**TALAT MUNIR**

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Software Professional experience of 7 years as QA in CRM and e-business applications

A Successful Experience in planning, managing, executing and delivering of large scale project efforts with diverse functional elements.

**Summary**

* Strong background in SDLC in large environments with multiple applications, databases, ERP and CRM. Experienced in collaborating and working closely with technical and business experts and users.
* Expertise in QA and deployment, and all types of related documentation: Release plan, Test Plans, Test Matrices, Test Scenarios, Test Cases HP ALM (manual), JIRA, Test progress chart, Defect status report and Test summary report.
* Expertise in all aspects software testing like unit testing, System Integration, functional, load, User Acceptance testing, Performance testing, Partner Integration & Acceptance testing, Smoke Testing, Regression testing , blackbox/whitebox testing, backend testing and final deployment.
* Experience in providing technical, tactical, and strategic direction to the QA team. Ensure teams achieve thorough test coverage via manual testing
* Conducted interviews, meetings and JAD sessions during the process of requirement gathering
* Extensive knowledge and experience in managing large projects/programs involving onsite-offshore delivery model.
* Created reporting specifications and tested reports for data and logic accuracy.
* Created source target data mappings and defined any data transformations based on the business requirements.
* Experience in developing and maintaining Requirements **Traceability Matrix** RTM to make sure customer requirements are captured successfully.

**Technology Background**

**Project Management**: MS Project, Excel, Visio. Agile, Waterfall

**ERP/CRM**: Oracle, Siebel

**Modules**: Account, Contact, opportunity, Quote, Product, Policies

**Testing Tools:** HP ALM, Test Director, Remedy, JIRA

**Test Strategies:** Functional, System, Integration test, Regression, black box/white box testing and UAT.

**Reporting Tools**: Microstrategy, Informatica

**Database**: Oracle, SQL Server, DB2 MySQL/Linux, Weblogic, Websphere, MySQL, MS Access, ETL

**Other**: Java, XML, C++, SQL, JavaScript, Windows NT, XML, HTML, CSS, Ajax.

**Key Projects**

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QA Analyst Aug 2017 till Current

Best Buy MN

QA Tester Mar 2017 to May 2017

Signet jewelers, Akron OH

QA /Software Test Engineer May 2016 to Mar 2017

Premera Blue Cross, Mount Lake Terrace, WA

Sr. Quality Analyst April 2015 to Mar 2016

LG&E, Louisville, KY  

Quality Analyst Sep 2014 to April 2015

Mercury Insurance, Brea, CA

Quality Analyst Jan 2013 to Aug 2014  
Hughes Telematics, Atlanta, GA

Analyst/ Developer – QA Manual July 2011 to Dec 2012

VSP, Sacramento CA

**Project Details**

**Client: Best Buy, MN Aug 2017 till Current**

**Role: QA Analyst**

**Project Summary:**

Best Buy is a leading provider of technology products, services and solutions. The company offers expert service at an unbeatable price more than 1.5 billion times a year to the consumers, small business owners and educators who visit our stores, engage with Geek Squad agents or use BestBuy.com or the Best Buy app. Working as a SR. QA Analyst on CAP (Career Activation Platform) project, which serves as a middle-ware between the client and the various carriers

**Responsibilities:**

* Worked closely with different carriers (ATT&T, Verizon, Sprint) to understand and document client side’s requirements.
* Participated sprint planning sessions, to determine and finalize scope items for current and future sprints.
* Created Test Plans, Test strategies, Test cases for various sub projects, enhancements and features within the CAP (Carrier Activation Platform) Project.
* Project Summary: Participated in the daily SCRUM meeting to update the QA progress and identify the blockers for the assigned deliverables.
* Utilized WSDLs and files to perform web services testing using SOAP UI.
* Wrote and Executed SQL queries to validate the data between the database and the UI.
* Represented QA team for JAD sessions with business analysts, DEV peer reviews by the developers and participated in the QA handoff meetings to better understand the requirements and the scope of the features being tested.
* Participated in Application Walk-through sessions, of upcoming releases.
* Participated defect Triage meeting with the Business, Project management and Developers.
* Reported to the higher management the status of testing and over all progress being made towards the milestone.
* Pulled Test execution and Defect reports from Quality center to report the test coverage and defect resolution.
* Created the Traceability matrix based on Functional requirements in each module.
* Escalated defects to programmers/developers to resolve the issue in order to provide bug free product to the client.
* Assigned daily tasks to the offshore team and closely monitored their progress and test case execution status.

**Distribution System Mar 2017 to May 2017**

**Client: Signet jewelers, Akron OH**

**Role: QA Tester**

**Project Summary:** The Project involved merging of Dallas Distribution System to Akron Distribution System. Existing functionality of Akron Distribution System will remain as is with few changes that is Dallas products will be added as a new source. The current Dallas Distribution System Application would be removed.

**Responsibilities:**

* Interact with developers/BAs to understand the design, communicate the test scenarios and finalize the test strategy.
* Work with Business analysts and developers to create test scripts to validate the build for new functionalities, new workflows, new assignment manager rules and data migrated by EIM. Use SQL to run queries in database to validate data. Gather existing test scripts for regression testing.
* Use Mercury Quality Center to organize Requirements, Test Cases, Test Execution Reporting, Defect Management.

**Sales and Marketing (CRM) May 2016 - Mar 2017**

**Client: Premera Blue Cross, MountLake Terrace, WA**

**Environment: Siebel, Oracle Data warehouse, QC , Siebel Analytics, Informatica.**

**Role: QA, Release and Deployment, Oracle/Siebel**

**Project Summary:** The Project was intended to support the business process around Small Group in Edge (Siebel CRM). Existing functionality was utilized with the existing Screen and related views. Slight modifications were made to these views in order to properly serve Small Groups in Edge. Additionally there were other requirements documents to support Quotes for Census, Rating, and Quote Validation. Once the migration was done from the old CRM web Application to the Oracle Siebel CRM app the functionality of creating an account and adding a customer from an opportunity till the creation of the Policies would work as is.

**Responsibilities:**

* I was Responsible for creating Test Scenarios and test cases based on the BRD for the small Groups and testing and executing them using Edge and doing Manual and Regression testing on each Test Case using HP ALM (manual)
* To ensure the functionality in SMART Existing web Application will be supported In Edge i.e. Siebel after making various modifications on the Screens, views and Fields in Edge on small Groups.
* Addressing any issues regarding the testing with other team members and making sure they are properly executed and following up with defects (if any) with developers.
* Created test documentation such as test plans, test cases, and test summary reports. Review and provide feedback for test documentations and development documentation such as requirements, use cases, and design specifications.
* Created tests based on analysis of architecture, data base, detailed design specifications, code, integration to other applications etc. Identify and document test pre-conditions and post-conditions and interactions between tests.
* Involved in coordinating testing activities with different testing and development teams.
* Quality Center used for Test Management and Defect Tracking.
* Involved in Creating Test Cases, Test Sets, and Test Status Reports using Quality Center.
* Created SQL Queries for Data Validation and Data Reconciliation Testing.
* Identify and document test pre-conditions and post-conditions and interactions between tests.

**LG&E, Louisville, KY                                                April 2015 – March 2016**

**Sr. Quality Analyst**

Louisville Gas and Electric Company and Kentucky Utilities Company, part of the PPL Corporation (NYSE: PPL) family of companies, are regulated utilities that serve a total of 1.2 million customers and have consistently ranked among the best companies for customer service in the United States. The internal IT Security Corporation needed a protected, robust, and flexible tool to support all of their three Systems. The idea was to interface their current systems with a secured tool to automate them so that they could be able to do all their tasks on one platform using LG&E Cascade tool.

**Responsibilities:**

* Gathered all the AS\_IS requirements from three different source systems which included their asset tracking systems (Corporate Tracking system), Camera monitoring system (Genetec system) and their Physical Access Control System (PACS).
* Worked with IT Security clients to understand their needs and provide solutions using structured SDLC approach.
* Performed the requirement analysis, impact analysis and documented the requirements using MS Visio to create process flows for TO\_BE Documentation.
* Worked with the developers to interface all their source systems with CASCADE tool
* Created wireframes for better visualization of the software solution
* Performed different types of testing using JIRA.
* Assisted the PM in setting realistic project expectations and in evaluating the impact of changes on the project plans accordingly and conducted project related presentations.
* Helped with end user training
* Conducted User Acceptance Testing (UAT)
* Functioned as the primary liaison between the business line, operations, and the technical areas throughout the project life cycle

**Environment:** Microsoft Office SharePoint 2007, MS Office, SQL Server, MS Project, MS FrontPage 2003, MS Access, EDI, Documentum 2.0., UML.

**Mercury Insurance, Brea, CA                             Sep 2014 – April 2015**

**Sr. Quality Analyst**

Mercury provides insurances for automobiles as well as to home owners, the project involved maintaining huge Data in their db. Netezza data ware house in the production environment from different OLTP Systems to generate quality of reports for appropriate analysis.

**Responsibilities**:

* Gathered requirements from the stakeholders by conducting meetings with them and document them using all the tools to make sure they are readable for any end user.
* Taking the defects from the prod and find the root cause of the defect and analyzing them to find the solution without impacting the other schemas in the DWHUB.
* Finding the root cause by using the ETL Tools as to find out the defect might have originated from the OLTP Source or from the staging tables or from the target table.
* Worked on Data mapping, logical data modeling, and ER diagrams and used SQL queries to filter and test data.
* Gathered requirements and modeled the data warehouse and the underlying transactional database
* Perform Gap Analysis of the processes to identify and validate requirements.
* Design and review of various documents including the Software Requirement Specifications (SRS), Business requirements document (BRD), Use Case Specifications, Functional Specifications (FSD), Systems Design Specification (SDS), Requirement Traceability Matrix (RTM) and testing documents.
* Validating reports from the micro strategy tools and comparing them by states, years and months.
* Functioned as the primary liaison between the business line, operations, and the technical areas throughout the project cycle.
* Worked with ODS and OLAP system. Worked with Data Extraction, Transformation and Loading

**Environment:**TOAD, Microstrategy, Informatica, netezza db.  Rational Suite, XML, VBA, Crystal Reports, Oracle, UML, MS Project, MS Office, MS Visio

**Sales and Marketing Jan 2013 – Aug 2014**

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| **Client: Hughes Telematics – Atlanta, GA**  **Environment : SQL, Java, HTML, MS Office, SOA, XML, WSDL, Microsoft Visio, UML, UAT, Version One, JIRA, Toad, Business Objects, Top Team, Informatica** |

**Role: Quality Analyst**

**Project Summary:** The project was a new SOA based web application deployed on ATG server. It was an After Market product called ***In-Drive*** that would collect the data from the vehicle from the OBD unit and through various integrated applications passes it all the way to web to display the information of the vehicle and provide different feature services to the End customer. This is a huge initiative from HTI and includes efforts from several business units. Our team was responsible for managing integration using new and legacy applications using Core Java, Web Services, Middle ware Services, Siebel, Call Center Anywhere, ERP, OBIEE and Telematics Operating System.

**Responsibilities:**

* Interfaced with the client as part of the Requirements Engineering team to finalize the project scope.
* Developed and Design System requirement specification documents as well as high-level project plan including SLP’s and OLP’s based on the Documented and delivered Functional Specification Document to the project team.
* Designed and developed Use Cases, Activity Diagrams, Sequence Diagrams, and OOD using UML.
* Provide leadership in design, development, implementation and on-going enhancement of E-Commerce software applications and environments.
* Act as internal subject matter expert for E-Commerce software and environments.
* Assisted the PM in developing Use Cases and project plans and also managed changes to the scope of the project.
* Performed extensive Requirement Analysis including data analysis and gap analysis.
* Designed and developed project document templates based on SDLC AGILE methodology.
* Participated in various stages of data and requirement analysis for project Identified internal and external system requirements, design and configuration set-up, also created User Documentation and conducted training classes.
* Executed SQL queries as a part of Backend testing to verify the integrity and data validation of the database.
* Communicating with dba’s with Data validations using SQL-scripts for Application DB.
* Create and run SQL JOBs for the day to day activity.
* Used Remedy to log a defect or any other request for the developers or the BA’S
* Assisted with user testing of systems, developing and maintaining quality procedures, and ensuring that appropriate documentation is in place.
* Performed task decomposition, delegated tasks and monitored project milestones using MS Project.

**Environment:** Microsoft Office SharePoint 2007, Microsoft visio , **remedy**, Version One, Topteam MS Office, SQL Server, MS Project, MS FrontPage 2003, MS Access,

**Sales and Marketing July 2011 to Dec 2012**

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**Client:   VSP, Sacramento CA**

**Environment:  Quality Center, Siebel, Oracle, Windows**

**Role:  Analyst/ Developer – QA Manual Testing**

 The project involved migration of call center application. Bug fixing after testing of the initial migration. My role was to plan and execute all testing and release management for major releases and production support releases.

* Interact with developers/BAs to understand the design, communicate the test scenarios and finalize the test strategy.
* Work with Business analysts and developers to create test scripts to validate the build for new functionalities, new workflows, new assignment manager rules and data migrated by EIM. Use SQL to run queries in database to validate data. Gather existing test scripts for regression testing.
* Use Mercury Quality Center to organize Requirements, Test Cases, Test Execution Reporting, Defect Management.
* Create manual test cases in JIRA . Create various reports in Test Director to analyze the testing process.
* Generate periodic reports on the test progress to the Functional Project Manager who oversees the high level effort.