**Istahaque Hossain**

# SR Quality Assurance Analyst

A position as a Software Quality Analyst/Tester in web based, client/server environment where I can utilize my strong testing background, education and Computer skills.

# Core Strengths

* Over 8 yearsof a Software QA Tester/Analyst and has extensive knowledge in the entire SDLC.
* Participated in automation and manual testing for sanity/smoke, functional, Black Box, White Box, GUI, interface, migration, backend, regression, Reports, performance, integration, End-to-End testing and UAT testing.
* Experience and knowledge on various QA methodologies like Waterfall, Agile, and Scram.
* Experience in data analysis, software quality assurance of client/server and web-based applications and strong ability to troubleshoot complex systems.
* Co-ordinate with the business analysts and developers to understand new software requirements and communicated application requirements issues to the appropriate teams in a timely manner.
* Formulate and documenteddetailed test cases, test scenarios, recorded test results and provided test metrics to the program management and test management teams periodically and reviewed the progress.
* Experience creating and maintaining software test documents like Test Strategy, Test Plan, test cases, test procedures and test scripts based on Use Cases, product specifications, Requirements, Design docs and meeting deliverables in time.
* Expertise working on Microsoft Visual Studio, Quality Center for requirements management, planning, scheduling, running tests, defect tracking, managing the defects and executing the test cases.
* Flexible and versatile to adapt to any new environment and any project.
* Ability to work under tight deadlines, ability to work on multiple projects simultaneously, ability to translate high-level requirements, design into test cases and test scripts, ability to work in cross-functional teams across multiple levels of the organization.
* Possess excellent communication, presentation, analytical, issue finding, solving and learning skills.
* Community Work: Help Community people to apply for Obama Care, Medicare, Medicaid, SNAP Food Stamps/EBT cards through Online applications and submit proof of all documents for the applicant based on the Govt application requirements.

# Skills & Abilities

* Database:MS SQL Server Oracle SQL, SQL\*Plus,
* Languages/Programs: Java, C++, C Sharp, HTML, DHTML
* Testing Tools: SeleniumIDE, WebDriver, UFT, Visual Studio
* Bug Tracking Tools: Jira, HPALM, Microsoft TFS
* Testing Framework: TestNG,Junit
* IDE: Eclipse
* Applications: MS Office Suite,Access, Excel, Word, PowerPoint, Project, FrontPage), MS Visio,
* Operating Systems: UNIX (Sun Solaris), MS-Dos, Linux (Red Hat), Windows (98/2000/7/XP/NT), Main Frame, AS400
* Web application: JAWS 508 Compliance

# Experience

# SrQA Analyst | Bank of America, Charlotte, NC |OCT 2017 TO MAR 2018

# Responsibilities

* Worked on Client server and Web base application.
* Created manual Test cases for Online Loan processor client server application and reviewed test cases based on the objective of Selenium WebDriver strategy.
* Worked with application development and product development teams to produce and implement all testing artefacts including Test Strategy, Test Plans, Test Scripts, Test Data, Test Execution Results and Defects.
* Setup the testing environment and involved in both Manual and Automation testing.
* Implemented Black box, Navigation, Functional, User interface, Security, Data driven, Configuration, System, Regression testing.
* Created queries and perform Backend Testing to check client information with MS SQL Server.
* Used Ghost lab for cross browser testing.
* Worked in agile environment, attended daily morning stand up (scrum) meeting for web application.
* Analyzed the user stories in Jira and designed test scripts in HP Quality Center
* Responsible for performing web test using Selenium WebDriver for checking page contents, broken links, web objects count, frames and tables.
* Developed automation scripts for new web application in Selenium WebDriver to automate smoke and regression testing.
* Managed the testing process, creating issue, log time and track defects using Jira.
* Co-coordinated with System Analysts, Development & Test Teams to review Test Plans, Test Cases, and requirement standards & resolve issues including User Acceptance Testing.
* Performed Functional, Regression, and Integration testing
* Lead a small group with 3 members

# Environment & Testing Tools

MS SQL Server, MS Test Manager, MS Visual Studio, JAWS  508 Compliance,

HP Application Lifecycle Management (ALM 12.01), Selenium WebDriver, Jira (7.3.1), Ghost lab, Java, JSP, JavaScript, XML, HTML, DHTML, EXCEL, SQL, MS Access, Web Services, Unix and Windows.

# Sr QA Analyst |Genuine Parts Company, Atlanta, GA| APR 2012 TO OCT 2017

Genuine Parts Company is the Automotive Parts Group, the largest Automotive Industry, distributes approximately 475,000 automotive replacement parts, accessory items and service items throughout North America, Australia and New Zealand. In North America, parts are sold primarily under the NAPA brand name, widely recognized for quality parts, quality service and knowledgeable people. The Company’s GPC Asia Pacific business serves is the Australasian markets primarily under the brand name of REPCO.

# Responsibilities

* Work on cloud-based Supply Chain Management systems for POS systems & Backoffice
* Maintain & Control ALL the Store Servers & Central systems for NAPA POS systems
* Work with Functional, Integration & System teams for Business & Functional Requirement testing
* Maintain & Control ALL the Service Now tickets for QA environment
* Gather requirements from various project documents
* Writing test cases in Quality Center and Spreadsheet.
* Review SRD, BRD, MRD, Project Charter, and ADD to create Test Plan, Test Scenarios and Test Cases
* Reporting and tracking defects using Quality Center
* Checking database transactions using Sequel Server & SQL Developer
* Executing backend processes using ICOMS, IDM Tools, and WCM.
* Work closely with Developers, Project Managers, and Project Management Team
* General understanding of design, implement and maintain QA methodology and standard procedure
* Schedule and plan Quality Assurance deliverables during project lifecycle
* Conduct formal peer review for test case sessions with project team and provide feedback
* Execute test cases, document actual results, and evaluate compared to expected results
* Troubleshoot unintended results and error logs to investigate cause of unintended results
* Developing & executing test cases for various projects
* Perform late night validation when new releases are being deployed into production
* Perform in functional, integration, regression, stress, and performance Testing
* Execute automation test scripts using QTP for various projects
* Perform Electronic Data Interchange (EDI) testing in system integration
* Process EDI850, EDI855, EDI856 & EDI810 for purchase orders
* Process data by running INFORMATICA Work Flows, Load and validate data
* Mock up the data in INFORMATICA WF before load into the RPM system
* Experience in XML applications
* Demonstrated experience in performance and stress testing
* Ability to simultaneously handle multiple technically complex projects
* Experience with MS Office Tools (Word, Excel, Access, Power Point, MS Project)
* Support User Acceptance Testing, including researching test results during UAT
* Create TSR based on testing on different kinds of environment
* Schedule and coordinate new builds into the QA environment
* Experience working in AGILE environment and work flows
* Maintain & Submit ALL the Site Request Forms for most of the environments
* Maintain & Build TAMS RPM connectivity in GPC QA, Preview, PrePROD environments
* Maintain all the communications with other Team Members to set up the B2B Gateway
* Execute & validate PRODUCTION Issues in GPC QA Environment
* Simultaneously handle multiple technically complex issues at a time
* Research UAT scenarios in GPC QA and produce results during UAT
* Perform in functional, integration, regression, SIT, and performance Testing
* Perform support to include Laptops, Desktops and/or Printer diagnose to resolve issues
* Perform support in the troubleshooting of software applications
* Troubleshoot unintended results and error logs to investigate cause of unintended results
* Work closely with developers, Vendors, Project Manager’s, BA’s, UAT team etc…
* Worked in Data Warehouse to migrate data for EDI transactions (Electronic Data Interchange).
* Used FIREFOX Poster tool for Web Services API testing to get Store ID, Store Number, Pricing & Quantities on XML tags.
* Validate end to end Credit Card systems using Red Box & First Bank for the process

# Environment & Testing Tools

J2EE, Windows XP/2007, Oracle SQL, Java platform, .NET Environment

Selenium web driver, Eclipse, TestNG, Maven, Jenkins, Jira and Manual Testing

# QA Analyst |Wells Fargo Bank, Winston Salem, NC| OCT 2011 TO DCE 2011

Wells Fargo is a diversified financial services company providing banking, insurance, investments, mortgage, and consumer and commercial finance through more than 9,000 Branch Locations and 12,000 ATMs across North America and internationally. Wells Fargo ranked 4th largest bank in America.

# Responsibilities

* Writing test cases, test plans and test strategies and creating test scripts with the help of epic documents for financial area.
* Prepared and executed test cases for financial functionality.
* Understanding business requirement documents and epic documents to identify the expected behavior of the system.
* Creating and maintaining test scripts in TFS. Creating and tracking defects though TFS. Reporting defects through MTM.
* Following up with various people in the team to keep track of the progress through TFS. Resolving issues and reporting progress inTFS.
* Working with developers and keeping track about new builds and releases.
* Working closely with Business Analysts to plan test strategies.
* Participated in UAT test script and help user to understand financial functionality.
* Created batch file for financial payment, store value card activation, address updated etc.
* Responsible for Smoke Test, Functional and Regression Tests
* Write SQL queriesto retrieve the data from various tables to test the database.
* Peer review all test scripts
* Maintaining the requirements traceability matrix and reviewing frequently to ensure that test cases appropriately translated and mapped to requirements.

# Environment & Testing Tools

MS SQL Server, MS Test Manager, MS Visual Studio, JAWS  508 Compliance,

# QA Analyst |COX Communications, Atlanta, GA| FEB 2010 TO DCE 2010

Cox Communications (also known as Cox Cable and formerly Cox Broadcasting Corporation) is a privately owned subsidiary of [Cox Enterprises](http://en.wikipedia.org/wiki/Cox_Enterprises) providing digital [cable television](http://en.wikipedia.org/wiki/Cable_television), telecommunications and [wireless](http://en.wikipedia.org/wiki/Wireless) services in the United States.Responsibilities

# Responsibilities

* Gather requirements from different kinds of project documents
* Writing test cases in Quality Center and Spreadsheet
* Export Test cases from QC to Spreadsheet
* Review SRD, BRD, MRD, Project Charter, ADD to create Test Plan, Test Scenarios and Test Cases
* Reporting and tracking defects using Quality Center
* Checking database transactions using Sequel Server.
* Executing backend processes using ICOMS, IDM Tools, and WCM.
* Work closely with Developers, Project Managers, Project Management Team
* High proficiency in programming language like VB.NET, VB Script, .NET etc
* General understanding of design, implement and maintain QA methodology and standard procedure
* Schedule and plan Quality Assurance deliverables during project lifecycle
* Conduct formal peer review for test case sessions with project team and provide feedback
* Execute test cases, document actual results, and evaluate compared to expected results
* Troubleshoot unintended results and error logs to investigate cause of unintended results
* Developing & executing test cases for various projects
* Perform late night validation when new releases are being deployed into production
* Perform in functional, integration, regression, stress, and performance Testing
* Execute automation test scripts using QTP for various projects
* Experience in XML applications
* Demonstrated experience in performance and stress testing
* Support User Acceptance Testing, including researching test results during UAT
* Create TSR based on testing on different kinds of environment
* Schedule and coordinate new builds into the QA environment
* Experience working with AGILE methodologies and work flows
* Experience working in ICOMS Billing Systems for Bill Pay

# Environment & Testing Tools

ASP.NET, VB.NET, J2EE, Windows XP/7, AS400, **XML**, **.NET** Environment

Quality Center, Quick Test Pro, **ICOMS for billing systems**

# QA Analyst |Manheim Technologies, Atlanta, GA| DEC 2006 TO DCE 2009

Manheim (parent company **COX** communications) is the web based world's leading provider of used vehicle services and a marketplace for the millions of cars that change hands every year. Manheim is a post selling online vehicle auction that supports sellers in achieving the maximum value and provides buyers a reliable and safe market to purchase a wide range of vehicles

# Responsibilities

* Gather requirements from different kinds of project documents
* Write level test plans ( System, Integration, Master)
* Work closely with Developers, Project Managers, Project Management Team
* Created and used Traceability Matrix to track testing status and change status of Scope of testing
* Export Test cases from QC to Spreadsheet
* Review SRD, BRD, MRD, Project Charter, ADD to create Test Plan, Test Scenarios and Test Cases
* Developing & executing test cases for various projects in Quality Center and Spreadsheet
* Reporting and tracking defects using Quality Center and Jira
* Checking database transactions using SQL query tool Squirrel
* Executing backend processes using UNIX Server (Sun Solaris)
* Verify data in UNIX Server (Sun Solaris) system
* Document outcomes from the team status meetings.
* Maintain and execute assigned tasks and follow SDLC process
* Manage priorities for defects to meet release deadlines
* Consulting with the business analysts & programmers to write test cases and test plans.
* Developed and maintain a thorough knowledge of the assigned individual application (myAccount) and become SME on that product
* Mentor less experienced Analysts
* Help schedule and coordinate new builds into the staging & production environment
* Perform late night validation when new releases are being deployed into production
* Perform in functional, integration, regression, stress, and performance Testing
* Execute automation test scripts using QTP for various projects (Post Sales, Pre Sales, and PS2 etc.)
* Support User Acceptance Testing, including researching test results during UAT
* Schedule and coordinate new builds into the QA environment
* Experience in XML applications
* Experience working with AGILE methodologies and work flows

# Environment & Testing Tools

UNIX Server (Sun Solaris), J2EE, Windows XP, Java platform, .NET Environment, SQL

Quality Center, Quick Test Pro, Jira, Manual Testing in AGILE

# Education: Bachelor of Science in Computer Information Systems, 2003

# DeVry University, Atlanta, GA

# Certifications: SQL Certified