****MAHBUBUR RAHMAN****

Rockville, MD-20852

347-681-1225

rahman.qa27@gmail.com

****WORK SUMMARY****:

Eight plus (**8+**) **years** of experience in Software Testing and Quality Assurance under **Windows**, **UNIX** and **Linux** environment with excellent analytical, interpersonal communication skills as well as diversified experience in **manual** and **automated** testing of **Web** and **Client/Server** applications.

* Solid understanding of Software Development Life Cycle (**SDLC**), Software Testing Life Cycle (**STLC**) and different types of development methodologies such as **Waterfall**, **Iterative** and **Agile**.
* Experienced with **QA Methodology** and **QA Validations** to ensure that quality standards are met.
* **Efficient in** implementing QA process, establish standards, procedures and methodologies.
* Experienced in analyzing **Business Requirements & Specifications**, assess **Design Documents** to ensure the correctness of the documents and updated acceptance criteria for **Product Back Log Items**/ **User stories**.
* Developed **Test Estimation**, **Test Plan**, **Test Strategy**, **Test Scenarios**, **Test Cases**, **Test Scripts**, **Test Suites**, **Test Reports** and **Requirement Traceability Matrix** (**RTM**).
* Performed **Smoke**, **Functional**, **System**, **Integration**, **Regression**, **Ad-hoc**, **Sanity**, **GUI**, **Black Box**, **Database**, **Security**, **Performance**, **Compatibility**, **End to End** and **UAT** Testing.
* Experienced in using **TFS**, **Visual Studio**, **Microsoft Test Manager**; HP test management tool - **ALM**/ **Quality Center** (**QC**), **UFT**/ **Quick Test Pro** (**QTP**) and **IBM Rational Suite**.
* Experienced with Software Issue and Bug tracking tool **JIRA**.
* Developed **Automated Test Scripts** using **UFT** for Regression test and extensively involved in executing and analyzing scripts, adding Parameters, Checkpoints, creating Frameworks, Error handling & Recovery scenarios.
* Extensive knowledge in **Relational Database Management System** (RDBMS) as well as expertise in developing and executing **SQL queries** (**DML**) for checking the validity and integrity of the data in various databases.
* Performed **508 Compliance** **testing** by using **WAVE**, **JAWS**, **Zoom Text**, **Power Mapper**- **SortSite** and **ADDE Client** against W3C’s Web Content Accessibility Guidelines (**WCAG**) **2.0** Standards.
* Experienced with testing **Java** and **.Net based** applications, also **SharePoint** and **Mobile Optimized** web sites.
* Experienced in Web Service Testing using **Soap UI**.
* Experienced in **Load Testing** using **Apache JMeter** and analyzed the test results.
* Involved in the Independent Verifications and Validations (**IV&V**) process.
* Familiar with different Software development standards like **CMMI** and **ITIL**.
* Strong analytical, problem solving and documentation skills, self-motivated, ability to adapt & learn new things quickly, comfortable with taking initiatives and handling multiple projects simultaneously.

**EDUCATION**:

Masters of Business Administration, 2005

Bachelors of Business Administration, 2004

**CERTIFICAION & TRAINING**:

CSM- Certified Scrum Master, May 2017.

HHS Section 508 Training - Phase I & II; Create 508 Compliant PDF and Accessible Word documents;

IBM AppScan Enterprise; XA Systems Customer Service Training.

**CLEARANCE**:

Active Public Trust.

**CITIZENSHIP STATUS**:

U.S. Citizen.

**ACCOMPLISHMENT**:

NIH Customer appreciation for the project DVR Service Billing and DOHS Mobile Optimization.

XA Systems ***Special Recognition Award***, August 2017.

****TECHNICAL SKILLS:****

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| --- | --- |
| * Test Management Tools | Microsoft Test Manager, TFS, HP-Quality Center (QC) / ALM,  IBM Rational Suite (Rational Quality Manager, Rational Requisite Pro) |
| * Defect Tracking Tools | JIRA, Visual Studio, Rational Clear Quest. |
| * Methodology | Waterfall, Iterative and Agile Scrum. |
| * DBMS/RDBMS | MS SQL Server, Oracle, My SQL, MS Access  SQL Server Management Studio, SQL Developer |
| * 508 Testing Tools | WAVE, JAWS, Zoom Text, Color Contrast Analyzer, ADDE Client, Power Mapper- SortSite, Adobe Acrobat XI pro. |
| * Operating Systems | Windows- 2000/XP/7/10, UNIX, Linux, OS X. |
| * Languages | VBScript, Java, SQL, PL/SQL, XML, HTML, CSS, UNIX Commands. |
| * Web Service | Soap UI, WSDL, SOAP, REST. |
| * Automation & Others Tools | UFT, JMeter, SharePoint, Outlooks, SnagIt, Visio. |

PROFESSIONAL EXPERIENCE:

**National Institutes of Health (NIH)**, Bethesda, MD August 2016 - Present

***OD/ORS/ITB/DME***

Software Test Engineer

Project Description:

The National Institutes of Health (NIH), a part of the U.S. Department of Health and Human Services, is the nation’s medical research agency. I have tested and ensured the quality of various applications such as *DVR Service Billing, Tech Services, MAB Order Online, DTR PermitsReview, DFM App, Security Waiver App, Rewards, DOHS Mobile Optimization, NIH Library, Security, Traffic, Environmental Management System and so on.*

Responsibilities:

* Performed Business Requirements, Functional and Technical Design Documents analysis and provided feedback.
* Reviewed Product Backlog Items (PBIs) and updated acceptance criteria for back log items.
* Developed **Test Plan**, **Test Scenarios** (**Positive and Negative**), **Test Cases** and Automated **Test Scripts**.
* Managed the **Requirement Traceability Matrix** (**RTM**) between Requirements and Test Cases.
* Used **TFS** for managing PBIs, **Visual Studio** for Defect management and **Microsoft Test Manger** for writing and executing Test Cases, creating Requirement based Test Suites and updating test results.
* Performed **Manual** and **Automation Testing** of Web based applications.
* Conducted **Smoke Testing** to ensure minimum expected system behavior.
* Performed comprehensive **Functional**, **System Integration**, **Database**, **Security**, **Performance**, **Compatibility**, **Regression**, **End to End** **testing** at various phases of the development and test cycles.
* Performed **Data Validation** and **Data Integration** for **Backend Testing** using simple and complex **SQL** queries.
* Performed **508 Compliance Testing** using **WAVE**, **JAWS** and **Power Mapper SortSite** tools.
* Developed automated Test Scripts in **UFT** using **VBScript** for Regression test.
* Extensively involved in executing and analyzing test scripts, enhanced recorded code by adding **Parameters**, **Checkpoints** and created **Frameworks**,involved in **Error handling** & **Recovery scenarios**.
* Involved in **Load Testing** using **Apache JMeter** and analyzed Test Results.
* Tested .**Net** and **SharePoint** applications as well as **Mobile Optimized** web sites.
* Attended **Sprint Planning**, **Daily Scrum**, **Sprint Review** and **Sprint Retrospective** with the development team.
* Attended **weekly status meeting** for reporting Test Status and shared ideas to improve the testing efforts.
* Responsible for prepared **Test summary reports** and **Defect analysis reports**.
* Supported Clients during **Acceptance Testing** and created **UAT Log list** site on **SharePoint** for client’s findings.
* Worked closely with the development team to ensure that all identified issues are resolved and retested properly.
* Communicate and collaborate information flow between Client, Test team and Development team.
* Extensively involved in taking build, releases in QA environment and also performed **post deployment QA Validations** on Prod environment to make sure that deployment is successful.

*Environment: Agile Scrum, EPLC process, TFS, Visual Studio, Microsoft Test Manager, SharePoint, MS SQL Server, Windows7, .Net, C#, J2EE, Java Script, VB Script, HTML, CSS, XML, Visio, Outlooks, Office365, IE, Chrome, Mozilla Firefox.*

**Wells Fargo**, McLean, VA January 2015 – July 2016

Software Test Engineer

Project Description:

Wells Fargo is a diversified financial service company that provides a broad range of banking serveries. The web based application was developed for allowing account holders to perform various types of on-line transactions. The main focus of my role in this project was on “*Credit Card Application*” which includes-How to apply for credit, Create Account, Bills Pay, Funds Transfer (between accounts), Check Balances, Detailed Transaction Reports, Interest Rates, Request for increase credit limit and security issues.

Responsibilities:

* Analyzed user requirements, attended periodic meetings for changes in the application requirements and documents; implemented test procedures for changes to make sure that quality standards are met.
* Design and developed **Test Plan** based on Functional and Technical software requirements specification.
* Created **Test Cases** for specific requirements; **Peer reviewed** theTest Cases and made recommendations.
* Developed **Requirements Traceability Matrix** (**RTM**) and **Test Coverage Reports**.
* Generated and implemented **templates** for Test Plan, Test Case, Test Defect Log and Test Reports.
* Conducted different types of testing such as **Smoke, Functional**, **System Integration**, **System**, **Ad-hoc**, **GUI**, **Regression** and **508 Compliance Testing**.
* Used **HP ALM**/ **QC** for uploading Requirements, Test Cases and updating Test Results.
* Generated Test Analysis Reports and Graphs by using **ALM**/ **QC**.
* Prioritized and logged the defects in **JIRA** and coordinated their resolution with the development team.
* Used **SQL Developer** tool to validate **Back End** testing.
* Utilized a variety of techniques for problem identification, issue documentation and resolution support; generated the defect report in graphical format utilizing Quality Center.
* Responsible for defect tracking and management matrices using Quality Center.
* Developed automated Test Scripts in **UFT/ QTP** for Regression test.
* Performed **Data driven testing** using data tables in UFT/ QTP.
* Debugged the test scripts, created batch tests and verified the test results.
* Attended **weekly team status meetings** for reporting testing status and shared ideas.
* Actively participated in **walkthrough meeting** with development team to understand requirements effectively.
* **Trained team members** regarding the application so that newly joined team members can come up to the speed and start working.
* Supported Clients during **User Acceptance Testing** (**UAT**).

*Environment: HP ALM/QC, JIRA, UFT/QTP, SharePoint, Oracle, Windows, JAVA, J2EE, VB Script, HTML, XML, Outlooks, MS Office, Chrome, IE, Agile Scrum.*

**T-Mobile**, Washington, DC April 2013 – December 2014

Quality Assurance Analyst

Project Description:

T-Mobile Wireless is one of the leading telecom service provider company. The project was to modify the existing Billing system and ensure that the *Customer Payment Module* functions as per the Requirements of processing payment and sending confirmation to customers.

Responsibilities:

* Analyzed various **Requirements Documents** and **Use Cases** to prepare detailed System **Test Plan**.
* Performed **Functional**, **Integration**, **System**, **Regression**, **Database**, **Regression** and **User Accepting** testing for each build of the application.
* Prepared **Traceability Matrix** to ensure the adequate coverage of the test cases.
* Prepared required documentation for Testing Signoff by various parties as required by plans.
* Updated **Test Plans** and **Test Cases** periodically to manage changes in the requirements.
* Used **Rational Suite** (**Rational Quality Manager**, **Rational Requisite Pro**, **Rational Clear Case** and **Rational Clear Quest**) to maintain all Testing Activities.
* Performed **Backend Testing** on **Oracle** database by writing and executing simple, complex SQL queries.
* Tested and implemented **508 Compliances** using **JAWS** and **Zoom Text**.
* Participated in test team meetings, weekly status meetings, and defect review meetings.
* Worked closely with the Project team in planning, coordination and implementing QA methodology.
* Quickly learned the Business processes and the enabling technology associated with the client’s business.
* Proactively managed the test data load and defect management processes after identifying that these two work streams were critical to the success of the project.

*Environment: Water Fall/Iterative, Oracle, SQL, Windows, .NET, Web logic, JAVA Script, J2EE, HTML, CSS, XML, JAWS, IBM Rational Suite, Microsoft Office, Mozilla Firefox, Chrome, IE.*

**GEICO**, Chevy Chase, MD October 2010 – March 2013

Quality Assurance Analyst

Project Description:

GEICO is one of the leading insurance companies providing auto, home and life insurance. The *web based Policy, Billing and Claim applications* used by counselor and customer for insurance policy submissions, policy renewals, policy cancel, billing functions and claim functions. The application provides user friendly interface and connect with Service and rating application.

Responsibilities:

* Involved in analyzing Business Requirements and Technical Design Documents & Specifications.
* Prepared **Test Plan**, **Test Strategy** documents and **Test Estimations** for various releases.
* Created **Test cases** and **Requirements Traceability Matrix** for trace the requirements and test cases.
* Involved in **Manual** and **Automated Testing** of the front-end application.
* Performed **Functional Testing**, **Integration Testing**, **Transaction Testing**, **Positive Testing**, **Negative Testing**, **System Testing** and **End to End Testing**.
* Executed test cases manually and logged the defects using **Quality Center** (**QC**).
* Conducted **Back-end Testing** using Stored Procedures and SQL queries.
* Developed, edited and executed automated tests scripts using **Quick Test Professional** (**QTP**).
* Coordinated web service testing across major browsers using **SoapUI**.
* Prepared **Test summary reports** and **Defect analysis reports**.
* Defined and maintained detailed, comprehensive and well-structured test plan and test specifications for new features and enhancements to existing features.
* Responsible for quality support of new product development process.
* Prepared and submitted **IV & V review reports** based on findings, observations and recommendation.
* Provided a systematic review process and resources to assure all products met regulatory and conformant requirements prior to market release.

*Environment: Agile, QC, QTP, SQL, Oracle, SQL Developer, JAVA, JAVA Script, J2EE, VB Script, SOAP UI, WSDL, XML, HTML, Windows, MS Office, Internet Explorer.*

**Hudson Health Services**, New York, NY April 2009 – September 2010

Software Tester

Project Description:

*Clinical Decision System*

The Clinical rules - CDS system is used as a guidance tool for a clinical user or provider/physicians, so that they can be informed about certain predefined process which a patient needs to follow; based on his/her demographics, medications, diagnosis, and other health related attributes. The system allows managing different categories of healthcare practices for disease management, preventive care and immunizations.

Responsibilities*:*

* Acknowledged development methodology to perform testing based on application life cycle.
* Followed and analyzed all Procedures for Requirements Analysis, Planning, Designing, Development, Testing and Implementation, above all Business Requirements specification.
* Reviewed **Test Plan** and other supporting documents to established framework for manual testing.
* Developed **Test Cases** based on Functional Requirements Specification.
* Communicated with development team, business owner regarding the status and potential impacts on the delivery date, expected quality of the tasks and the projects.
* Performed **Functional, System**, **Integration** and **Regression testing** for various release.
* Exposure to **UNIX** Servers to validate the output in the different databases by writing SQL statements and created SQL scripts to create ad-hoc reports for verified source data and validate target data as well as database validation.
* Used Excel sheet for writing Test Cases, updating test results and Rally for tracking defects.
* Participated in **walkthroughs** and **review meetings** and communicated with developers through all phases of testing to prioritize bug resolution.

*Environment: Water Fall, Manual Testing, HTML, CSS, UNIX, Web Logic, Java Scripts, .NET, MS Office, Mozilla Firefox, Internet Explorer.*

**REFERENCES:**

Furnished upon Request.