**FAIJUN NESSA NASHID**

**Objective**

Progressive working experience in Software QA and Testing with diverse projects, clients and industry, seeking an opportunity to utilize my analytical skills and experience in Software Quality Assurance and Testing in a progressive environment.

**Professional Summary**

* Experience in both Manual and testing mostly in Retail Ecommerce.
* Designed, Developed, Maintained and Documented POS Business Applications and interfaces for multiple environments.
* Experienced in developing Test Plans, Test Cases and Test Script
* Experience in testing Client-Server and Web-Based Applications.
* Extensive knowledge of SDLC (Software Development Life Cycle) such as Waterfall, Agile.
* Performed Back End Testing by executing SQL queries.
* Used SQL Statements to extract Data from Tables to verify the output Data of the reports.
* Performed Back End Testing by writing various queries for the purpose of database integrity in Oracle and MS SQL Server.
* Good team player with the ability to lead, manage and work independently in a time sensitive
* Excellent communication and team working skills.
* Provided support for program defects in existing POS applications.
* Provided assistance with program enhancements to the existing POS applications
* Ability to work on given tight time scales and deliver.
* Excellent leadership & decision-making skill with effective combination of undertaking multiple responsibilities.
* Possess strong analytical and problem solving skills with the ability to rapidly adapt to changes, new environments and deadlines.
* Experienced in GUI, Regression, and Functional Testing.
* Conducted User Acceptance Testing.
* Good team player with the ability to lead, manage and work independently in a time sensitive
* Excellent communication and team working skills.
* Ability to work on given tight time scales and deliver.
* Excellent leadership & decision-making skill with effective combination of undertaking multiple responsibilities.
* Possess strong analytical and problem solving skills with the ability to rapidly adapt to changes, new environments and deadlines.
* Made extensive use of MS WORD and MS EXCEL to prepare documents, generate reports and also document test procedure used in executing the test cases.
* Good working knowledge of major Operating Systems and tested applications developed in wide variety of environments viz., Windows, UNIX

**Technical & Tools Expertise**

**OS/Browsers/ Language :** Windows, Mac OS, Linux, IE, Firefox, Safari, Google Chrome, Opera

**Software Testing Tools :** HP Quality Center(QC)/ALM

**Databases/MS/Other Tools :** Structured Query Language (SQL), Oracle, MS SQL Server,

MS Office, MS Visio, MS Projects, MS SharePoint, Jing, WebEx.

JIRA, MS Sharepoint .

**Software Methodologies :** Agile, Scrum, Extreme Programming (XP), Iterative

**Professional Experience**

|  |
| --- |
| Schwan’s Food, Marshall, MNOct 2015- Present |
| **QA Analyst** |

The Schwan Food Company is a multibillion-dollar, privately owned company  with 18,000 employees worldwide. Based in Marshall, Minnesota the company sells frozen food  from home-delivery trucks, in grocery-store freezers, by mail and to the Food service industry. The company produces, markets, and distributes products developed under brands such as Schwan's, Red Baron, Freschetta, Tony's, Mrs. Smith's, Edwards, Asian Sensations and many others. Worked in Payment Gateway projects on their e-commerce Point of Sale (POS) application of Retailing Business accessed through SCHWANS.COM. Initially worked as an expert of Point of Sale (POS) for Stratus Upgrade project. The project provides software and hardware upgrade to the SCHWANS.COM platform to meet throughput, maintainability and other non-functional requirements. Also re-align the applications with SCHWANS standards to bring currently used third party software and hardware with current supported levels. This upgrade has brought SCHWANS.com infrastructures up to current IS standard and increase capacity for potential additional usage generated by new customers as a result of the latest acquisition effort by SCHWANS. For the Last leg of my project I was mostly concentrating on updating SCHWANS.COM (Web PHP Based UI) and Real Time transaction.

**Responsibilities:**

* Integrated the developed modules to the Payment Gateway application
* Reviews test plans for teammates and coworkers.
* Maintained Project Glossary for the entire project team.
* Implemented Automation process in manual testing .
* Kept track of all the defects opened by UAT execution using HP ALM.
* Enhanced Scripts by Putting Check Points like standard checkpoints, Text Checkpoint, output values by putting Text Area output value Check point, passing values between actions if the scripts needs.
* Generated Project status reports thru Quality Center and Document Generator for team meetings and Management review.
* Manually tested the new test cases for new functionality and automated them for further loads to reduce testing effort and time using Quick Test Professional.
* Enhanced QTP Scripts for every load to support new and existing functionality for the application for Integration and System testing phases.
* Manipulated the Think time in order to see the response of the application was affected or no in Load Runner.
* Used Quality Center for error reporting and communicating between developers, product support and test team members.
* Interacted with developing team to resolve technical issues and investigated software faults.
* Developed and maintained Test & Traceability Matrices.
* Manually tested the web application to ensure the flow of the application functionality.
* Worked with offshore support team for issues and concern for the payment gateway.

**Environment:** Windows, JIRA, HP ALM, Oracle, MS Office Suite, UNIX.

**SKECHERS USA, San Francisco, CA**

**QA Analyst**

**March 2014- Sept 2015**

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.
* 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.
* Conducted walkthroughs and defect meetings periodically to assess the status of the testing process and discuss areas of criticality.

**Environment:** HP ALM/Quality Center, Oracle, SQL, HTML, Windows.

**Staples, Framingham MA**

**QA Analyst**

**July 2012– Feb 2014**

Staple is one the world’s largest office Products Company. Committed in making it easy for its customers around the globe to buy a wide range of office products, including supplies, technology, furniture, and business services. Staples serves businesses of all sizes and consumers in 27 countries throughout North and South America, Europe, Asia and Australia. The project, which I was in, was maintaining shopping cart and Point of sale (POS) System for the daily operation.

**Responsibilities:**

* Attended Requirements and Design Meetings, Review and Analysis of Requirements and Design Documentation.
* Performed manual testing including functional, system and performance testing in all different Internet browsers (IE, FireFox, and Safari).
* Exporting and importing data to perform database testing.
* Created complex SQL queries for the Back-End testing.
* Performed web application testing for ecommerce solution by validating visual display, usability, navigation, end to end business flows.
* Used Quality Center to house all test documentation and report/track all issues and defects tracking.
* Involved in end-to-end test of Sales and Non sales data in downstream applications, key and poll is the process where sale data originating from stores POS flows to the backend applications
* Interface testing by comparing flat files from the exchange information against application.
* Executed multi-faceted testing including Black Box, Functional, Smoke, Regression, Integration, and Ad hoc Testing according to test plan.
* Designed, implemented, and updated the test plans using Quality Center by reviewing appropriate documentation to test the functionality of different modules.
* Participated in releasing and iteration planning, and represented the QA team.
* Interacted and managed expectations of multiple participants in the application development lifecycle.
* Participated in risk management to help determine best use of development and testing resources.
* Worked with different backend environments to successfully complete the given tasks
* Managed small teams of testers, delegated testers to implement plans and Allocate resources with changing business processes.
* Conducted Backend testing on the Oracle Database using SQL.
* Performed backend testing using SQL queries in Oracle.

**Environment:** Windows XP, MS Office Suite, Oracle/SQL, QC.

**Publix Inc Lakeland, FL**

**QA Analyst**

**Jan 2011- June 2012**

The integration of the supplier, Venders distribution and customer logistics Requirements into one cohesive process to include demand planning, forecasting materials requisition, order processing inventory allocation, order fulfillment transportation services, receiving invoicing, and payment. Also the management and control of all materials, funds and related information in the logistics process from the acquisition of raw materials to the delivery of finished products to the end user.

**Responsibilities:**

* Facilitated meetings among the Change Management, Problem Management and other relevant teams to discuss the impact of the changes, problem tickets and prepare project milestone plans.
* Worked on requirements for various modules covered under Retail and Global E-Commerce (POS) apps that include modules include FI (Account Receivable, Account Payable, and General Ledger), SD (Sales Order Process, Order Delivery), etc.
* Design and Create Test Cases in Quality Center using BPT (Business Process Testing Methodology) by developing and reusing Business Components, and perform traceability mapping to the requirements.
* Analyzed system requirements and developed detailed Test Plan.
* Performed Manual Testing as well as Automation Testing.
* Conducted Functionality, Security, testing manually.
* Performed Back-End Testing to check database integrity by writing SQL queries.
* Created Traceability Matrix to ensure implementation of all functionalities, identify all test conditions and test data needs.
* Used Quality Center for reporting and tracking bug and generating reports.
* Worked with the project manager for planning and organizing the project activities, and in communicating with other business center mangers and stakeholders of the project.
* Involved in all major cycles and phases of the project from scope definition risk analysis to user acceptance testing and monitoring the release of the product.
* Actively resolved day-to-day technology needs of the business unit with a focus on the analysis of processes.

**Environment:** Windows, SQL, QUALITY CENTER, UNIX**.**

**Best Buy, Richfield, MN**

**QA Analyst**

**Jan 2010- Dec 2010**

As a Fortune 500 company, and one of the nation's leading providers of consumer electronics, Best Buy strives to offer value to investors, businesses and consumers. As a QA Analyst of the IBM System Testing team of the POS Project, worked on Credit Card transactions, Daily Operations, and Promotions.

Responsibilities:

* Job operated within a very agile environment, employing 2-4 week sprints, daily scrum meetings, burn-down charts, task weighting, pair programming, refactoring, presentations and review.
* Attended requirements and design meetings, review and analysis of requirements and design documentation.
* Developed and executed functional, integration and system test plans for initial implementation, all break/fix and enhancement changes to the POS System.
* Performed manual, automated testing including functional, system testing in all different Internet browsers (IE, FireFox, and Safari).
* Performed Back-End Testing using SQL queries for data validation and data integration.
* Exporting and importing data into ORACLE Tables to perform database testing.
* Use HP Quality Center to house all test documentation and report/track all issues and defects.
* Extensively used SQL statements to query the Oracle Database for Data Validation and Data Integrity.
* Organized five QA resources on site and five from India.
* Reported and Tracked bugs using Quality Center.

**Environment:** SQL, MS Office Suite, MS SQL Server, Quality Center.

**Education**

Masters of Business Administration (MBA)

Bachelors of Business Administration (BBA)