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**Summary**

* 7+ Years of IT experience in Testing Stores Applications, expertise on Retail Domain, Point Of Sale, Back of House, Ecommerce, Web, Handheld, IPAD and Mobile applications.
* Working currently with client Ascena Retail Group Inc. and having expertise on Oracle POS Retail Applications.
* Strong knowledge of SDLC (Software Development Life Cycle), Waterfall and Agile model.
* Onsite experience of working in UK and Europe for 2.5 Years on McDonads IT Project for deployment of POS software to McDonalds Restaurants across UK/Europe.
* Expertise on store/restaurant topology and well versed with the Store Hardware Lab set up and architecture as having hands on experience of working on Waystation, Server Machines, Manager Workstations, Back office, Central Office, POS Front Counter Registers, POS Drive Through Order Taker and Cashier Registers, Cashless VeriFone/Ingenico Pin pads, Grill Printer, Receipt Printer, Scanners, Order Ready Board, Kitchen Video Monitors, Handheld Order Takers, KIOSK and Back Of House Operations.
* Well versed with PCI and have worked on different modes of Payments (Credit/Debit Card, EMV, NFC/Contactless, Check, Travelers Check, Private Label Credit Cards, Store Credit, Coupon, Gift Card, Cash and Foreign Currency Payments) carried out on a POS system.
* Hands on experience of working on Promotions, Offers, Sales, Returns, Pricing, Discounts, Exchanges, Coupons, and Taxes Transactions carried out on a POS system.
* Expertise of working on Sales and Financial Reports like Hourly Productivity Report, Associate Productivity Report, Department Class Sales Report, Associate Sales, Over and Short Reports, Bank Deposits, Register Closing Summary Reports, Cancelled & Post Void Reports, No Sales Reports, Price Override Reports and Returns Reports.
* Strong Experience in RFM (Restaurant File Maintenance) for Store Set Up, Product Configuration, Pricing and Taxation for the stores.
* Experience of working under various sprints in Agile based projects.
* Hands on experience on order in store functionality with Ecommerce and Order management system integration.
* Proven experience with Database (SQL).
* Item Feed flow validations from Source RMS/RPM system to Oracle POS system.
* Experience of working on Store Inventory Management System (SIM).
* Proficient with using Test management tools JIRA, HP ALM & Quality Center, Bugzilla and IBM Clear Quest.
* Experience of working on Service Center/Service Now tool for raising and handling of the Tasks and Incidents.
* Well versed with Change Management and Problem Management modules in Service Now.
* Experience of Mobile Testing on Android and IOS devices.
* Handling a team of 8 offshore and 4 onsite resources and responsible for assigning them work, resolving their queries, status tracking, daily/weekly status reporting of the team to client and training new resources.
* Conducting weekly meetings with Business Analysts, Stakeholders and Product Team to plan on the future tasks and progress on current tasks.
* Strong project & people management capabilities, analytic skills, evaluation and a high degree of initiative.
* Generated substantial customer satisfaction and goodwill by continuously meeting deliverable on time, exceeding targets and objectives for projects.
* Proficient in Client facing, Mitigating Risks, coordinating with multiple vendors & consultants.
* Creating Test Strategy, Testing Charter, Financial Cost Estimates and plan for proposed projects.
* Making Test Plan, co-ordinating testing effort, responsible for test deliverables, status reporting to management and issue resolution.
* Preparing monthly metrics reports for the client.
* Worked with business users to plan and perform UAT and assist them throughout the testing phase.
* Expertise in Configuration Test Analysis with Unit testing, Test Planning/Test Scripts, Life cycle testing including User Acceptance (UAT), Functional, Integration and Regression Testing.

**Technical Skills**

* Languages Known : C++, HTML and XML.
* Test Management Tools : JIRA, HP ALM & Quality Center, Bugzilla, IBM Clear Quest

and Service Center/Service Now

* Database : Microsoft SQL Server, MySQL
* Hardware : IBM, Toshiba, Panasonic, Apple, Lenovo, HP, VeriFone, Ingenico and Fujitsu
* Office : MS Excel, MS Word, MS PowerPoint, MS Outlook

**Education**

* Bachelors of Technology in **Computer Science and Engineering**, *2006-2010*

Punjab Technical University, India.

**Employment History**

**Everest Technologies Inc. Dec 2015 - Present**

**Client :** Ascena Retail Group Inc.

**Sr. Quality Assurance Analyst**

**Project Types:** Oracle POS Testing for Lane Bryant, Justice, Catherines , Ann Taylor, Loft and Lou & Grey retail stores on Fixed Registers and IPADS both.

IT project intended to Re-platform the Oracle Point sale system and making common code base supporting multiple brands. This enhancement improves reliability of point of sale application, Performance and consistency in feed file processing such as Items and Promotions from Source systems like Oracle RMS and RPM systems. Also enables new functional changes like order in store functionality with Ecommerce and Order management system integration.

* Making Test Plan, co-ordinating testing effort, responsible for test deliverables, status reporting to management and issue resolution.
* Organized daily stand-up meetings and emailed pre-meeting agendas and post-meeting minutes to team members.
* Leading defect triage meeting with development, business and operations team.
* Uploading the Requirements and Test Scripts from Microsoft Excel to HP ALM 12.01 and implementing HP ALM to Project from scratch.
* Defining Testing Methodologies, Carrying out Test Planning by evaluating existing requirements including test scenarios, writing test scripts, determining testing techniques (White box or Black box) to ensure new system works as per the specifications.
* Lead and have driven the EMV, Quick Chip and Contactless implementation projects.
* Managed Justice Brand Loyalty Program, Reward systems and validation of points with Kobie.
* Leading Ann Taylor IPAD POS implementation project from scratch and its integration with Fixed POS.
* Involved in First Data/Shift4/Capital One/ADS/Aurus/SVS and EMV certification testing.
* Hands on experience of Offline, IVR, Store and Forward Testing(SAF).
* Well versed with Promotion XML XCC files and Store XML files.
* Well versed with reading log files and troubleshooting the issues.
* Communicating with developers to discuss requirements, test scenarios, test cases and ensure the resolution of defects.
* Experience of working in onshore/offshore delivery model.
* Making Unit and System Test scripts with respect to the System Requirement Specifications and managing Unit, Integration and System Testing.
* Conducting Functional, Regression, Integration, Acceptance, Volume and Performance Testing.
* Carrying out Test Data preparation and data migration processes for Testing.
* Worked along with store managers and store operations and guiding them for user acceptance testing.
* Stores visit post deployments of build/functionality to validate its operations.

**Capgemini America Inc. June 2011 – Dec 2015**

**Technical Lead V&V** (Verification and Validation)

**Client:** McDonald’s Corporation, Chicago, US

**Project Types:** Quality Management Services (Oct 2014 - Dec 2015)

This **QMS** (Quality Management Services) project is responsible to test restaurant management system thoroughly for all software applications and its hardware integration used in 15000+ stores across the locations in the United States.

**Responsibilities:**

* Analyse business requirements, system requirements specifications, and functional documents.
* Conducting weekly meetings with Business Analysts, Stakeholders and Product Team to plan on the future tasks and progress on current tasks.
* Creating Test Strategy, Testing Charter, Financial Cost Estimates and plan for proposed projects.
* Responsible for test design, creating test cases and test procedures for projects based on the Business Requirements Document.
* Understanding the release scope and finalizing the scope of testing thereby create / update the test cases / scenarios as necessary.
* Well versed with mobile offers creation engine, publishing the offers and redeeming them in the restaurants.
* Experience in testing the installation of applications on different Mobile operating systems.
* Hands on experience in developing and executing modularized re-usable scripts for testing client/server, web-based and mobile applications.
* Review, Enhancements, Support (Offshore deliverables, Issue resolution, Knowledge Transition, Process improvement).
* Communication and collaboration (Estimation, Resource planning, tracking status and Task allocation etc.)
* Applying the new Configuration Package with new build on the Lab Store by using Apply Update process from Waystation.
* Testing all the possible Scenarios in the Lab including new features testing with the New Build\Release.
* Tracking progress of Testing and Defects, Incidents and Tasks raised through Defect management and Test Management functionalities of Microsoft Test Manager.
* Validating defect fixes delivered per release notes for each release.
* Scheduling on a regular cadence Defect triage meetings with a dedicated team that will have representatives from QA, development and product teams.
* Submitting a Test Closure report after all planned test cycles have completed which facilitate discussion around product stability (release quality) and product deployment readiness.
* Responsible to administer Performance Review of the team members and providing details to QA Manager.
* Responsible for screening new candidates for hiring and SOW Management.

**RFM (Restaurant File Maintenance) Lead Aug 2012 to Oct 2014**

**Client:** McDonald’s UK and Europe

**Project Types:** NewPOS6 Deployment

**Work Location**: UK for 1 year and Germany for 1 year and 3 months

**Description:** RFM (Restaurant File Maintenance) is a web based application which manages price, product, promotion, and configuration information for the POS system. RFM is a centrally hosted web based application which manages information for the POS including menu items, coupons, discounts, taxes, and the POS configuration. It is used centrally by Owner Operators, Restaurant Managers, or some combination depending on the local market needs. It reduces the amount of data that needs to be managed on a regular basis and allows data to be managed across multiple restaurants.

**Responsibilities:**

* Communicating with the Project Lead (Country’s Lead) for planning workshops. Travelling to different countrywide locations in Europe and UK for knowledge sharing and advice on Web Application RFM (Restaurant File Maintenance) and NewPOS6 software through the Workshop.
* Liaising with clients for gathering business requirements, understanding, reviewing and documenting requirements to carry out preliminary analysis.
* Liaising with senior managers to crystalize requirements into overall project plan.
* Planning and Estimation of Deployment and submitting detailed reports to management.
* Designing and creating Excel Templates and submitting them to the clients to get data from the market like Product database data and the Screen Layout design.
* Configuration of data received from the client in Web Application (RFM).
* Applying output XML Files (generated from Web Application RFM) to NewPOS6 Software to test the configuration.
* Liaising with the Country’s Lead and Store Managers for Lab Validation at Onsite. (Testing of all the Products and Payment modes on POS system).
* Making any necessary changes as requested by Store Managers as per market requirements before deploying software in actual McDonald’s store.
* Risk Assessment and Planning. Communicating project risks to the project manager.
* Deploying configured NewPos6 software into POS registers, handheld order taking (HHOT) devices and to Kiosk in the McDonald’s Restaurant.
* Providing Project updates to senior management and clients on regular basis about project progress, providing status and resolving any outstanding issues.
* Knowledge transition including training and mentoring junior members of the team and documenting processes and process improvement.

**Senior Engineer V & V (Verification and Validation) June 2011 to Aug 2012**

**Client:** McDonald’s Corporation, Chicago US

**Project Types:** Global RFM Web Application Testing and NewPOS6 Software Testing.

**Work Location:** India

**Responsibilities:**

* Reviewing the System Requirement Specifications and highlighting the changes required.
* Creating High Level scenarios from the Change Request (CR) received from Business Analyst and then creating detailed Test Cases.
* Verifying and validating documentation based on standards for Software Development and effective QA implementation in all phases of SDLC.
* Getting updated build from Developers with the new Change Requests being implemented and executing Test Cases on it.
* Communicating with developers to discuss requirements, test scenarios, test cases and ensure the resolution of defects.
* Making Unit and System Test scripts with respect to the System Requirement Specifications and managing Unit, Integration and System Testing.
* Conducting Functional, Regression, Acceptance, Volume and Performance Testing.
* Performed Cross Browser Testing of Web Applications.
* Carrying out Test Data preparation and data migration processes for Testing.
* Tracking progress of Testing and Defects, Incidents and Tasks raised through Defect management and Test Management functionalities of IBM Clear Quest tool.

**Team Work**

* Experience in working within multinational and multicultural team environment involving planning, organising, co-ordination and commitment, which are achieved by working in high pressure, quick decision and agile environment.
* Hands on experience of dealing with group projects and managing deadlines.
* Multi-dimensional communication with teams based on different geographical locations.