**Muhammad Ali**

**Objective:**

Extensive experience as a Quality Assurance Analyst specialize in writing Test Requirements, Test Cases and Test Plans*.* Ability to resolve uncover defects of an application in early stage of SDLC, which helps to improve the application’s quality and reduce development cost. Seeking a Quality Assurance Analyst position in a company that provides an open environment with many opportunities for continuous growth .

**Career Summary:**

* Software QA Engineer experience working with Web-based and client/server applications.
* Good Knowledge of different domains including Banking and Mortgage Industry.
* Experience in developing Test Plans, Test Cases based on BRD.
* Good understanding of different Software Development Life Cycle (SDLC).
* Thorough hands on experience with all levels of testing including Smoke Testing, Sanity Testing, Integration Testing, Functional Testing, GUI Testing, Browser Testing, Regression Testing and User Acceptance Testing.
* Expertise in use of HP ALM/Quality Center for writing test cases, test execution, defect management, defect tracking, and bug reporting.
* Analyzed test results to ensure existing functionality and recommend corrective action where necessary. Participated in UAT and wrote Test Cases for UAT.
* Implemented Smoke Testing, Sanity Testing, Black Box Testing, GUI Testing, Functionality Testing, Positive and Negative Testing, Integration Testing, System Testing, User Acceptance Testing (UAT) and Regression Testing of Web Based Applications and Client-Server Applications.
* Excellent skills in generating and maintaining Requirement Traceability Matrix and performing GAP Analysis.
* Organized, detail-oriented and have the ability to work well in a time sensitive environment.

**Technical Skills:**

**Operating System:** Windows XP/2003/Vista/7/2008

**Defect Management Tools:** HP ALM/Quality Center, Microsoft Team Foundation Server (TFS)

**Databases:** Oracle, MS SQL Server

**Mainframe/Green Screen:** Worked on Mainframe Green Screen for credit card and loans

**Mobile Testing:** iOS, Android

**IVR Testing:** Interactive Voice Response

**Others:** MS Word, MS Excel, MS Visio

**Professional Experience:**

**Sallie Mae Corporation, Newark, DE Jan 2015- Aug 2016**

**QA/UAT Analyst**

Sallie Mae is an organization comprised of many deliberate financial and education-related products and services. Sallie Mae offer private student loans for undergraduate and graduate students. I was involved on various project such as Online Loan Services, Application for Call center and Collection Department, Correspondence Validation, IVR, Mobile Testing (IOS and android).

###### Responsibilities:

* Wrote UAT test cases for the different aspects of the project according to the business specification document.
* Identifying and defining business needs converting business needs into business requirements.
* Creating wireframes and workflows using Microsoft Visio.
* Daily system applications health checks from internal portal and customer interface applications.
* Wrote, Ran and Executed Test Cases based on business requirements.
* Performed Mobile Testing for online loan Services application on across browser.
* Performed Smoke, Front end, Negative, Positive, Functional and regression testing using TFS.
* Strong Familiarity with I phones and android operating systems and applications.
* Conducted mobile testing across the web for various online applications.
* Involved in End to End Application Testing.
* Provided customers with alternative credit cards & cheques.
* ACH payments are electronic payments that are created when the customers authorized to debit directly from checking or saving account.
* Validate customer based application against company application using Main Frame
* Converted Functional requirements into detailed scenarios and test cases.
* Performed data drive testing to validate the same set of operation with different set of data
* Analysis the testing activities as per the planned forecast for the given projects.
* Supported User Acceptance testing Team in preparing the test scripts and test execution.
* Documented and reported bugs using TFS
* Actively participated in status reporting meetings and weekly Defect Review meetings with Business, Testing and Development Team.
* Knowledge sharing during Testing cycle and process among QA, BA teams as required.
* Gathering and documented Requirement for business.

**Environment**: Microsoft Team Foundation Server, Mainframe, Windows 2007, Mobile Lab, FDR, Tealeaf, Java.

**Fifth Third Bank, Dayton, OH Feb 13– Dec 14**

**QA Analyst**

Fifth Third is one of the most trusted U.S banks for safeguarding customer privacy data. It is widely recognized as one of the biggest performing banks in the nation. The project was initiated to assist clients with online mortgage resources as well as mortgage officers with various qualification standards. I was involved in the ‘Mortgage Loan Center’ module, which allows Custom Quotes, loan applications, and information about loan origination.

###### Responsibilities:

Wrote test plan and test cases for User Acceptance Testing and created Requirement Traceability matrix to keep track the changes.

* Collected business requirement, converting business need into business requirement.
* Conducted JAD sessions with business users, developer and SMEs
* Conducted meetings with cross functional stakeholders to address business issues
* Worked with business SME's and IT staff to identify and translate business requirements into system requirements.
* Performed walkthroughs with Development, BA and UAT team.
* Involved in mobile testing for both ios and andriod.
* Wrote, Ran and Executed Test Cases based on business requirements.
* Detected Money Laundering.
* Was involved in Functional Testing of Anti Money Laundering for Banking and Financial applications.
* Performed back-end testing procedures using SQL statements for some online customer interactions.
* Produced functional specifications and led weekly meetings with developers and business units to discuss outstanding technical issues and deadlines that had to be met.
* Converted Functional requirements into detailed scenarios and test cases.
* Performed Data-Driven testing using parameterization in QTP using advanced Data Tables.
* Performed data drive testing to validate the same set of operation with different set of data
* Analyzed portfolio management, investment planning, financial planning, customer support and investment strategy tools and processes.
* Developed Test Cases and Scripts for functionality and Regression Testing.
* Involved in configuration testing.
* Used QC to organize the testing process and to manage and report defects.

**Environment**: HTML, Oracle, SQL, QTP, HP Quality Center, Web Services and Windows 2000.

###### TD Bank, Cherry Hill, New Jersey Feb 2011- Jan 13

###### QA Analyst

Worked as a Manual Tester for TD Bank, which is one of the nation's leading Banking. It provides customers with variousservices such as online credit card accounts, Checking and Savings accounts, and Online mortgage.

The project was initiated to leverage an enterprise application that maximizes the user of common processes, vendors, tools and technology to generate loans consistently for all channels and Produce a web-enabled mortgage origination platform across all channels.

**Responsibilities:**

* Analyze Business, System requirements that are being loaded in HP Quality Center tool by BSA.
* Direct/coordinate with BSA in order to manage and update the missing parameters of requirements in QC.
* Involved in creating Test Plans for the different aspects of the project according to the business specifications in coordination with the QA lead and project manager
* Responsible for reviewing business requirements, functional specifications, project schedules, documentation and test plans.
* Logged defects in HP Quality Center and verifying all the cycles of the defect that I am responsible for.
* Performed UAT, Positive, Negative and Boundary testing using the approved test cases.
* Involved in creating test cases for regression testing and assist test lead during the testing activities.
* Analyze the requirement coverage and traceability to ensure the testing coverage.
* Analyze test cases and defects being loaded in QC by QA teams to ensure the link entities and accuracy of data.
* Performed Parameterization using QTP
* Coordinate with QA team to manage and update the missing parameters of test cases and defects in QC.
* Performed Manual Testing to test the usability of the application.
* Conducted GUI testing to test the appearance and properties manually.
* Performed Smoke Testing, Sanity Testing.
* Verified the web services for its functionality, reliability, scalability using SOAPUI web services test automation tool.
* Performed back-end testing using SQL queries to validate data and perform Data integrity testing.
* Analysis the testing activities as per the planned forecast for the given projects.
* Analysis the Weekly QA Metrics Reports for to correct the reporting errors.
* Modified test scripts created by the system test team to meet UAT needs
* Supported User acceptance testing (UAT) in preparing the test scripts and test execution.
* Documented and reported bugs using Quality Center.
* Actively participated in Status reporting meetings and interacted with Developers to discuss the technical issues.
* Worked with the team lead to meet the requirements.

**Environment**: Quality Center, QTP, SQL, SOAPUI, Windows, HTML, Oracle9i, MS Office Suite.

###### Virginia commerce Bank, Chantilly, VA Oct 2009– Jan 2011

###### QA Tester

Virginia Commerce Bank (VCB) is a full service community Bank that provides Banking, Investment, Mortgage and other variety of Services to its clients. My project module involved the loan application deployment that allowed VCB to automate its loan origination process, by allowing the loan officers to enter the data directly into the system, manage new mortgages by tracking the status, and by producing the task list and delegating them to the other users within the other organization. In the new application, multiple users can work parallel on the same mortgage case.

**Responsibilities:**

* Analyze Business, System requirements that are being loaded in HP Quality Center tool by BSA.
* Direct/coordinate with BSA in order to manage and update the missing parameters of requirements in HP Quality Center.
* Involved in creating Test Plans for the different aspects of the project according to the business specifications in coordination with the QA lead and project manager
* Responsible for reviewing business requirements, functional specifications, project schedules, documentation and test plans.
* Meet all milestone dates associated with System Testing in order to ensure Middleware Services meets its commitments to our clients.
* Involved in creating test cases for regression testing and assist test lead during the testing activities.
* Analyze the requirement coverage and traceability to ensure the testing coverage.
* Analyze test cases and defects being loaded in HP Quality Center by QA teams to ensure the link entities and accuracy of data.
* Coordinate with QA team to manage and update the missing parameters of test cases and defects in HP Quality Center.
* Engaged in Web service testing on the new servers implemented.
* Manually updated the test cases in Quality center as per the test result documentation.
* Direct/ coordinate with resources to update the data according to projects status.
* Getting updates and working with project team members for issues captured through metrics reporting.
* Manually performed back end testing using routine SQL commands to verify the data integrity
* Knowledge sharing on reporting cycle and process among QA, BSA teams as required.
* Process the user access requests for HP Quality Center for new team members.
* Instruct/ train new team members to use the HP Quality Center, if required.
* Troubleshoot user access errors for HP Quality Center.
* Initiate and complete the process to add/ remove of items in the tools as per the project requirement.

**Environment:** HP Quality Center, QTP, Oracle/SQL, Windows, MS-Office, Java, Oracle, SQL.

**Education: Bachelor's in Arts**