Sabbir Ahmad

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EDUCATION

University at Buffalo
Bachelors in Economics (Honors)

Work Eligibility : **US Citizen**

PROFESSIONAL SUMMARY

- Results-oriented IT Quality Assurance (QA) professional with 4 years of experience in ensuring the highest levels of software quality and reliability.
- Proven track record of leading QA teams and implementing effective testing strategies to deliver high-quality software products.
- Adept at identifying and mitigating risks, streamlining processes, and maintaining meticulous documentation.
- Skilled in various testing methodologies, including manual and automated testing, regression testing, and performance testing.
- Strong analytical and problem-solving abilities, coupled with excellent communication skills, enable effective collaboration with cross-functional teams to deliver top-notch software solutions.
- Committed to continuous improvement and staying up-to-date with emerging QA trends and technologies to drive innovation and excellence in software testing.
- Knowledge on Financial domain & Travel and hospitality online industry
- Ensure the quality and performance of web-based applications for various clients, using Agile methodology and software testing tools.
- Collaborate with product owners and stakeholders to analyze business and functional requirements, and provide feedback and suggestions for improvement.
- Perform manual and **automation testing**, backend database testing, and **API testing with Postma**n, using my knowledge of Unix, SQL, XML, JSON, HTML, and various databases.
- Expertise on **Selenium WebDriver** and RestAssured **API Automation**
- Knowledge of **UNIX commands** on the Linux console to read and write to files and manipulate directory.
- Possess through knowledge of **QA area of responsibility** and **DevOps.**
- Knowledge of Github version control - **push,pull,merge,clone,commit**.

- Ability to build pipelines for Continuous Integration and Continuous Deployment (**CICD**) along with Jenkins and Sonarqube.

WORK EXPERIENCE

Infosys Limited   Hartford, CT
Software Automation Test Engineer   *August 2021 - Present*

The project was based on business user investment and retirement journeys. The application helps various business users embark on their investment and retirement journey by features that are applicable for particular users and having them available to the user as long as they log in to the system.

- Analyzed **business requirementment documents,** functional requirement documents, design documents, prototypes to understand **user stories**, workflow and perform testing on user stories**.**
- Collaborated with Product owner, Test lead and stakeholders on user stories to **develop Test Plan, Test Scenarios and Test Cases** from an end user perspective.
- Held **test case review meeting** with devs, test lead and product owner to ensure 100 % percent test coverage.
- Followed **Agile methodology** and participated in **Sprints and daily scrum meetings** to collaborate with teammates and meet deadlines.
- Acquired good knowledge of Software development life cycle(**SDLC**) and software testing life cycle(STLC) process, **Bug life cycle**.
- Experience in working with Atlassian Project Management tools -Jira, Confluence, Teams to document work responsibilities and meet deadlines as well as communicate with team members.
- Created **bug ticket in Jira** and followed **bug life cycle** to assign the bug to developer. Discussed issues of Bug with developers and tracked the bug status until the bug was resolved.
- Worked with Test Automation tool **Selenium with Python** to bring efficiency in UI Manual testing. Used automation framework such as **Qmetry Automation testing** tool along with **BDD Cucumber** framework to **execute automated test scripts** for web based applications and still maintain understandability of the test cases for stakeholders.
- Performed Backend Testing to ensure the flow of data between the Front End of the web application to the **Back End Database** is processing accurately.
- **Api Testing** with Postman - used Http **Get,Post request** method to get information about specified services.
- Performed **Api Postman Automation** to execute test scripts and validate their status code response.
- Wrote and executed test cases in **Zephyr, Jira** to aggregate test case count and make test cases available to the team.

- Engaged in **Sprint Retrospective meeting** to discuss success,failure and identified potential areas of improvement in successive Sprints.
- Used **Git and BitBucket** to maintain **version control and clone repositories**, commit changes, perform push and pull requests.
- Worked closely with **the offshore testing team** on creating test cases and test data; and monitored daily progress of the offshore team on test case formulation and execution for intermediate releases.

American Airlines

Quality Assurance Analyst   *June 2019– July 2021*

The project was based on a business user account. The features worked on the project were user registration, sign in,flight booking system, trip history and user profile customized to different users.

- Frequently worked side by side with front/backend developers, managers, leads, and product manager on sprint backlog user stories, effective **acceptance criteria**, story estimates and defect logging and bug life cycle.
- Actively involved in the Product Development process from requirement gathering, **sprint planning meetings** to **Sprint Retrospective meetings**.
- Proactive throughout spring planning, design reviews, development progress, testing for complete test coverage, defect reporting, **conflict and resolution**, regression, release and production.
- Construct testcase, bug reports, and weekly summary reports.
- Conducted thorough testing on various web applications to ensure functionality, usability, and accessibility, resulting in a decrease in post-release defects by 20%
- Involved in setting up a **test automation environment** in Eclipse.
- Utilize **Selenium webdriver** along with **Java and TestNG Framework** to develop test scripts for execution of **Regression and Smoke Suite** in order to validate landing page, navigations, hyperlinks, searchbar, headers, radio buttons, dropdowns and major functionalities in UI.
- **Used XPath,** CSS selector in Chrome DevTools and Firefox Firebug to find unique locators and handle static or dynamic **HTML webelements** .
- Used TestNG annotations within the scripts to **prioritize** and **group test scripts, exercise parallel test execution**.

- Used flow control and conditional statements like for loops, if else to build automation scripts and data structures like **array, arraylist, list, hashmap** to store and manipulate data.
- Fetched data from different databases by connecting to databases and performing **queries on multiple databases.**
- Performed **positive, negative, functional,** end to end, data driven, exploratory, UI, database, Api, Sanity, Smoke, Regression, browser compatibility and parallel testing.
- Developed and executed SQL queries to validate data integrity, perform data analysis, and troubleshoot issues
- Used **Jira for sprint monitoring**, release tracking and defect tracking.

SKILLS

Certification :
- **Selenium Automation Testing Advance** - From Infosys.
- Agile - from Infosys
- SOAPUI Web Service - InfoSys
- **Java Developer** - Infosys
- **DevOps Professional -** from **Infosys**

Programming Languages: Java, Python, JavaScript, C++, **SQL**, Unix, XML, JSON, HTML

Tools & Systems: Atlassian Tools - JIRA, Confluence, Bitbucket. JFrog Artifactory, MsWord, Excel, Teams, Outlook**, Postgresql, DBeaver, Selenium WebDriver, TestNG, Junit**,Oracle database, Linux,Windows, Soapui, Postman, **Jenkins,** Jmeter, **RestAssured API Automation,** VMware, **Maven Framework.**

Language Proficiency: English (Fluent), Bangla (Native Language), Hindi (Elementary)