

Shazia Ahmad



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Pune , India



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EDUCATION

Science, Bachelor's Degree

Madurai Kamaraj University

Madurai

Completed

June 2009



TRAINING & CERTIFICATIONS

- International Software Testing Qualifications Board (ISTQB) Foundation 2017
- ITIL V3 Foundation 2008
- MCSA (Microsoft Certified Solutions Associate) 2012
- Certified Scrum Master. Simplilearn, 2023
- Azure Administrator
- Azure Devops 2023



SKILLS

- **Operating Systems:** UNIX OS (Solaris), LINUX, Winows OS.
- **Virtualization Platform:** NetBackup VCS,Basic of VMware
- **CRM:** Rally, QC, Remedy , ARUser Tool, JIRA, Milkbone Bug tracking tool, Newton, CAP (Customer Assistance Portal), Titan and Apropos.

Azure Devops Engineer.



PROFILE • ABOUT ME

15 Years of Total Work Experience in Quality Assurance and Azure Devops.

- Working as a Azure Devops Engineer in Calsoft since last 4+ years.
- Design, implement, and maintain CI/CD pipelines using Azure DevOps.
- Collaborate with development and operations teams to streamline the software delivery process.
- Manage and administer Azure DevOps services and server.
- Automate infrastructure provisioning and configuration using Infrastructure as Code (IaC) tools.
- Implement and maintain monitoring, logging, and alerting systems for deployed applications.
- Collaborate with cross-functional teams to troubleshoot and resolve deployment issues.
- Ensure security best practices are implemented in the CI/CD process.
- Implement and manage source control repositories.
- Work with development teams to optimize and improve build and release processes.
- Stay updated with the latest Azure DevOps and cloud computing trends and technologies.
- Software testing on various test levels.
- Experience in working with Agile/ Scrum methodologies.
- Completed training and Certified Scrum master.
- Ability to analyze software requirements and specifications to create test scenarios and test cases.
- Excellent problem-solving skills to identify and report software defects.
- Strong communication skills to collaborate with developers, product managers, and other stakeholders.
- Ability to work in an agile development environment and adapt to changing priorities.
- Attention to detail and ability to work with ml supervision.
- Experience Working on Jira tool for Defect logging and user stories.
- Mentoring new team members.
- Excellent English written and verbal communication skills. Enthusiasm for learning new technologies.
- OS Experience : Unix, Linux and Windows.
- Worked on Cloud Life-cycle Mgmt. Tool testing,Netapp WAFL
- Filesystem,Backupexec,Netbackup and Object protocols(S3) Testing.
- Experience and knowledge of Python automation: Running regression suite using selenium and debugging testcase failures.
- Azure Devops technology (completed AZ900,AZ104 learning and certification).

- **Bug Tracking Systems:** JIRA, and Bugzilla.
- **Test Management Tools:** JIRA, TestRail
- **Test Automation Tools:** Selenium WebDriver and Robot Framework.
- **Continuous Integration/Continuous Delivery (CI/CD) Tools:** Jenkins and GitLab CI/CD.
- **Virtualization Tools:** VMware, VirtualBox, and NetBackup VCS.
- **API Testing Tools:** Postman, SoapUI, and REST Assured

LANGUAGES

- Marathi
- Hindi
- English

PERSONAL INFORMATION

Gender
Female

Marital Status
Married

Nationality
Indian

Passport
N1992450, Expires 08/08/25

Address
Pune - 411027
India

- Creation of new projects in GIT and then creation of branches as per standard.
- Experience working on Jenkins jobs, used for deployment and Feature sanity runs.
- Experience working on Open source Cephradosrgw Object Storage and GitHub.
- Experience working on Open source Conformance automation test suite: Ceph3test.
- Experience working on Kubernetes Setup, Worked on Kubernetes single node and multi-node cluster setup.
- Utilized Kubernetes for runtime environment of the CI/CD system to build, test deploy.

WORK EXPERIENCE

Azure Devops Engineer

Calsoft Inc
Pune, Maharashtra

Jun 2019
- Current

Current Project: Lenovo
Domain: Storage-VsanDeployment.
Duration: August 2022 till date.

Previous Project: Seagate
Domain: Object Storage
Duration: 3 years 2 months.

Job Roles n Responsibilities:

- Design, implement, and maintain continuous integration and continuous delivery (CI/CD) pipelines using Azure DevOps Services.
- Automate the build, test, and deployment processes to enable faster and more reliable software delivery.
- Utilize IaC tools like ARM templates or Terraform to automate infrastructure provisioning.
- Administer and manage Azure DevOps Services or Azure DevOps Server.
- Handle user access, security, and configuration settings.
- Implement and manage source code repositories using Git within Azure DevOps.
- Coordinate and manage the release process, ensuring controlled deployments.
- Configure monitoring, logging, and alerting systems for application health in Azure.
- Work closely with development teams to understand application requirements.
- Implement and enforce security best practices throughout the CI/CD pipeline.
- Maintain clear documentation for CI/CD processes, infrastructure configurations, and troubleshooting guides.

- Identify areas for improvement and implement optimizations in the CI/CD pipeline.
- Work closely with operations and QA teams for seamless collaboration.
- Keep abreast of the latest Azure DevOps and cloud computing trends

Senior Principal Software Development Engineer in Test

Jan 2018

Mindtree Pvt Ltd (Cons.: Klaus IT solutions)

- Jun 2018

PUNE

Project: Veritas NetBackup.

Domain: Storage .

Responsibilities:

- Working in EOL project for NetBackup, they were stopping support on HP-UX and AIX platform.
- Involved in testing Migration of NetBackup Applications from HP-UX and AIX on supported platforms.
- Automation involved by using Catman script for migration which migrates NBU database from non-supported platforms to Supported platforms, worked on NetBackup 773.8.1 and 811 version.
- Mainly worked on testing NetBackup on VCS - Veritas Cluster Server, is Symantec's solution for
- Worked on SLES, RHEL, HP-UX, AIX and Solaris Platform.
- Manual testing and Automation testing using catman script.
- Testing various features of NetBackup: Dedup, NDMPBackup/restore, Catalog DR Recovery Cloud server storage, MSDP, Advanced Disk etc., regression Testing.
- Installation of VCS and then testing migration of NetBackup database.
- VM creations, OS install (rhel, sles) and provisioning on ESX.

Senior Software Engineer

Mar 2014

Ziggo Services

- Apr 2016

Gemeente Utrecht

Netherlands

Description:

Ziggo is the largest cable operator in the Netherlands, providing cable television (digital and analog), broadband Internet, and mobile service to both residential and commercial customers.[

VoIP (voice over IP) allows for calling over the Internet. Hosted VoIP is a complete virtual telephone exchange on Android and IOS Platform.

Testing Ziggo Mobile Applications (VOIP on Android and IOS Platform).

Responsibilities:

Responsible for test execution, test cases for Voice over internet protocol (VOIP), feature on android and IOS platform.

Responsible for functional testing of web portal AND responsible for defect logging and tracking, which includes interacting with development and design teams.

Worked on Middleware app: Tibco and soap ui for few months for validating testcases.

Knowledge about Crash Logs, co-ordinating with the Install Developers

Mentoring and resolving issues of other team members, attending Team meetings.

Senior Software Quality Analyst Engineer

May 2011

BMC Software

- Feb 2014

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Project: CLM (BMC Cloud Lifecycle Management).

Responsibilities:

- Test case creation, deploying products such as AR System, Atrium Core, CLM Core, Atrium Orchestrator, Bladelogic Server Automation, Bladelogic Network Automation, BMC Proactive Net etc. using Install Planner(Fresh, upgrade)
- Executing test cases for validating installs done using install planner
- Reporting defects using BMC defect tracking system. Verifying Fixed defects.
- Maintaining Test cases in Rally, maintaining Install Statistics like install timings, defect metrics etc.
- Co-ordinating with the Install Developers; mentoring and resolving issues of other team members
- Attending Team meetings, documentation Review and provide Feedback
- Resolve Customer escalations, give Demo's to Customer facing teams.

Software Test Engineer

Jan 2010

Symphony Software Services

- May 2011

PUNE

Project: NETAPP (WAFL Filesystem)

Responsibilities:

- Application Study.
- Preparation of Test Setup.
- Preparation of Test cases and tests data.
- Manual Test cases execution.
- Execution and Modification of Pearl Script.
- Reporting Defects.
- Defect Verification.

Product Support Analyst

Jan 2008

Symantec Software Corporation

- Nov 2009

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Project : Backup exec

Description:

- Product Support Analyst for Backup Execution. (Storage)
- Handling technical queries related to Veritas/Symantec Backup Exec for Windows Server software for doing backups and restore.

- Handling technical queries related to Veritas/Symantec Backup Exec for Windows Server software for doing backups and restore.
- Taking ownership of the customer issues and making data readily available which affects their Production Environment.
- Assisting customers with Disaster Recovery and Recovery Of data to The Point of failure.
- Knowledge of implementing and troubleshooting geographically dispersed backup and recovery topologies using Backup Exec Central Admin Server.
- Helping customers with Disaster Recovery and Recovery Of data to The Point of failure.
- Point in time recovery of the System and Data with minimum downtime.
- Backing up databases like Exchange, SQL, Lotus, SharePoint and Oracle on windows/Linux/Unix platform.
- Knowledge of Pure disk as completed ELearning for same from Symlearn.
- Support for backing data on NAS and SAN. (NetApp Filers, USB drives, external hard drives and different types to tape devices)
- Performing disaster recovery of Windows 2000 and 2003.
- Working on Exchange 2000, 2003 and 2007.
- SQL 2000, 2005 backups and restores.
- Disaster recovery of Windows Domain Controllers. (AD).
- Handling cases of Backup exec System recovery.
- ONTAP provides different data protection solution like **Snapshot, Snap Restore, Snap Mirror, Snap vault.**

Technical Support Engineer
IBM Business Process Services
PUNE

May 2007
- Dec 2007

DECLARATION

I, Shazia Ahmad, hereby declare that the information contained herein is true and correct to the best of my knowledge and belief.

Shazia Ahmad

Pune,