**Akrem Muzemil**

**muzemilakrem@yahoo.com**

**(202) 644-9276**

**CAREER SUMMARY**

* 6+ years of consistent experience in Finance, Banking, IT and a seasoned QA Analyst with an added advantage of different methodologies.
* Extensive knowledge of SDLC (Software Development Life Cycle) including Waterfall, Agile -Scrum and RUP methodologies.
* Good Experience in testing of Mobile and Web Based Application.
* Good understanding on Manual and Automation testing using testing tools such as HP Quality Center, UFT/QTP and Load Runner.
* Actively participated and contributed in all phases of Software Development Life Cycle (SDLC) with expertise in Requirement Analysis, Test Plan formulation, Test Design, and Test Automation. Expertise in Black Box, Performance, Ad hoc, User Acceptance and Security Testing etc.
* Performed Device testing to ensure the customer is provided with a high security to make any kind of transaction in order to prevent from fraud activity.
* Good knowledge of testing mainframe system, Mainframe Tools, and testing Mainframe environment.
* Knowledge of Software testing, User Acceptance Testing, and Mainframe development.
* Skilled in reviewing various project related document like BRD, FRD, Use case, UML diagram.
* Knowledge of different RDBMS like Oracle, Microsoft SQL Server, and DB2.
* Performed Manual and Automated Testing on Windows and UNIX platform.
* Experience in writing Test Plans, defining Test Cases, developing and maintaining Test Scripts and documenting all phases of the QA process.
* Extensive experience in Quality Assurance using Java, Python, TestNG, Junit, PL/SQL, Selenium RC, Selenium IDE, Web Driver, Manual Testing, Performance Testing, Automation, Quality Center, SoapUI, JMeter.
* Experience in developing end to end automation using Selenium, Web Driver/RC/IDE/Grid, Junit/Testing, JMeter, ANT, Maven, Hudson/Jenkins, Jbehave/Cucumber, Web Services (REST, SOAP).
* Experience in using Automation Tools such as QTP (HP), and Quality Center (HP). Expertise in testing web services using SOAPUI.
* Vastly experienced in analyzing business requirements and functional requirements specifications of an application.
* Experienced in working with Test Management tools like ALM and Quality Center.
* Experienced in using ALM/Quality Center as repository for maintaining test cases, execution and tracking the defects.
* Experienced in creating, executing tests, generating the test reports using ALM/Quality Center.
* Exposure to Automation Tools like Selenium, Cucumber and QTP.
* Experienced in performing backend testing by executing PL/SQL queries and involving in Data Analysis by using PL/SQL.
* Experienced in performing automating functional Test using QTP.
* Hands-on experience across a range of logistics functions including: production planning, inventory management, customer service, forecasting, transportation and distribution with a diverse group of companies, products, and services.
* Well-developed business and supply chain understanding attained through diverse assignments in logistics, sales, and business analysis at both staff and manufacturing locations.
* Strong knowledge of the Systems Development Life Cycle (SDLC) models such as Water Fall
* Identifying and documenting critical requirements through analysis of the department’s workflow and information flow.
* Creative and aggressive self-starter with integrative thinking skills, capable of forming and maintaining positive and productive working relationships in internal, external, independent, and team environments
* Highly motivated, organized and results and detail oriented with excellent interpersonal, communication and presentation skills. Proven capability of adapting to new and fast changing technologies

**TECHNICAL SKILLS**

**Project Methodologies:**  Agile, Waterfall, Scrum

**Testing Tools:** HPALM/QC, QTP, SOAP UI

**Bug Reporting Tools** Rational ClearQuest, HPALM/Quality Center, JIRA, Bugzilla, TFS

**Operating Systems:** Windows 7/8/10, UNIX, iOS, Android

**Database:** Oracle PL/SQL, MS Access, SQL Server, DB2, MySQL

**Quality Assurance**: Software Application Testing Life Cycle

**Languages:** SQL, VBScript, XML, HTML, CSS, Java Script, WSDL

**Business Applications:** MS Project, MS Visio, Microsoft Office Suite, MS Outlook

**CAREER EXPERIENCE**

**FedEx, Memphis TN Jan 2018 – Aug 2019**

**Sr. Manual Tester/ Automation Tester**

FedEx Corp. provides customers and businesses worldwide with a broad portfolio of transportation,   E-commerce and business services.FedEx interNetShip/FedEx Ship Manager@FedEx.com is a time-saving shipping application that can be accessed online. It facilitates to prepare a FedEx air waybill online and print it on plain paper using laser printer and also the label can be printed using Thermal Printer. FedEx interNetShip also enables to arrange for add addresses (SWAB) pickup or drop-off, cancel shipments, track packages and more.

**Responsibilities**:

* Involved in developing test plans, designed test cases including detailed expected results.
* Involved in Test Case Preparation and Test Case Execution Manually.
* Experienced in test automation with many test tools, including QTP (Quick Test Pro), **RFT** (Rational Functional Tester) and RPT (Rational Performance Tester).
* Analyzed application to find out which part can be automated and which can be manually tested.
* Wrote Oracle PL/SQL verification scripts to test the result of deployment for correct business logic.
* Performed Back end testing using PL/SQL Quires.
* Performed Baseline test, stress test and high volume of users using Jmeter and monitored the performance of the load test on the system and measured database response time, Http request, Login and proxy server.
* Experience in testing web services using Soap UI, JSON, SOAP messages (SOAP and RESTFUL)
* Documented a test-automation strategy and test plan to facilitate and maximize data-driven testing. Created and implemented **RFT** (Rational Functional Tester) test scripts in Java. Wrote and executed PL/SQL queries to build appropriate data pools.
* Created framework to execute test cases using CI – Jenkin Jobs using Maven, TestNG and Selenium Grid.
* Created Automation best practices guide in Confluence.
* Involved in creation of automation framework in Selenium Web Driver using behavior driven approach like Jbehave
* Worked on Selenium IDE, the integrated development environment for Selenium scripts using Firefox.
* Worked on GIT HUB Repository and developed maven build java test scripts, and executed them in Jenkins build Production Environment
* Involved in Testing in Agile Development Environment using TDD and ATDD approach
* Used Quick Test Professional for automating manual test cases for regression testing and for storing, execution of test cases and reporting results.
* Used Checkpoints, Parameterization and Data Driven Test Scripts in QTP.
* Designed and developed User defined functions, Generic functions with well versed VB scripting, Descriptive programming in scripting dynamic objects and Reusable actions in defining scenario flows in QTP.
* Proficient creating automation script using Java, Oracle PL/SQL and Rational Functional Tester.
* Created and executed Automated Test Scripts in QTP using Business Process Testing (BPT) concept, and Key word driven Framework.
* Proficient in Agile development and Scrum methodology.
* Created user defined functions in Java and implemented the functionality with Selenium.
* Determined the Entry and Exit Criteria for different phases in testing cycle of the system.
* Performed User Acceptance Testing (UAT) on behalf of End Users at client’s environment.
* Followed up with the development team as they fix the bug.
* Acted as test plan approver for offshore counterpart.
* Participated in QA team meeting and bug tracking meetings.
* Documented the test results and test procedures.
* Worked with the business, technology and operations to determine priorities and schedule of releases.
* Performed Web Services testing and Validated XML request/response data using SOAPUI.
* Worked closely with the development team while enhancing the features of the application.
* Reported weekly status to management.

**CITI Financial Services, New York, NY Mar 2016– Dec 2017**

**Quality Assurance Analyst**

CitiFinancial is a member of CITI Group, world's largest financial services provider, incorporating more than 2000 offices in the United States and Canada. My project in CITI Financial Services, New York was to work as a QA Analyst for testing an application, developed for various mortgage products offered by CITI group. Current application was an enhancement of previous application that provides customers and employees to accept the mortgage applications and applying and processing for loans etc.

**Responsibilities:**

* Created Business Workflow based on the requirements gathered from the client.
* Created functional specification documents based on the business requirement documents.
* Assembled business requirement documents (BRD) and the functional specifications as per the user requirements.
* Worked with SMEs and business partners to gather business requirements for Retail Pricing Management.
* Exceeded Client expectations by gathering requirements, documenting them as per requirement and finally forwarding the same to the development team.
* Developed Test cases for multiple releases based on Test Plans and minimal business requirements.
* Participated in weekly status review meetings with all business groups.
* Tested user interface and navigation controls of the application using QTP.
* Worked with various Checkpoints in QTP.
* Performed in different phases of Testing like Test Planning, Requirement Analysis, Test case Design, Execution (Black Box Testing, White Box Testing), Defect Management and Test Closure.
* Automated test cases and some workflows of the system using QTP.
* Created function and object libraries using QTP.
* Performed E2E data validation involving multiple systems to ensure the data integrity.
* Developed SQL queries, functions, stored procedures and triggers to perform the backend testing of the data.
* Validating SQL query for credit card application.
* Involved in testing using automated testing tools like Visa and MasterCard simulators and customized testing macros which would reduce the manual testing hours.
* Prepared Business & System Use Cases and supporting all the documents with UML Diagrams such as Use Case Diagrams, Class Diagrams, Activity Diagrams, Data Flow Diagrams, Sequence Diagrams, Collaboration Diagram and Process Flows (Business and System) using UML modeling tools such as UML.
* Conducted JAD/RAD Sessions & weekly meetings to monitor the project progress
* Validated transactions for different cards like VISA, MasterCard, Discovery and etc.
* Develop test cases on various types of credit card applications.
* Interacted with developers to report and track bugs using Quality Center.
* Performed End to End testing across the applications using SQL and UNIX.
* ALM Quality Center was used to create the test plan, store test cases and run the test sets.
* Conducted Manual Functionality and Regression testing for each build and version
* Validated the data across the system during UAT.
* Performed testing in different environments- QA, UAT and Production environment.
* Conditioned the data for testing different environment.
* Prepared and maintained documents like Defect Report, Test Report and Trace Matrix.
* Followed the Agile methodology for the entire SDLC with daily scrum and through Sprints.
* Had very strong interaction with the development team throughout the project.
* Organized JAD Sessions to resolve issues and conflicts, and to arrive at quick agreements regarding the system architecture design.
* Created application functional document and use cases. Defined requirements through the Use Case and detailed supplementary specifications.
* Managed scope and deadlines.
* Participated in various meetings and discussed enhancement and modification request issues.
* Worked with the clients on the final signing process in the User Acceptance stages.

**Huntington Bank, Columbus, OH Jan 2015– Feb 2016**

**Software Test Analyst**

Huntington Bank is a leading bank in the great lakes area. I worked on the Credit Care project. The project involved testing the credit card application which will provide up-to-the-minute account information, schedule on-line payments, review recent statements and fraud alerts. I also worked on the plastics module. It involved checking the functionality when a new card has been issued. There were various cards ranging from personal to merchant credit cards that had to be tested.

**Responsibilities:**

* Participated in requirement walkthroughs and creation of test plan.
* Involved in developing Test Plans, Test Cases to test the Screens and workflows for Quality Assurance.
* Wrote Test Cases from the Test Plan and manually tested the application.
* Participated with users in understanding the business requirements.
* Involved in testing both outbound and inbound call in Cisco finesse.
* Executed test cases in Quality Center.
* Involved in testing the third party software like Aspect Quality Management (AQM), eGain, Noble OnQ, Cisco Finesse both in QA and Production environment.
* Involved in various projects related to Data Modeling, System/Data Analysis, Design and Development for both OLTP and Data warehousing environments.
* Performed the Back-end testing, in mainframe environment, by writing and executing SQL-Queries.
* Ensure that all anti-money laundering compliance procedures are followed.
* Making sure that the call is recorded and monitored in AQM.
* Manually performed Functional Testing of the application from the test cases.
* Manually performed Backend Testing using SQL Queries to test Oracle Database.
* Retrieved records from multiple tables from Oracle Database through SQL by using joins such as Inner Joins, Outer Joins using Oracle.
* Tested web, mobile applications and APIs in Agile process
* Tracked, reviewed, analyzed defects in the application using JIRA a defect tracking tool throughout the bug life cycle.
* Manually conducted Positive Testing / Negative Testing.
* Performed Regression Testing after bug fixes or system enhancement.
* Performed Integration testing and Configuration testing.
* Effectively used Plan View for Project document repository, updated risks and issues related to UAT, updated documents related to Testing / UAT, Test files, Test data in the shared folders.
* Took part in internal agile transformation and in presenting the company's agile transformation to customers.
* Modifications were tested using standard product database against approved Technical Specification prior to customer distribution.
* Testing within AML industry and managing UAT testing between multiple organizations.
* Verified the application’s functionality on different Configurations.
* Performed User Acceptance Testing (UAT) manually.
* Worked on back end testing in mainframe as well as SQL, DB2.
* Analyzed and plan data using reports and graphs generated in QC.
* Documented defects in Enterprise Quality Center and helped developers identify the modules and code sections to be fixed.
* Used JIRA as well for story writing and defect tracking.
* Attended the Weekly meeting.

**HSBC Bank, New York, NY June 2013– Dec 2014**

**QA Analyst/Tester**

HSBC Bank is an American subsidiary of UK-based HSBC Holdings plc, with its operational head office in New York City and its nominal head office in McLean, Virginia. The project is based on implementation of Web-based application to enhance the payment processing module, where payments module provides facility for online transactions. It provides facility for incoming and outgoing payments, authorizations, and summary of payments.

**Responsibilities:**

* Created and Maintained Test Cases in Quality Center.
* Followed Waterfall methodology for the entire SDLC.
* Worked with users in understanding the business requirements and in definition, creation and execution of the test scenarios and approaches.
* Defined and implemented the QA methodology, strategies and metrics.
* Developed test plan and defined test strategy for performing system testing of the client application being developed.
* Test Activities included Functional testing, GUI testing, Integration testing, System Testing. Regression Testing, Sanity testing, and Ad hoc testing, cross browser, cross platform compatibility testing.
* Conducted UAT, documented and reported user feedbacks to management team, and developed training materials for different end users and assisted in User Training for the new system.
* Performed UAT by formally documenting the results of each test and provided error reports and correction requests to the developers.
* Used Soap UI for integration testing of the Web Services.
* Involved in Backend Testing and executed SQL queries.
* Backend testing of the DB by writing SQL queries to test the integrity of the application using TOAD.
* Used SQL for Querying the SQL Server database for data validation and data conditioning.
* Wrote and modified required UNIX scripts.
* Re-tested the application to check whether the defects are resolved or not (Regression Testing).
* Defects were tracked, reviewed, analyzed and compared using Quality Center.
* Tested the Script for different sets of data using parameterization and Data Driven testing.
* Maintained Traceability Matrix and conducted Gap Analysis.
* Interacted with the developers and other team member to discuss the issues and reported the details of the bugs using Quality Center reporting tools.
* Developed detailed test plans and test cases, Enter and Exit criteria for the application being tested and ensured that standards for documentation were followed.
* Created and maintained the Tractability Matrix and Test Matrix.
* Troubleshoot new releases and production issues. Interacted on a regular basis with web developers and business analysts on any Change of Requirements.
* Performed Manual Testing on different modules of the application.
* Manually conducted Positive Testing by putting correct inputs to ensure that it functions as desired and Negative Testing by putting incorrect inputs to ensure that it fails gracefully.
* Wrote complex SQL queries in Rapid SQL to perform the backend testing against Oracle/Sybase database
* Used UNIX Shell Scripts to extract data from the database for Back End Testing
* Used QC for Tracking Defects and Reporting Bugs.
* Defined Test Steps for each test in the Tree. Also, created Manual Tests in QC
* Scheduled a test using Test Run Schedule in QC.
* Participated in the Project Meetings and Walkthroughs in pursuit of Information Sharing as well as resolving the intermittent issues of concern Drafted Test Strategies, Test Cases and Test Plan based on Functional Specification.