MUZAMMIL KHAN [in]

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PROFESSIONNAL SUMMARY

- **14.5 years** of experience in **Software Testing, Test Automaton, Planning, Solutions Delivery Management** for highly available, scalable systems including **Cloud-based SaaS applications, Big Data, Data Center based platforms, Mobile Applications, Search engines, and Enterprise CRMs.**
- Experience in **Test Automation (SilkTest, Selenium)** in product-based and service organizations.
- Experience in **Project management, Release Management, Vendor and People Management**.
- Experience in **Product development** using **Agile, Scrum, Iterative** and standard **Waterfall** models.
- Experience across **CRM, Retail, Telecom, Banking, Consumer, eCommerce and Search** domains.
- Experience in **Mobile based Web applications and Mobile Native OS applications** (iOS and Android).
- Driver of group-wide initiatives such as **CI/CD, Unit testing, API based unit testing (Junit)**, **E2E Integration Testing with 3rd party, UAT testing, Bug tools, Test tools, checklists, Gatepoints**, etc.
- Experience in **establishing and maintaining Test infrastructure, Test tools, Test Beds, and Test environments** spanning multiple databases, replication, application servers, switches, load balancers, etc.
- Experience in **analysis, assessment, strategy, estimation and implementation** of new initiatives.
- Experience of **managing large teams** (up to 30 people) including managing managers and leads.

WORK HISTORY

Organization	Role	Location	Duration
Engineering Technology, Inc	Consultant, QA Automation	Bay Area, USA	Dec 2014 – May 2015
[24]7 Inc – Innovation Labs	Senior QA Manager	Bangalore, India	May 2013 – Nov 2014
Thomson Reuters	QA Manager	Bangalore, India	Mar 2009 – May 2013
America Online (AOL)	Associate Tech Manager	Bangalore, India	Apr 2004 – Mar 2009
Network Associates (now McAfee)	Sr. QA Engineer	Bangalore, India	Apr 2003 – Mar 2004
Talisma Corporation	QA Engineer	Bangalore, India	Jun 2000 – Apr 2003

TECHNICAL SKILLS

Domains	:	CRM, Retail, Telecom, BFSI, Cloud, BigData, Analytics, Mining
Operating Systems	:	Linux, Windows
Languages	:	Java, C, C++, Perl
Database Mgmt Systems	:	MS SQL, Oracle, DB2, MySQL
Web Technologies	:	Web 2.0, Apache, Tomcat, IIS
Automation Tools	:	SilkTest, Selenium WebDriver, SilkPerformer, JMeter
Test Tools	:	Junit, TestNG, Nunit, Quality Center, Test Director
Project Tools	:	MS Project, MS TFS, MS Visio, Clarity

EDUCATION

Degree/Year	University	Scores
Masters of Computer Applications, 2004	IGNOU, New Delhi, India	75%
Bachelors of Computer Science, 2000	Bangalore University, India	77%
Professional Computer Science Diploma, 2000	NIIT, Bangalore, India	91%

CERTIFICATIONS

Certification	Certifying Organization	Scores
Certificate Project Management + MS Project, 2011	SABCONS, India	-
Certified Software Test Engineer (CSTE), 2005	QAI, Florida, USA	89%
Software Quality Testing Analyst (SQTA), 2005	CSI, India	-

PROFESSIONAL EXPERIENCE

Engineering Technology Associates, Inc – Bay Area, USA	Dec 2014 – Date

Client: Intuit
Projects:

Intuit Quick Books Online Payroll	The product suite provides payroll functionality integrated in the famous Quick Books platform

Tools & Technologies: Linux, Web2.0, Java, Junit, Web 2.0, XML, J2SE, JDK, MySQL
Responsibilities:
- o Working on initiatives to improve the overall Quality – Quality Metrics, Dashboards, Test coverage and Code coverage analysis.
- o Jenkins integration for CI/CD, SauceLabs integration for running automation tests, etc.
- o Developing automation test suites and enhancing automation framework in SilkTest and Selenium.

[24]7 Inc. Innovation Labs – Bangalore, India	May 2013 – Nov 2014

Projects:

[24]7 Assist and Online Chat	The product suite provides predictive analytical capability on a client's website using mathematical models, big-data, and cloud computing and other technologies. It assists and engages customers online using intuitive consumer experience (service, sales, etc).

Tools & Technologies: Linux, Web2.0, Java, Junit, Web 2.0, XML, J2SE, JDK, MySQL
Responsibilities:
- o Overall Service/Solutions Delivery Management focused on end-to-end Solutions delivery and integration testing with Client's interfaces.
- o Responsible for Data Models, Data, Rules, Reports, web based and mobile based testing.
- o Java and .NET API, XML, XPath based testing using internal tools/technologies.
- o E2E Automation experience using Selenium, Android and Appium.
- o Driver of CI/CD initiatives within the team.
- o Setting up of Test environments and test processes.
- o Performance testing of APIs using JMeter.
- o Interface with Pre-sales, Sales, Design, Development and actual Clients testing team in performing end-to-end Solution testing.
- o Exposure to Big data platform and Cloud computing.
- o Validation of SaaS based Application migration from Amazon/Softlayer to Data Center.
- o Ownership in testing changes to all environments from QA, UAT, Staging and Production.

Thomson Reuters – Bangalore, India	Mar 2009 – May 2013

Projects:

Novus Suite Architecture	Novus Suite is a reusable, scalable, highly available general purpose Information Search and Retrieval System

Tools & Technologies: Linux AS4, Sun Solaris, Java, Junit, Web 2.0, XML, JDK, Oracle, DB2
Responsibilities:
- o Responsible for Quality of all the releases.
- o Transitioned the Quality efforts from USA in a phased manner.
- o Setup and maintained QA/Staging/Performance Test environments.
- o Java and .NET API, XML, XPath based testing using internal tools/technologies.
- o Release Planning to finalize the scope, dates, inputs to Release calendars, Pre-build and QC build and Point Fix Builds planning with Release Manager and CM groups.
- o Formulated Test Strategy, Test plans and Architecture Diagrams for testing and Partner demos.
- o Led Test Estimation, Test planning, Test case development, execution and reporting.
- o Developed and manage workable schedules using Microsoft Project.

- o Led the team through the entire Test Execution Cycle for functional testing, regression testing, automation and performance testing.
- o Collaborated with business owners, product managers, project managers, architects, developers, customer support, configuration management and release management.

America Online – Bangalore, India	Apr 2004 – March 2009

Projects:

MapQuest.com, Content Collector	MapQuest.com site and all the sub-channels. Content collector service for major Blogging sites.
AOL Webmail, Shopping, Local , Yellow Page, Search on a Map	Web mail, Shopping portal with data imported from external sources. A city/location (US based) specific map-based search.
Vertical Search Engine	A custom search engine that builds fast search indexes based on the Open source technologies like Lucene, OpenSearch, etc.

Tools & Technologies: Linux AS4, Windows, Mac, Open source, Java, JSP, Junit, Web 2.0, XML, Apache Tomcat, J2SE, JDK, Selenium, MySQL

Responsibilities:
- o Managed the End to End testing of the MapQuest and other eCommerce channels.
- o Built two teams of about 8 Quality members each for MapQuest and eCommerce.
- o Led QA Transition from Denver, USA.
- o Setup and maintained QA/Staging Test environment.
- o Participated in the Roadmap and planning discussions with Business management.
- o Formulated Test Strategy and Test plans for portal testing.
- o Led Test Estimation, Test planning, Test case development, execution and reporting.
- o Led the team through the entire Test Execution Cycle for functional testing, regression testing, automation and performance testing.

Development Projects:

MyMapQuest	MapQuest personalization service offered by Mapquest.com.

Tools & Technologies: Open source, Java, JSP, Junit, Web 2.0, XML, Apache Tomcat, J2SE, JDK, Selenium, MogileFS DFS, JMeter

Responsibilities:
- o Project management for the overall project.
- o Project Lead for design, development and QA for the backend layer of MyMapQuest.
- o Collaborate with Operations teams in determining the Hardware/Software needs.
- o Plan and participate in Performance and Stress testing.

Automation Projects:

AIM Triton	AOL Instant Messaging application.
AOL Pictures and Journals	Pictures and Journals uploading websites.
Copland Communication Suite	A lighter version of AOL client.
AOL Media Player	Audio and Video media playing AOL Software.
AOL Browser	An AOL web-browser.

Tools & Technologies: SilkTest 7.1/8.0, JavaScript

Responsibilities:
- o Led the functional automation efforts across multiple projects.
- o Led QA Transition from Denver, USA.
- o Design and develop project specific and common automation framework.
- o Develop & maintain automation scripts based on the OO software dev/design methods.
- o Conduct scope reviews and code-inspection meetings.
- o Formulated plans for code coverage and requirements coverage analysis.

Network Associates (now McAfee) – Bangalore, India	Apr 2003 – Mar 2004

Projects:

Magic Service Desk	Complete web-based Call-center/HelpDesk application software.
LANDesk	LANDesk is a product to manage the network of machines.

Tools & Technologies: SQL2K, Oracle, ASP.NET, JavaScript, XML
Responsibilities:
- o   Creating and executing Functional test plans and test cases.
- o   Install, Uninstall, and Repair and Modify features' testing.
- o   Preparing Test environments by using Norton Ghost and VMWare tools.
- o   Backing up, Restoring and upgrading Customers' MS SQL or Oracle Databases.
- o   Work with the Tech Pubs teams for reviewing the online documentation and user guides.
- o   Preparing the Test environments for the new projects and storing them as Ghost images.

Talisma Corporation – Bangalore, India	Jun 2000 – Mar 2003

Projects:

Talisma Offline Client	A MS Outlook based (for Sales/Mktg people) quick sync software to sync the customers, interactions to the Server.
Campaigns/Marketing	A complete e-marketing and opportunities to Order conversion toolkit software.
Talisma SDK	For customized Talisma deployment, a SDK (APIs) exposed.

Tools & Technologies: SQL2K, ASP, VBScript, JavaScript, DHTML, VC++, VB, COM/DCOM.
Responsibilities:
- o   Owner of several features of Talisma viz. Sales, Marketing, Offline, Properties.
- o   **Participating in all phases of the development lifecycle**.
- o   Testing of owned features across different OS, Outlook and Profile platforms.
- o   **Building Sample Applications for unit testing and SDK Testing**.
- o   Provided 24/7 support, resulting in timely resolutions to critical customer problems.
- o   Trouble-shooting, fixing, testing, releasing Hotfixes and Service packs.

RECOGNITIONS

- Best Teams, Best Projects recognition in Thomson Reuters – Year 2011, 2012.
- AOL Integrity Award by CEO for upholding the value of integrity, values and behavior - Year 2009.
- Excellence Awards at AOL for many projects – Year 2008.
- Star Performing Team (Automation) at AOL – Year 2007.
- Recognized and rewarded as Top-talent at AOL - Year 2006.
- Certificate of Excellence from NIIT for scoring 92% during the course – Year 2002.
- Always-stood First in School. Stood as a second Topper in graduation – Years 1997, 2000.

STRENGTHS

- Excellent verbal and written English communication skills.
- Strong inter-personal, team management and Leadership skills.

PERSONAL INFORMATION

- Linked-In Profile: http://in.linkedin.com/in/khanmuzammil/
- Valid USA B1 Visa (Jun 2021) and valid USA H1B (Aug 2017).

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