**Shanawaz Alam**

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**Ph. #:** +91-8527382313

**Current Employer:** TELUS International

**Current Designation:** Sr. Software Quality Assurance Analyst (QA).

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| **Career Objective** |

To work in an innovative and challenging environment, enhance my existing technical skills to provide a meaningful solution to the organization in the achievement of their goals and objectives and create a successful and faithful career as software professional.

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| **Professional Summary** |

* An adaptable and skilled professional with **5.9 years** of experience in Software testing
* Sound knowledge on **API and Web service testing, Web Application Testing, Mobile testing and Database Testing.**
* Extensive working experience on all phases of Software Development Life Cycle (SDLC), its methodologies such as **Agile and SCRUM - process**.
* Good working experience in handling client’s call regarding business requirement.
* Extensive experience of Software Testing Life Cycle (**STLC**) in implementing QA Methodologies.
* Good working experience on **SOAP UI** for testing and validating various web services and API used in the application.
* Extensive experience in reviewing and analyzing Business Requirements and creating **Test Cases, Test Scripts, Test Estimation & Requirement Traceability Matrix (RTM)**.
* Professional expertise in **Smoke Testing, Backed end Testing, Black-Box Testing, User Acceptance Testing (UAT), Functional Testing, Positive/ Negative Testing, System Testing, Regression Testing, GUI Software Testing, Ad-hoc Testing, Cross Browser/ Cross Platform Testing, UI Validation, API and Web service testing, Boundary Value Testing(BVT).**
* Sound knowledge on defect tracking tools like **ALM (QC), JIRA and Bugzilla**
* Performed data accuracy, data validation and data integrity testing by querying the database using SQL queries to check the data table on server.
* Comfortable in Joins, Sub-queries, Grouping.
* Good understanding of software quality processes, Behavior Driven Development (BDD) and practices.
* Good communication skills, quick learning and multi-tasking abilities, experience of working with team members from different cultures.

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| **TECHNICAL SKILLS** |

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| **Testing Tools** | SOAP UI, Quality Center(ALM) & JIRA |
| **Languages** | Core JAVA,XML, JSON, SQL |
| **Web Technologies** | HTML, XML |
| **Scripting** | Unix Shell scripting |
| **IDE** | SQL Developer |
| **Processes** | Agile-Scrum |
| **Bug Tracking Tools** | Quality Center (ALM),JIRA & Bugzilla |
| **Continuous Integration Tool** | Jenkins |
| **Data Bases** | SQL developer, MySQL |
| **Operating Systems** | Windows (XP,7,8 & 10), Mac, Android and ios |

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| **Education & Certifications** |

* **MSc. Computer Science (2013): - Master in Computer Science from Jamia Hamdard University –New Delhi.**
* **ISTQB Certified** **(Certificate No- ITB-CTFL - 0086951).**
* **Certificate in Web Component Development using Java Technologies from NIIT-New Delhi**

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| **Awards & Recognition** |

* **Received Employee of the quarter for Q2-2019.**
* **Received Pat On Back for Q1-2020.**
* **Received Employee of the quarter for Q4-2020.**

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| **Projects** |

**Employer: -** TELUS International

**Project 1: -** Biller Isolation (Telecom)

**Duration: -** Oct 2019 – Till Date

**Role: -** Sr.QA Engineer

**Client: -** Charter Communications

**Project Description:**

The strategic vision of the project is to reduce the dependency on the legacy billing systems for daily business actions. The scope of this project is to design and deploy a solution that decouples biller system functionality and isolates billing functions from all other operational functions while leaving all billing functionality intact. This will also minimize customer impact in the events of a billing system outage. Single billing language development will allow for faster development of new services and products that utilize billing data

**Responsibilities:**

* Attend the BRI (Business Requirement Identification) meeting to understand the business Requirements.
* Responsible for planning, test cases writing and executing test cases.
* Performed functional testing to identify various critical points in the application.
* Detecting bugs & classifying them based on severity, priority.
* Integrated the test suites to Jenkins to execute them automatically after every successful deployment.
* Validated SOAP responses by using assertions like XPath match, schema compliance, contains, SOAP fault etc.
* Executed SQL queries to verify the data updates to various tables and ensure data integrity.
* Participated in meeting, teleconferences walk through with the development team, QA manager and Project manager (PM).
* Verified, edited and update test data in new or existing systems before testing.

**Environment: -**

Agile, SOAP UI, Quality Center (ALM), JIRA Jenkins, JSON, XML, SQL, Windows and MAC.

**Project 2: -** SOA BAU & CSS (Telecom)

**Duration: -** Dec 2016 – Oct 2019.

**Role: -** QA Engineer

**Client: -** Charter Communications

**Project Description: -**

Execution of standard functional operations within an organization, particularly in contrast to a project or program which would introduce change. As a tester checks for bugs in production application using testing environment to ensure that the business can run as usual, even when minor corrections or enhancements/upgrades are being made to the applications. Ever changing environment, there are new demands that call for minor corrections or continuous enhancements. It is important that the business activities do not suffer disruptions while these changes are being implemented.

CSS(Common Shopping Service) is a web-based & End user’s application, developed for helping the customers for choosing or taking different services(Internet, Phone and Video) on the basis of location.TWC provide three types of LOB’s(Line of Business) like Video, Internet and Phone, Which have different types of Offers like Single Play, Double Play and Triple Play.

**Responsibilities:**

* Actively participated in scrum meetings and reviews.
* Handling client’s call independently on daily basis regarding business requirement.
* Performed functional testing of Web services testing using SOAP UI.
* Performed Smoke, Functional, Regression and Integration testing. Defect logging in HPQC and involved in defect Triage calls.
* Detecting bugs & classifying them based on severity, priority.
* Conducted backend testing using SQL queries to validate data for database.
* Participated in Stand-up meeting, walkthrough meeting, weekly automation meeting with all other QA, weekly assessment meetings with business analysts and developers.
* Handle this project independently

**Environment: -**

HP Quality Center, SOAP UI, Web Service, XML, SQL, Putty and Windows,

**Project 3: -** Practice Management System (PMS) &Electronic Medical Record (EMR)-**Health Care**

**Duration: -** March 2015 – Nov 2016.

**Role: -** Associate Test Engineer

**Client: -** MD SYNERGY

**Project Description: -**

The Practice Management System is an integrated, single-source application, which simplifies the delivery of patient healthcare services. The application also provides an optimized Practice Management System to the Doctors as well as the clinical staff of a practice.

Electronic Medical Records help a business acquire a better understanding of its commercial context by allowing to store patients clinical history is neatly, securely and logically. Allows quick, easy retrieval of a patient’s entire clinical record - from any location.

**Responsibilities: -**

* Provide inputs to Master test plan and to develop test strategy for design and execution phases.
* Co-ordinate with BSA for Clarifications on Business Requirement Document
* Preparing high level test scenarios and review
* Test Cases/ Flows Design, Requirement – Test case traceability
* Involved in Mobile testing, Ad-hoc Testing and Regression testing after fixing bugs and verified that the fixes didn’t create problems elsewhere. And Usability testing whether application is user friendliness or not. Test Execution and overview
* Attend the regular client call and discuss the weekly status with the client
* Review and execution of test cases in conformance with baseline requirements.

**Environment: -**

HP- QC, Bugzilla, Oracle, SQL, Windows-7 and MAC, mobile testing (Android and ios)

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| **Personal Details** |

**Mother name :** Murshida Khatoon

**Father Name :** Aftab Alam

**Strengths :** Integrity, Sincerity and punctuality

**Marital Status :** Single.

**Languages :** English, Hindi, and Urdu.

**Nationality**  : Indian.

**Location: Delhi/NCR Shanawaz Alam**