework. Have enough experience as an agile tester to interact with Developers and Product owner on a continuous basis, in depth-knowledge on Iterative and Incremental Development, Product backlog, sprint, iteration planning, Release planning, Delivery process, Velocity of sprint, Story Cards, Poker Planning, Burn down Chart,
* As a member of Agile development team, have active participation in different meeting like, Sprint Planning, Daily Stand-up, Iteration Review and Retrospective meeting.
* Experienced in analysis of software User Stories, Design Specification, development and implementation of Test Plans, Test Scripts, and Test Cases.
* Strong working experience in the Data Analysis, Design, Development, Implementation and Testing of Data Warehousing using Data Conversions, Data Extraction, Data Transformation and Data Loading (ETL).
* Have knowledge on different test techniques like Exploratory Testing, Boundary Value Analysis, Equivalent Partition, and Decision & Conditional coverage, etc.
* Conducted Functional, Regression, Integration, User Acceptance, Cross Browser and Mobile App testing.
* Used quality assurance tools like Application Lifecycle Management (ALM) and Agile test management tools like JIRA
* Experienced with Web services testing (Soap and REST) using SOAPUI and POSTMAN
* Have hands on experience using Sauce Labs and Browser Stack for Mobile App testing (both native and web) on different Android and iOS devices like phone, tab and laptops.
* Have knowledge and basic skills in Automated Testing using Selenium with Java.

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| **Technology:** | |
| Testing Tools: | HP ALM/Quality Center, TFS | |
| Test Management Tools: | ALM 11.52, JIRA | |
| Requirement Management Tools: | HP-ALM, TFS, SharePoint 2013 | |
| RDBMS: | MS SQL Server 2012/2008, Oracle Server 11g R2, MS Access | |
| Office Software: | MS Office (Word, Excel, PowerPoint, etc.) | |
| Operating System: | Windows 10, 8.1, 2008 server/MAC, UNIX/LINUX | |
| Web Technologies: | JAVA, HTML, XML, .NET, ASP.NET | |

**Professional Experience:**

**DC Public School, Washington D.C .**

**Jan 2016- Present**

**QA Analyst**

The project was to improve the process of special education student evaluation request so as to abide within the allotted timeframe and to minimize errors. The system used Quickbase application so end-users can use dashboards as well as generate customized reports

**Responsibilities:**

* Involved in Complete Life cycle of “Agile Methodology”.
* Produced clear user manuals  & training guides for User Acceptance Testing (UAT) and deployment for end-clients with step-by-step instructions and appropriate GUI screenshots.
* Interacted with the development team on regular basis to ensure and balance practicalities with innovative and efficient business systems solutions.
* Raised defects for both System Integration Testing and UAT.
* Performed Function al Testing and Smoke Testing for Each Release.
* Initiated, proposed and implemented critical analytical and technical solutions extensively increasing the quantitative and qualitative value of the application.
* Involved in project planning, coordination and implemented QA methodology.
* Extensively used HPQC ALM (Application Lifecycle Management) to track the business requirements.
* Wrote Test Cases for Every Release.
* Used ALM for running and executing the Test cases.
* Used ALM scripts for Regression testing of the application with various data sources and data types.
* Maintained defect tracking document and updated on daily basis.
* Interacting with developers to report Issues found during Testing and tracking bugs using HP ALM and TFS.
* Currently using TFS for Executing the Test Cases.
* Hands on experience in preparing the Ad hoc mapping documents.
* Compared and analyzed the Test Results for every release, Performed Positive and Negative Testing.
* Performed System, Integration, Ad hoc & UAT testing of complex applications.

**Environment:** Windows, MS Office Suite, MS Visio, MS Access, JIRA, HP ALM, Clear Quest, TFS, SQL.

**ACS EDUCATION SERVICES**

**Jan 2015- Dec 2015**

**GERMANTOWN, MD**

Affiliated Computer Services, Inc. (ACS), a fortune 500 company which is a premier provider of diversified business process and information technology outsourcing solutions to commercial and government clients worldwide. It comprised of more than 50,000 people in multiple locations around the world, the company, headquartered in Dallas, Texas, now supports operations in nearly 100 countries, achieving nearly $5 billion in annual revenues. ACS is a BPO and IT services company.

The project at ACS was to implement LMS as a virtual learning environment (VLEto the U.S. Department of Education (Department) which comprises of complete business process management services including systems development, integration, management, operations, and customer service to the Department of Education's direct loan program. Under this procurement, the Department will modernize the servicing system.

**Responsibilities:**

* Performed UAT (User Acceptance Testing) to ensure system performed as per requirements.
* Prepared test data for positive and negative test scenarios for functional testing as documented in the test plan.
* Wrote SQL Statements to retrieve data from backend.
* Conducted Usability Testing manually.
* Used SQL queries to perform Back End Testing.
* Performed System, Integration, Ad hoc & UAT testing of complex applications.
* Involved in creating Test cases, Test Data reviewing and maintaining and executing detailed Test scripts for User Acceptance Testing (UAT), analyzing bugs and follow up with team members in fixing errors and retesting.
* Performed extensive UAT and documented the errors and reported them to the developers.
* Executed test cases and logged defects using HP ALM
* Analyzed, Mapped and Imported test data from spreadsheets into HPALM using Excel
* Extensive Involvement in Software Development Life Cycle (SDLC) process.
* Interacting with developers to report Issues found during Testing and tracking bugs using HP ALM and TFS.
* Verified the expected results by implementing Test Cases.
* Maintained test plan from functional specification and technical specifications.
* Prepared and maintained the Test Matrix, Requirements Traceability Matrix.

**Environment:** JIRA, HP ALM, Windows, MS Office Suite, MS Visio, MS Access, SQL, UNIX, TFS.

**Bravo Health, Baltimore, MD**

**July 2013– Dec 2014**

**QA Analyst**

Bravo Health, a Health Spring Company, is a subsidiary of Health Spring, one of the country's largest Medicare Advantage coordinated care plans. Concentration on the market has allowed them to develop a unique approach to healthcare coverage for Medicare beneficiaries. This required extensive meetings, requirements gathering, scheduling and communication with almost every department within the company, as well as, the vendor and contractors.

**Responsibilities:**

* Part of the team for migration of HIPAA – EDI X12 4010 series to 5010 series for EDI Transaction code sets.
* 837 – Claim and encounters
* Involved in testing Facets  Member, Provider, Claims Processing, Utilization Management, Accumulators, Contracts and Benefits
* Performed GAP analysis of 4010 and 5010 EDI transaction using implementation guide to identify the changes in the segments and data elements.
* Responsible for working with the State to review and modify process flows to increase productivity and effectively utilize Facets features not provided by the legacy systems.
* Created ETL test data for all ETL mapping rules to test the functionality of the Data Stage Mapping.
* Testing on 5010 EDI files for the new ICD- 10 codes.
* Tested the portal application to make sure the claims, members are loading to Facets and Providers can check the member eligibility and claim status.
* Worked for the ICD-10 impact analysis and ICD-10 test implementation plan and test case execution
* Recorded and executed test scripts on HP ALM.
* Identified the scope, business objective and functional requirements for each release.
* Prepared and performed training to Client and Internal staff as a result of system changes.
* Produced clear user manuals  & training guides for User Acceptance Testing (UAT) and deployment for end-clients with step-by-step instructions and appropriate GUI screenshots.
* Interacted with the development team on regular basis to ensure and balance practicalities with innovative and efficient business systems solutions.
* Conducted and Participated JAD sessions to gain consensus on various issues related to the project. Acted as a facilitator on different occasions.
* Updating the tables per the requirements using Oracle SQL
* Conducted walkthroughs and code reviews with developers, BA, project managers and stakeholders and users to comprehend business workflow of applications.

**Environment:**HP ALM, SQL, UAT, Clear Quest, and Microsoft Visio, MS Access, UNIX.

**Health Now, Buffalo, NY**

**Jan 2012– June 2013**

**Quality Assurance Analyst**

Health Now New York Inc. is a premier and diversified health benefits and Information Company that provides innovative products, services, and technologies to improve the availability, quality, and cost of health care. They used Facets for managing and processing healthcare claims. As a, QA Analyst, I was involved in various kinds of testing of the Facets application modules like Enrollment, Membership and Claims**.**

**Responsibilities:**

* Analyzed system requirements and developed detailed Test Plan.
* Performed Manual Testing for the EDI transactions.
* Conducted GAP analysis and filling gap according to the format set by HIPAA.
* Involved in FACETS Implementation, involved end-to-end testing of FACETS Billing, Claim Processing and Subscriber/Member module.
* Elicit requirement to be able to generate the tools and info needed to process the ICD-10.
* Tested the HIPPA EDI 834, 270/271, 837/835 transactions according to test scenarios and verify the data on different modules.
* Experiences working in ANSI x12 837-835 EDI Transaction.
* Work on coordination of benefits (COB) in a claim processing.
* Developed Test Script for Functionality, Security, and Regression testing.
* Ran the scripts on multiple environments (QA, UAT and Production) to ensure that requirements were still met.
* Performed Back-End Testing to check database integrity by writing SQL queries.
* Set claim processing data for different Facets Modules.
* Tested HIPAA regulations in Facets HIPAA privacy module.
* Wrote test cases in Quality Center derived from the Design documents and generated a Traceability Matrix for testing purposes.
* Created Traceability Matrix to ensure implementation of all functionalities, identify all test conditions and test data needs.
* Used Quality Center to record documenting information useful in debugging process, evaluating test data.
* Prepared and maintained the Test Matrix, Requirements Traceability Matrix.
* Participated in release meetings and also participate in Retrospective session.
* Extensively worked on any requirement upgrade and/or change request while doing UAT.
* Co-ordinated with Business Analyst during Planning and UAT Phase of the Project.
* Worked closely with development team to ensure the application performance and stability and also ensure the application completes the whole end-to-end process.
* Participated in weekly status meeting with Development and Management Teams.

**Environment:** Agile/Waterfall, MS Office Tools, Windows XP, HP Quality Center, UAT, Facets, MS SQL, UNIX.

**Education:**

Bachelors of Science