Shams Tabrez

+852 51201600   shamtab@gmail.com

Profile

Seasoned software development professional with more than 10 years in software project management and delivery, team and people management, process and compliance, customer and service focus. IT Industry Certifications - ISTQB, SPLUNK, PM@HP, ITIL

Experience

SOFTWARE PRODUCT MANAGER, EWAY TECHNOLOGIES, HONG KONG, CHINA – JUN 2019 TILL DATE

Eway Tech., a leading provider of software application development, testing and support. Product portfolio comprises a variety of domain products from banking, logistics, cold chain visibility solutions, transportation, etc. Apart from bespoke product development, the services include cloud application services, deployment, support and maintenance. Testing centre of excellence TCOE within Eway Tech delivers great value to its customers by identifying test requirements, creating a roadmap for continuous integration and delivery CI/CD for swift application roll out to production environment after staging them, selecting the best test automation tools and processes, providing ROI to end customers.

Projects:

Implementing the MyService applications at the terminals of the Division in HongKong. Overcome implementation challenge to adopt the new system while maintaining operational standards. Quickly build a thorough understanding of both the processes at a terminal and the capabilities and limitations of the MyService suite. Detailed business process analysis and descriptions, system setup, application and integration issues as well as knowledge transfer on application functionality and content.

Key Responsibilities:

- Define the product strategy, vision and roadmap for software products delivered

- Deliver MRDs and PRDs with prioritized features and corresponding justification

- Work with external third parties to assess partnerships and licensing opportunities

- Look at competition for products in market and make comparative study to showcase management

- Develop the core positioning and messaging for the product via presentations

- Perform product demos to customers and end users in both domestic and international markets

- Manage product throughout product lifecycle, gathering and prioritizing product and customer requirements

- Work closely with sales, marketing and support teams to ensure revenue and customer satisfaction goals

- Assist/execute system set up and configuration for System Acceptance Test (SAT) and Production for the terminals.

- Participate in the local implementation team and support key users with business scenario definitions and SAT scenarios.

- Transfer application knowledge and implementation process understanding to other team members.

- Assist with project documentation, including business scenarios and update procedures at designated terminals.

- Guide and support Key Users in their support role after Go Live including issue logging, governance and additional end-user training.

- Run beta and pilot programs with early product and samples

SOFTWARE DEVELOPMENT MANAGER, ORACLE CORPORATION; REDWOOD CITY, CA/SHENZHEN, CHINA – JAN 2012 - JUN 2019

Oracle Corp., With more than 380,000 customers—including 100 of the Fortune 100 and with deployments across a wide variety of industries in more than 145 countries around the globe, Oracle offers an optimized and fully integrated stack of business hardware and software systems that helps organizations overcome complexity and unleash innovation.

Projects:

Responsible for overall test effort success, test advocacy, resource planning, management and resolution of issues that impede test efforts for following Oracle products:

Oracle Management Cloud (OMC): Oracle Management Cloud (OMC) is a SaaS suite of next-generation integrated monitoring, management, and analytics cloud services built on

a scalable big data platform that provides real-time analysis and deep technical and business insights. With OMC, customers can eliminate multiple information silos, resolve application issues faster, and run IT like a business. It consists of –

- Log Analytics: Log exploration and Machine learning for applications and infrastructure.

- IT Analytics: Planning, Forecasting, and Operational Intelligence for Modern IT.

- Application Performance Monitoring: Monitoring and Rapid Problem Isolation for Applications

Oracle Enterprise Manager (OEM): OEM aims to manage software produced by Oracle Corporation as well as some non-Oracle entities. For managing lots of databases and application servers enterprises use the Oracle Enterprise Manager Grid Control. It can manage multiple instances of Oracle deployment platforms; the most recent edition also allows for management and monitoring of other platforms such as Microsoft .NET, Microsoft SQL Server, NetApp Filers, BEA web logic, IBM WS, JBoss, MQ and others.

Oracle Fusion Middleware provides software for the development, deployment, and management of SOA. It includes what Oracle calls "hot-pluggable" architecture, designed to facilitate integration with existing applications and systems from third party vendors such as IBM, Microsoft, SAP, etc.

Key Responsibilities:

- Lead a team of 8-10 SDET engineers - assigning, guiding and reviewing the daily scheduled project tasks and activities for functional testing, automation testing, system testing, integration testing, backend - web services API testing.

- Use Selenium automation framework along with Java scripting to create UI based testing scripts and using command line tool utility to accomplish backend testing for same.

- Create/update backend tests related to WebServices calls from RESTful APIs using SOAPUI/PostMan tools to generate and validate API service calls.

- Cover different cycles of testing for Oracle products along with different ports like – Linux 64, 32, Solaris, SPARC, HPUX, AIX, Win Server, etc.

- Testing across different browsers like Firefox, IE, Chrome, Safari for extended coverage in different customer environments.

- Triage issues in scripts related to daily regression test run and identify root cause, remedy and fix the test related/code issues within the ETA to ensure product quality is stable and intact.

- Multi Language Support – All customer experiences related to product must support on all certified languages, all fields/texts, all error messages, all validations should support.

- Ensure cross platform testing, plugin compatibility cycle testing, agent/oms local and remote support of different platform boxes as per certification matrix.

- Perform Upgrade testing to ensure customers using current version of the product have no issues when upgrade to latest product release versions and are compatible.

- Bug reporting, tracking, update and followup for areas owned by team.

- Ensure all fixed bugs are verified in time, closed in time, opened if not fixed in time, maintain backlogs and POC for tracking of all bugs in fixed and not verified status for the whole organization.

- Create tools for test productivity, test framework common modules to be used across the org.

- Post mortem after each and every release of products to point issues, improvements, and best practices to be followed, what was followed well, what we missed and document them for learning and improvement purposes.

- Organize the status meetings and send the Status Report (Daily, Weekly etc.) to the management. Attend the regular management call and discuss the weekly status with the management.

- Communication with the QA and Release Management Team for testing efforts and completion.

- Track and prepare reports of testing activities like test results, test coverage, required resources, defects discovered and their status, performance baselines, bug root cause analysis etc.

- Organize scrum meetings and resolving issues impeding the testing effort and keeping the tests updated with agile development methodology.

- Review of the test environment and infrastructure required for testing multiple projects.

- Regression testing on all supported customer environments/platforms for daily run and triage issues discovered, report them as bugs in code related or update test scripts if test related.

- Ensure the timely delivery of different testing milestones.

- Provide training and mentoring to all new members joining the team and making sure they are up to speed in time, having ensured processes are in place, documentation available, training plan ready in advance, knowledge transfer, reverse KT/training to ensure proper feedback for effectiveness evaluation, etc.

- Coordinate with pre sales team for product demo to clients about features and provide training to support professionals.

TEST MANAGER, BAMBOO TECHNOLOGIES LTD.;HONG KONG, CHINA – AUG 2009 - DEC 2011

Bamboo Technologies, provides managed software solutions to clients in Asia and the U.S. through an extensive on-and-offshore infrastructure. Bamboo has served predominantly multinational clients, offering a comprehensive suite of both industry-specific as well as horizontal solutions.

Projects:

Responsible for overall test effort success, test advocacy, resource planning, management and resolution of issues that impede test efforts for following projects for client – United Technologies Corporation(www.utc.com) Boston, MA, USA:

- **Sensitech Unified Platform (SUP)**, SUP is a C/S architecture system, which combines TTMD, CCM, and CCA with enhanced functionalities. It allows client Sensitech's customers to track their product's temperature/ humidity status over the internet. The customers not only can log into the system and download/get data from the monitor or Remote Site Server, but also generate or edit shipment information over the internet.

- **Auto Search Test Tool (ST Tool)**, ST Tool is an Automated Test Tool that works with SUP to validate SUP functionalities (Logon, Search, Flex Tag, Users, Shipments and Monitors) via

accessing SUP Web Service directly. According to the tool, user can capture server side exceptions; validate complex functions, regression test different versions of SUP, Improve test efficiency and accuracy.

- **Advanced Reporting,** the Advanced Reporting Module handles data aggregation and reporting primarily for process tracking and improvement. It provides capability to aggregate data and flexible reporting achieved by graphing, filtering, drill through, and other powerful capabilities. The input to the module is data warehouse (DW) database with data in de-normalized form to give different users access to data/reports at various levels of detail, deliver accurate information to users as quickly as possible and proactively deliver reports to system subscribers.

Key Responsibilities:

- Lead a team of 10-15 people - assigning, guiding and reviewing the daily scheduled project tasks and activities for dedicated teams on functional manual testing, automation testing, system testing, hardware integration testing, international and localization testing, database/server testing and performance testing.

- Develop the test plan for the tasks, dependencies and participants required to mitigate the risks to system quality and obtain stakeholder support for this plan.

- Document, implement, monitor, and enforce all processes for testing as per standards defined by the organization.

- Organize status meetings and send the Status Report (Daily, Weekly etc.) to the Client

- Attend the regular client call and discuss the weekly status with the client.

- Track and prepare the report of testing activities like test testing results, test case coverage, required resources, defects discovered and their status, performance baselines, bug root cause analysis etc.

  - Organize scrum meetings and resolving issues impeding the testing effort Review of the test environment and infrastructure required for testing multiple projects.

SOFTWARE TEST LEADER, HEWLETT PACKARD(HP); CHINA – FEB 2008 - AUG 2009

Hewlett Packard (HP) Company is a US fortune 500 leading global consulting, systems integration and outsourcing company having worldwide presence.

Projects:
Involved in testing of HP products in airlines and automobile domain for client- ***General Motors and Continental Airlines***:

- **Global Vehicle Order Configurator (GVOC)**, GVOC aims to adopt the Global Product Description System (GPDS) Option Delete Methodology as Global Common for General Motors Europe (*Order Fulfillment*) which means a significant change in their business process. The changed methodology requests a validation process to control production of current changes representing engineering intent.

- **Technical Ergonomics Design Application (TED)**, TED is an application from client GM, used to capture ergonomics related issues. The application can be used to track open issues, create standard and ad-hoc issue reports and create standard performance charts.

- **Flight Planning (FP)**, FP is a mission critical application for client Continental Airlines, it includes features like flight handling (creation of the Operational Flight Plan (OFP), fuel notice, flight weather, NOTAM), Air Traffic control (ATC) plan Airspace Flow Program (AFP) generation, Cost index handling (Integration of Cost Index function with the aircraft flight management system to produce variable speed flight plans with altitude selection based on optimum performance), Best route selection tool (A tool to identify the least cost route, including considerations for Route Availability Document (RAD), Conditional route (CDR), Conditional Route Availability Message (CRAM) route restrictions, altitude and speed profiles, and many other factors in finding the most cost-effective routes and identifying possible savings on fuel, air traffic control charges and flight times)

Key Responsibilities:

- Lead a team of 10-15 people - assigning, guiding and reviewing the daily scheduled project tasks and activities. Also, coordination with onshore team and reporting the daily work progress and issues to client.

- Create test plans/cases during end-to-end testing of business applications based on business/product workflow. Web Service testing using SOAP UI for SOA based applications.

- Develop and modify systems requirements documentation to meet client needs.

- Participate in meetings with clients to review work progress, gather basic testing scenarios, and discuss work issues.

- Create and maintain test data, execute systems tests and log defects using Microsoft Visual Studio Team System / HP Quality Centre. Analyze test results and modify test cases.

- Create and maintain project-level test processes documentation: Knowledge Management documents, Review checklists, Post Project Analysis report and Induction manual.

- Creating and presenting different reports to client: Application status, Defect status, work progress, project level accomplishments, challenges, and focus.

SYSTEM TEST ENGINEER, FISERV INC.; DELHI/NOIDA, INDIA – DEC 2005 - JAN 2008

Fiserv is a NASDAQ listed US fortune 500, world's largest IT service provider to banks, credit union and lending institutions. With more than 18000 clients worldwide, Fiserv helps them achieve their goals and transform the way they do business

Projects:

ClearTouch CT Bank Teller Application brings together all points of access, customer information, and everyday tasks and delivers them in an intuitive format using a robust middleware infrastructure. It is a convenient account processing application on the banker's desktop.

Key responsibilities:

- Formulating test approach based on the test requirement analysis.

- Analyze business and functional requirements to design functional, unit, security, integration and compatibility test cases.

- Draft and structure testing deliverables meant for client sign off.

- Review technical specifications related to the projects for effective test coverage.

- Create test scripts to iterate through the business process transactions involved in the application.

- Manage a small team of 3 people, which involved assigning tasks & resources, test planning & review, monitoring test progress and motivating them to meet deadlines.

- Interact with Business analysts to understand and review documents and test plans.

- Evaluate test object quality and preparing product status reports.

- Conduct client calls to address issues and provide status updates on progress related to testing.

Education

- M.D.University, India – Bachelor of Engineering (B.E), 2005

- GDUFS, China – Masters of Business Administration (M.B.A), 2012

Certifications

ISTQB Certified, SPLUNK Certified, PMP Certified, ITIL Certified,

Skills

- Operating System: IBM Mainframe OS390/ZOS, Windows, Linux, Solaris, AIX

- Languages: C/C++, ASP.net, PHP, Razor Syntax, Java, VS/MF COBOL, VB, Perl, Python

- Automation: MS Office, Visio, MPP

- Test Automation Tools: Selenium, QTP/QC, VSTS/TM

- Databases: SQL Server, Oracle, MySQL

Interests

Running, Gym, Singing, Music, Watching Movies, Yoga and meditation