MD ZIAUL KARIM

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**Summary**

Performance-focused quality assurance test professional seeking a position as a QA Analyst & Marketing Cloud Specialist, utilizing over Seven (8+) years of experience on full software development life cycle (SDLC) and software testing life cycle (STLC). Successful career history with Sales Force technology and diversified skills in manual and automated testing of client/server and web-based applications.

**Key Areas of Expertise**

⬩Manual Testing ⬩Sales Force Marketing Cloud ⬩ Automation Testing ⬩ Black Box Testing ⬩ SDLC ⬩ STLC ⬩ Agile (Scrum/Kanban) ⬩ Waterfall ⬩Test Plan ⬩ Test Case ⬩RTM ⬩ Defect Triage⬩ Requirement Analysis ⬩Impact Analysis ⬩Functional, Smoke, Integration, Regression, Ad-Hoc, Back End , End to End Testing ⬩ User Acceptance Testing (UAT) ⬩ Jira⬩ Test Rail ⬩ Zephyr ⬩ Confluence ⬩ TFS ⬩Azure DevOps ⬩ HP Application Life cycle Management(ALM)⬩ HP UFT/QTP ⬩ VB Script ⬩ Descriptive Programing ⬩SQL⬩ Oracle ⬩Postman API ⬩ ⬩Mobile testing.

**Educational History**

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| Bachelor’s in computer science | World University |

**Relevant Testing Experience**

* Extensive experience in Sales Force marketing cloud, service cloud and sales cloud technology.
* Experience in all phases of STLC and SDLC and various methodologies: Agile (Scrum/Kanban) and Waterfall.
* Extensive experience in various phases of testing: Functional, Smoke, Regression, Integration, Load & Stress, End to End, Exploratory, Usability, User Acceptance (UAT) to test specific functions and testing entire application.
* Extensive experience in creating documents: Test Plan, Test Scenario, Test Case, Test Script, Test Matrix (RTM).
* Expertise in various tools- JIRA, Zephyr, Test Rail, Azure DevOps, HP-ALM, for bug reporting and defect tracking.
* Expert on helping automation team for UFT Automation using VB Script and Descriptive Programming.
* Have strong knowledge of SQL, developing database queries for Back-end Testing.
* Performed UAT along with functional scenarios to give the final sign off on behalf of business/ stakeholders.
* Good knowledge in Web service testing using Postman with Request and Response to validate API Integration.
* Good experience on Mobile testing on both IOS and Android using ‘Test complete’ tool.

**Career Experience and Responsibilities:**

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| **Salesforce Marketing Cloud Specialist Media Ocean, USA**  **09/2021-Current**   * Extensively working on Marketing Cloud and implementing various journey for email studio, social studio, Mobile Push and mobile connect and Advertising studio for capturing Lead and for business development. * Closely working with Digital Marketing team to operate various Campaign Management and allocate Event. * Periodically testing in client site and sign them off as UAT pass. * Configure and implementing intelligence Einstein and collaborating with EDMS team for automation. * Create all reports and make dashboards for analytics and for business view for development process. * Design and QA automation studio for triggering journey and configure them for scheduled routine task. * Configure custom Metadata for CRM and design and develop Deep Link URL for mobile push and connect. * Trigger the MC journey and using API to validating requests and responses and authentication. * Extensive experience in various phases of testing: Functional, Smoke, Regression, Integration, End to End, Exploratory, Usability, User Acceptance (UAT) to test specific functions and testing entire application. * Managing story/task and all test artifacts with the Azure Devops as a primary management tool.   **Salesforce QA & Marketing Cloud Specialist Freedom Mortgage Corporation, USA**  **02/2021-09-01-21**   * Extensively working on Marketing Cloud and implementing various journey for email studio, social studio, Mobile Push and mobile connect and Advertising studio for capturing Lead and for business development. * Continuous integration with different channels Salesforce Marketing Cloud to CRM/Service and Sales Cloud. * Periodically join sprint and release planning for user stories, task estimations and derived the SF QA tasks for the testing team and making the deliverables sheet, reporting and EOD status timely fashion. * Coordinate with the QA team, Clients, Developers, Business Analysts, System Analyst to complete the task. * Perform QA/UAT/Prod testing with test management tools to design test cases, test execution and bug tracking for the testing team and manage to be documented on confluence and align them to offshore team. * Heavily worked with JIRA for Log defects writing test cases using Zephyr for bug reporting and tracking.   **QC Engineer- Marketing Cloud New York Community Bank, NY**  **05/2018 - 01/2021** |  |

**Responsibilities:**

* Follow Agile methodology, participated in daily SCRUM meetings and testing each SPRINT deliverables.
* Worked in Sales Force Marketing and service cloud for business development and implemented various email, mobile push notification and mobile connect from mobile studio and Journey builder for business development.
* Heavily worked with Marketing cloud to determine marketing as a service for business development.
* Analyze and develop Advertising studio for business development and for Lead capture for new features.
* Analyze user story according to the Acceptance criteria which is a part of STLC and SDLC process.
* Worked with Azure Dev ops for Log defects and tracked for bug reporting and defect tracking.
* Creating reports and for documentation and communication, using Confluence, Share point and MS Teams.
* Actively Testing Accessibility test both Section 508 (Govt.) and WCAG 2.0 Level AA (private sector) using JAWS.
* Extensively Used Azure DevOps for Test and defect Management and update execution result in test plan suite.
* Conduct backend testing using SQL queries to validate data for database and for executing user specific test cases.
* Perform UAT testing to design test cases, test execution and bug tracking and manage requirements.
* Maintained full test coverage by executing number of test cases along with test scenarios for good understanding.
* Perform Web Services/3rd party integration testing with Postman API using various request and response code.
* Regularly joined defect status call and helped team to mitigate issue at hand for both on shore and offshore team.
* Responsible for Daily/Weekly Status reports showing the progress of the testing effort and task.

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| **Software QC Engineer**  **07/2016-04/2018** | **Century 21, New York, NY** |

**Responsibilities:**

* Involved in all phases of Software Development Lifecycle SDLC, Test Life Cycle and Defect life Cycle.
* Extensively involved in analyzing the User Stories and Design specifications documents to ensure testing.
* Actively worked on SF- Sales and Service cloud for establish better service and to obtain customer satisfaction.
* Incorporate Sales Force Marketing cloud for business and test email studio with journey and automation studio.
* Followed Agile Scrum and Kanban methodology and attended various meeting such as Release Planning, Sprint Planning, Daily Scrum, Demo and Retrospective meetings with the scrum team for the follow up of the sprint.
* Developed detailed Test plan based on software requirements specifications and updated RTM document.
* Wrote & executed Test cases for each functionality based on the product functional specifications.
* Design all manual test cases step by step into HP Application Life Cycle Management (ALM) test plan section.
* Test request and response JSON based web services interfaces using Postman API.

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| **Junior QA Tester**  **01/2014-06/2016** | **Sprint, Reston, VA** |

**Responsibilities:**

* Prepared detail test plans and test scripts for different scenarios by analyzing functional documents, visual design documents, content metrics and use cases to cover the user acceptance criteria.
* Responsible for Black Box, functional testing, smoke testing, exploratory testing, Regression testing, integration testing and User Acceptance Testing (UAT) on various releases.
* Planned and executed of backend testing. Designed simple to complex SQL queries with various joining to retrieve data for database testing.
* Regularly interacted with core developers to assure that all the defects are addressed in time.
* Mapped test plan back to functional requirements for ensuring all the requirements are being included in the test cases.
* Performed Mobile testing using real device and Emulator.
* Hands on experience on Test complete to test mobile native apps and bug tracking and reporting.

**Technical Project Environments:**

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| **Languages and GUI** | HTML, .NET, Java, J2EE, JCL, CSS, SQL, Linux, Unix Shell |
| **Operating Systems** | MS Windows 98/95/2000/XP/7/10, iOS |
| **Manual Testing tools** | Jira (TestRail & Zephyr), Azure DevOps, Confluence, HP Quality Center (QC), HP Application Lifecycle Management (ALM), Version One |
| **Automation tools** | HP Quick Test Professional (QTP), HP Unified Functional Testing (UFT), Tosca |
| **Application server** | WebSphere, Tomcat, JBOSS |
| **Utility** | Postman API, Chrome REST Client, MS Office Suite, SQL Developer, WinSCP, TFS, SFDC |
| **Web Technology** | XML, HTTP, TCP/IP |
| **Database** | Oracle, MS SQL Server, MS Access, TOAD |