

# MD HOSSAIN



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Buffalo, NY

## **PROFESSIONAL SUMMARY**



Highly seasoned and accomplished Software Quality Assurance Engineer with 2+ years of professional experience throughout Software Development Life Cycle (SDLC). Brought success to the company by implementing effective quality control procedures and collaborated with other teams to plan and maintain the most efficient systems. Also have Exceptional customer service professional with an outstanding background in customer service, sales and banking. Addresses all questions and concerns with customer satisfaction in mind. Exceptional computer aptitude and telephone etiquette.

## **EDUCATION AND ACHIEVEMENTS**



- Bachelor of Science (B.S) in Computer Information System, minor in Intelligence Analysis - State University College at Buffalo - Buffalo, NY
- **Accredited Scrum Team Member Certification - Scrum Institute**

## **KEY SKILLS**



- Strong client relations
- Strategic sales knowledge
- Adheres to customer service procedures
- Advanced clerical knowledge
- Rapid data entry skills
- 48 WPM typing speed
- Accounting systems and software
- Over 2 years of experience in testing Web-based, Mobile & Client Server applications throughout Software Development Life Cycle (SDLC) and methodologies - Agile, Scrum, XP, Iterative, Waterfall.
- Extensive experience working with Business and Functional Requirement Documents in analyzing and creating Test Plans, Test Strategy, Test Cases, and Automation Test Scripts for different applications.
- Excellent working knowledge of different testing and automation frameworks such as Selenium, Cypress, Maven.
- Worked with Postman, Chrome DevTools, Insomnia for API Testing.
- Experienced with database testing in platforms such as, Oracle SQL, MS SQL, Salesforce etc.

- Experience in different testing methodologies like Black Box, Gray Box, Smoke Testing, Functional testing, Regression testing, GUI testing, System Testing, Installation, Compatibility and Load testing..
- Strong experience in Extraction, Transformation and Loading (ETL) data from various sources into Data.
- Perform data analytical testing for the BI systems
- Validation of data transformations and perform End-to-End data validation for ETL & BI systems
- Proficiency with computers, especially MS Office, Excel and CRM or ERP system./NetSuite .

## **TECHNICAL TOOLS**

- Platforms: Windows, MacOS, Linux, Android and iOS. Testing Tools: Chrome DevTools, Insomnia, Postman. Database: SQL, DB Mongo, T3 Studio, Postgres.
- IDE : Eclipse, IntelliJ, NetBeans, PHPStorm, VSCode
- Test Automation: Selenium and Cypress.
- Web Technology: HTML, CSS, JavaScript
- Other Tools: Jira, Bugzilla, Test Collab, HP ALM, NetSuite

## **WORK EXPERIENCE**

### **IT Support Admin 03/2022 – Present You First Services - Buffalo, NY**

- Set up new computer and phone access for employees.
- Keep office computers updated with new hardware and software as needed.
- Manage the maintenance and repair of computers and office equipment.
- Monitor networking environment
- Work with vendor partners on backups and server access.
- Enter new orders into ERP system daily and process shipping documentation.
- Develop and implement policies and procedures to improve operations and functions in the department.
- Monitor and procure needed supplies.
- Manage Job Portal and NetSuites

## **QA Engineer 08/2021 – 02/2022 DELL - Plano, Texas**

- Managed and executed the testing process in the effort of building an P2P Marketplace and Inventory Management System. Coordinated with QA team to create test plan, test strategy, automation framework using Cypress from design through deploy.
- Took part in creating test documentation from scratch (test plan, test suites, test cases, test coverage matrices)
- Developed and documented test scripts, test cases, defect tracking and report generation; reviewed run-time documentation for defects and issues
- Ran both manual and automated GUI testing to verify web application quality
- with regards to requirements
- Performed cross-browser test to examine compatibility of the application in different devices and browsers
- Developed SQL-queries/procedures for database and backend testing
- Performed functional testing of web application elements based on specific test data
- Built and managed automation framework and wrote automation scripts using Cypress.
- Performed comprehensive regression testing of new builds providing feedback to QA manager/ developers team
- Reported bugs to Jira with further tracking and validation of files issued by developers
- Reviewed the stories and participated in Daily Scrum, Iteration Planning and Release Planning meeting
- Participated in software design review meeting creating appropriate Test Plan

## **Quality Assurance Engineer 08/2020- 08/2021 Eigen X - Philadelphia, PA**

- Executed and coordinated the effort to build and test a web portal application for managing corporate client profile, update/manage payment, equipment management, field tech support, client feedback and many more.
  - Analyzed and strategized business and technical requirements into test case creation.
  - Analyzed new functionalities of application from the perspective of a customer
  - to create High Level Test Cases for manual and automation testing
  - Worked closely with product owner, business analyst, and developers to
  - understand and test user stories
  - Extensively worked throughout defect life cycle from opening to closure using
  - JIRA.
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- Develop automated test scripts using Maven build tool, Selenium WebDriver, TestNG, Page Object and Cypress.
  - Assisted in testing REST API using Postman and Insomnia; tested HTTP methods
  - such as GET, POST, PUT, FETCH etc.
  - Developed and execute test plan for usability, compatibility, low-level resource,
  - and performance testing.
  - Performed Smoke, Adhoc, Sanity, Functional, Regression, End to End, Integration,
  - and UAT testing.
  - Use Jenkins for Continuous Integration (CI) and Git for version control.
  - Generated status reports and defect reports and presented them in weekly status meetings.
  - ETL & SQL Scripting Experience - Basic Knowledge
  - Good SQL scripting / ETL testing skills, Web application testing experience

## **Business Class Technical Support- Spectrum 07/2018-08/2020 Charter Communication - Buffalo, NY**

- Assist customers of all technical levels through efficient troubleshooting of Internet connections, phone services and email support and video related issues over the phone.
- Maintain a high-volume workload within a fast paced environment. Assisted an average of 550 clients in any given week and consistently met performance benchmarks in all areas (speed, accuracy and volume).
- Helped company attain the highest client service ratings (as determined by external auditors) - earned 100% marks in all categories including communication skills, listening skills, problem resolution and politeness. Assisted customers in navigating the companies website, and placing orders online and troubleshooting any technical issues.

**Student Assistant 08/2014 – 12/2017 Buffalo State College Buffalo, New York**

- Answer all incoming calls to the campus operator; direct the calls to the appropriate departments and personnel.
- Give information about enrollment, classes, special events, tuition and directions to campus.
- Filing administrative and confidential documents.
- Perform various clerical duties.

**Retail Sales Outfitter 07/2016 – 02/2017 Cabela's Cheektowaga, New York**

- Performing sales support and upscaling daily and weekly sales goals efficiently with a total customer satisfaction.
- Be aware of current promotional events and sales.
- Developing a client based sales system to outnumber returning customers to grow long lasting customer-associate relationships.
- Learning Cabela's systems and procedures to enhance selling efficiencies and complete support duties.

**Language Skills:**

- English & Bengali - Full professional fluency.
- Urdu and Hindi - Conversational skill.