**Umair Syed**

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E-COMMERCE QUALITY ANALYST

PROFESSIONAL SUMMARY:

* I have been working as QA Tester for the past 6+ years in Retail Industry with strong knowledge of all phases of Software Development Life Cycle (SDLC) and Software Testing Life Cycle (STLC) catering to Retail (POS)/e-Commerce sector.
* Experienced at interacting with business users and driving test discussions.
* Emphasis on manual and automated testing tools, Web based and Client/Server applications.
* Diversified experience in Quality Assurance and Software Testing.
* Performed planning and development of Test Plans, Design Test Cases and Test Scenario to meet product’s business requirements.
* Transitioned software development efforts to a test-driven development (TDD)process, which brought QA testing in on the front-end of the development cycle for gains in code quality, software functionality and programmer productivity.
* Experience in interacting with Business analyst, Developers, and Technical support and help them on Baseline requirement specifications.
* Good knowledge of Test-Driven Development, XP (extreme programming) and Agile Environment.
* Process Modeling, Swim Lane Diagrams, Functional Decomposition, Functional Definitions, and Data flow diagrams, Work Flow Analysis/Gap Analysis, Writing Process Specifications Efficient in interacting with business users, facilitating meetings, JAD sessions and interviews.
* Experienced in developing test plans, test strategy and assessing situation to come up with action plan.
* Participated in many sprint planning meetings.
* Experienced in Black Box, Positive, Negative, Integration, System Testing.
* Experienced in GUI, Regression and Functional Testing.
* Implemented Sanity Testing, Smoke Testing, stress testing load testing White Box testing like back testing, Black Box Testing, GUI Testing, Functionality Testing, Positive and Negative Testing, System Testing, User Acceptance Testing (UAT) and Regression Testing of Web Based Applications and Client-Server Applications.
* Experienced in Enterprise Defect tracking tools like HP Quality Center and Team Foundation Server (TFS).
* Used Perfecto Mobile for Mobile application testing on Iphone/Ipad and Android devices.
* Expertise in translating user requirements into technical specifications and mapping the process design, work flows for SDLC with documenting and managing business requirements.
* Strong communication skills/presentation skills and a complete team player.
* Worked closely with the project manager to estimate best/worst case scenarios, track progress with weekly estimates of remaining work to do, conducting informal meetings ad hoc and as needed.

**TECHNICAL SKILLS**

**Testing Tools**  UFT/QTP/HP Quality Center, Soap UI, Microsoft Test Manager (MTM), Team Foundation Server (TFS), Perfecto Mobile ,JIRA

**Test Documentation** Use Cases, Test Conditions, Test Scenarios, Test Cases, Test Scripts & Traceability Matrix

**Languages** VB Script, SQL, HTML & XML, XHTML, Selenium

**Documentation**  MS Office & Adobe Tools

**Operating Systems** Linux, Windows NT/2000/XP/Vista/Windows 7

**Methodology**  Agile (SCRUM) and Water fall

**Projects:**

**Nordstrom Rack, Seattle, WA**

**QA Tester Jun 2014 to Present**

**Description:**

**Project – e-Commerce Application (www. Nordstromrack.com)**

##### Nordstrom was implementing a new system for improving the official **e-Commerce** portal (www.nordstromrack.com). New functionality was added for faster check out. Search feature was also enhanced so customers can find their favorite items. As a QA Tester I was responsible for testing web based e-Commerce application, reviewing system behavior under extreme conditions, conduct Regression Testing, User Acceptance Testing, Manually and using automated tools like Microsoft Test Manager and Team Foundation Server.

**Project – Nordstrom Rack mobile application for Iphone and Android devices**

Nordstrom Rack **mobile e-Commerce application** is newly designed with features like entire product catalog, secure check out features, locate store, track order etc on Iphone and Android devices. As a QA I wrote test cases and scenarios for mobile testing and tested mobile application manually and using mobile application tool like Perfecto Mobile.

**Responsibilities:**

* Performed e-commerce functionality testing manually and using **ALM/Quality Center.**
* Participated in Design Phase, together with members of the Product team, developers, and DBAs for e-commerce and Mobile testing.
* Attended weekly meetings in order to address any new developments.
* Followed **Agile methodology** during the project.
* Conducted **Mobile Application testing** for Iphone/Ipads, Android tablets and handsets using **Perfecto Mobile**.
* Analyzed the Business and Technical Documents to understand the Data flow from Front End to Back End.
* Followed established formats and procedures, created new formats, as well as researched, created, edited technical and business data documents.
* Maintained Traceability Matrix.
* Used **JIRA** for tracking, analyzing and Documenting Defects.
* Performed Sanity testing, Smoke testing, Positive and Negative testing and Usability testing.
* Created technical documents for software and hardware.
* Analyzed software test plans, co-ordinate automated and manual test cases.
* Performed Regression Testing using **QTP**
* Created Requirements Traceability Matrices (RTM) manually.
* Performed verification and validation test manually.
* Tested computation of customer premiums, cash value and benefits using Excel functions.

**Environment:** Windows XP, TFS, Microsoft Test Manager, **POS**, JSP, Google Chrome, Mozilla Firefox, Safari, Tomcat, SOAP UI, Manual testing, Project Life Cycle (PLC), XHTML, Excel, MS Visio, MS Project, Oracle

**Best Buy, Richfield, Minnesota**

**Senior QA Tester Aug 2012 to May 2014**

**Description:**

As a senior tester I was involved in testing the **Mobile e-commerce application** for Best Buy. Using **Mobile Web application** customers can shop using mobile phones and tablets wherever they are with just few clicks. This mobile application is synchronized with Best Buy official e-Commerce portal www.bestbuy.com. Customers purchasing goods online can track their orders using this Mobile Web application. As a QA Tester I executed test scripts manually and using automated tools.

**Responsibilities:**

* Participated in design, development phase and documented **e-Commerce and Mobile** Business Applications and interfaces for multiple environments.
* Drove multiple projects with different work streams towards completion of testing, defect resolution, implementation, and support in an **Agile/Scrum** development environment.
* Comprehensive knowledge of Visual Studio.
* Executed Functional, Integration and Regression testing of the e-Commerce application using QTP.
* Participated in business requirement gathering for mobile applications.
* Conducted **Mobile Application Testing** using **Perfecto Mobile.**
* Creation and Execution of Test Scripts using Quick Test Professional (QTP) and analyze results including black box and regression testing.
* Assisted developers in debugging efforts for mobile application by conducting root cause analysis.
* Used Quality Center to store test cases, report and track defects.
* Used SOAP UI for Web Services testing.
* Handled testing activities for implementing and rollback procedures while deploying enhancements into production.
* Worked closely with the User Acceptance Test Coordinator, Project Manager and Business System Analysts to understand business processes and develop concrete UAT cases.
* Performing User acceptance test scenarios.
* Performed various type Performance Test like Capacity, Stress, Longevity, Performance Testing.

**Environment:** Windows XP, Quality Center 9.0, QTP 8.2, Google Chrome, XHTML, Mozilla Firefox, Safari, Apache, Perfecto Mobile, SOAP UI, visual studio 2005.

**Target, Minneapolis, MN**

**QA Tester Sep 2010 to July 2012**

**Description:**

As a QA I worked on the **e-commerce** website for Target (www.target.com). It focused on inventory tracking and also optimal stock maintenance for all the orders made on the web portal.

**Responsibilities:**

* Involved in the creation of test plan and test cases based on functional specifications required for manual testing of marketing campaigns (promotions).
* Determined user requirements and goals by conducting meetings.
* Designed, scheduled and executed test plans within the pre-defined timeframe.
* Performed Functionally Testing using Quick Test Professional and Performance Testing using Load Runner.
* Performed **e-commerce** Functional and Integration Testing using Quick Test Professional.
* Performed **GUI** testing manually.
* Performed Functionality testing of the application.
* Conducted Backend testing on the Oracle Database using SQL.
* Regression tests were performed after every bug fix or system enhancement.
* Performed Integration testing and Configuration testing.
* Involved in running UNIX Shell Scripts to back up daily test data.
* Used complex SQL queries to perform Back End Testing manually with UNIX Shell Scripting.
* Developed Base line scripts in order to test the future releases of the application.
* Performed Unit and System Testing.
* Participated in various meetings and discussed Enhancement and Modification Request issues.
* Coordinated with the developers on Result and Defects Status on a regular basis.
* Executed Test Cases manually and used locally developed tool for bug and defect tracking.
* Participated in Inspection and walkthroughs.
* Used Quality Center for tracking and reporting defects found during the functional and regression testing and followed up on the bug life cycle.

**Environment:** QTP, Manual Testing, Quality Center, Windows 2000, Oracle, HTML, MS SQL**.**

**Walmart, Bentonville, AR**

**QA Tester Sep 2009 to Aug. 2010**

**Description:**

The project was upgrading their old system for improving the **Point of Sale** performance and Inventory Management. I worked on Inventory Control Tracking, Customer Information, Accounting, Sales data and Optimal Stock Maintenance. This application is a **point of sale system**, that was used in all the stores for the quantity comparison report for displaying the current in-stock levels versus the quantity sold within a specified date range, other features like customer purchases by department, inventory maintenance, global special pricing, complete invoice storage, invoices on hold, receivables, and reports.

**Responsibilities:**

* Assisted the business analyst team in preparing the **Point of Sale (POS)** Functional Specification Document
* Prepared Test Plans and Test Cases based on the business requirements
* Prepared test scripts for automated testing using QTP
* Performed Security Testing.
* Tested the properties of the tables using table checkpoints using Quick Test Pro.
* Created page checkpoints to test the properties and contents of the web page using Quick Test Pro.
* Conducted Back End Testing using SQL Queries to ensure proper data validation
* Performed Data Validation and Data Integration using SQL Queries.
* Performed Positive and Negative testing to ensure appropriate user authentication.
* Performed Regression testing using QTP.
* Participated in the team for User Acceptance Testing.
* Involved in writing Traceability Matrix and performed Gap Analysis.
* Conducted result analysis and interacted with developers to resolve bugs.
* Used Quality Centre to generate Bug Reports and documented the same.

**Environment**: Quality Center, Quick Test Pro, , XHTML, Windows NT, HTML, Oracle.

**EDUCATION:**

Bachelor of Science in Information Technology, **2009**