Hamzah Arshad

Contact: +92 333 688 1068
Email: hamzaharshad0@gmail.com

Professional Summary

- A Passionate Salesforce Certified (SFCC, SFRA, Demand ware) Software Quality Assurance Engineer having 4 years' experience looking for a Consulting role to work on where I can utilize my skills and experience that I got working in Ecommerce industry with high rates of views and large sets of data, worked with number of frameworks and technology.
- Well versed with Demandware Technology, Salesforce Commerce Cloud (SFCC), SFRA and Business Manager (BM) tool.
- Facilitating and capturing very detailed requirements of Salesforce Commerce Cloud based system, and analysis sessions for user experience, technical integrations, API, services, and feeds with different units of business that includes –
  - Catalog, Pricing and Inventory
    - Tax, Payment Processors, Shipment Methods, Order Management Systems
    - Homepage, PDP and Checkout Experience
  - 3rd Party Integrations
  - Middleware, API, Services, Feeds and Jobs
- Experience in Integrations like CyberSource, Adyen, E shop world, PayPal , Apple Pay, Gift Card (Clutch, Give X), After Pay, Klarna, Bazaar Voice, Vertex , Loyalty Points, yotpo Signifyd Fraud Check(forter, kount, riskified) ,Group One & GTM(Data Tracking), NexGen CRM , Exact Target, Salesforce Marketing Cloud (SFMC) , Loqaute address suggestion , Synchrony Pandora Preferred Card.

Professional Experience

Systems limited
Software Quality Assurance Engineer -Salesforce
(Jan 2021 – Present)

Responsibilities:
Various Clients @ Visionet:
- Worked on each stage of Software Development Life Cycle (SDLC) and Software Testing Life Cycle (STLC) and Bug Life Cycle.
- Detail complex business and functional requirements/user stories for Salesforce.com and other internal applications.
- Checking log files includes Vertex service, Adyen , SFMC , SFSC and OMS service
- Configured product pricing tiers and respective promotions based on product, shipping promotion types.
- Develop Functional Specification documents, including use cases, user stories, and user flows.
- Develop, document and revise software system design procedures, test procedures, and quality standards
- Identify production risks and areas for improvement; prioritizes, designs and facilitates
- successful implementation and adoption of new process
- The creation of comprehensive current-state documentation, requirements elicitation, process flows, workflow, on-line services and reporting capabilities leading to new system configuration.
- Managing communication between a variety of team members including business stakeholders, designers, key executives, and IT.
- Consolidate and review the Test Specifications, Review RS and FS and give feedback
- Followed Agile Process and part of Sprint Planning, Daily Scrum, Grooming, Sprint Demo & Retrospective meetings.

Innovadeltech
Salesforce tester
(March 2020 – Jan 2021)

Responsibilities:
Movado Group (MVMT, Oliva burton, Concord, Ebel)

- Working with all LOB & Tech stakeholders
- Doing Requirement Elicitations and Refinement followed by documentation.
- Drafting user stories and Epics
- Product Backlog management and Prioritization with PO
- Conducing story grooming and walkthrough sessions with team business and Team Dev.
- Validation of user stories/UAT's
- Facilitating product Demo sessions for release.

Tricon Box:

Software Quality Engineer
(March 2019– March 2020)

Responsibilities:
- Maintenance of the Product Backlog for the application.
- Documenting user stories / business requirements in Microsoft TFS for Agile (Sprint Based) implementations of application enhancements in collaboration with SMEs and UI designers.
- Integrate usability studies, research, and market analysis into product requirements.
- Gain Understanding of client's strategic goals from a marketing perspective and work to define and deliver the best products aligned with these goals.
- Designing and Writing Business and Functional Test Cases
- Consolidate and review the Test Specifications, Review RS and FS and give feedback
- Responsible for defining Application Acceptance Criteria for the application

CERTIFICATIONS

- E-Commerce Management
- Salesforce Certified Administrator

ACADEMICS

- **Master's degree, Computer Science -2018**

- University of Management & Technology (UMT)
- **Bachelor's degree, Computer Science -2016**
- Baha Uddin Zakariya University