Momin QADRI

 SQAA|Business Analyst|Associate PM

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**Summary**

* Overall 10 plus years of experience in the IT industry which includes 5+ years of experience in the BA field working as Business/Product Analyst
* More than 8 years of knowledge as a QA tester/engineer
* Took part in resource hiring interviews with candidates that were the stature of BA,QA and Devs
* Experienced junior project lead who lead efforts in the Apple Pay, Google Pay, Covid19 informational modal release for mobile app
* Applied good judgment in balancing and advocating for the use of Agile delivery concepts
* Have working experience on integrating and testing SOAP UI Pro as well as Postman API
* Worked as a liaison between IT and Business.
* Hands on experience with Data warehousing, class diagrams and used SQL queries for data analysis and to filter data for legacy projects
* Worked on projects with 3rd party vendors the likes of Locus Labs for Terminal Maps project, Adyen for Apple Pay payment processing
* Worked specifically on Mobile devices (iOS/Android as well as Windows/Blackberry based)
* Worked on KIOSK machines as well as Web apps
* Managed couple of teams with their product backlogs
* More than 8 years of QA (Manual and Automated) testing experience
* Managed and organized all Agile related ceremonies: Backlog grooming’s, Iteration Planning’s, Demos etc
* Experience working on feature toggle/flag management
* Worked with copywriters to make sure the text we want to deploy to the customers is accurate and to the point
* Created A11y user stories and worked with the team to test out scenarios related to accessibility testing on Web apps and Kiosk machines
* Worked with the dev team on reporting strategies and ensuring data is collected properly
* Sabre GDS: Sabre proficient and current in all the skills for utilization and training
* Built a trusted reputation for integrity of work in quality control & testing with ability to work collaboratively with internal and external stakeholders to ensure success
* Specialized in QA and User Acceptance testing of Mobile based, Web and Client-Service applications
* Proven knowledge of design/developments, test plan and test cases including test strategy and procedures
* Proficient experience in Manual and some front end Automaation testing of GUI and functional aspects of the Client-Server and Web based application on multiple level of SDLC and Testing Life Cycle (STLC)
* Self-motivated, Strong organizational skills, reliable and cable of adopting new technical skills in short period of time
* Detail oriented, with the ability to be multi-tasked
* Excellent skills in verbal and written communications

**TECHNICAL SKILLS:**

Methodologies: Agile & Scaled Agile 5.0 / Waterfall / Scrum

Front end automation: Sikuli IDE

Proxy/API tools used: Charles Proxy, Postman, Swagger API

Booking tools used: Sabre GDS system.

Tools / Ticketing System: JIRA, Confluence (Atlassian Suite), HP Service Manager

Capturing/Analytical tools: Adobe Analytics, Tealeaf, Splunk, Adobe Target, Tealium

Communication: Slack, Jabber, MS Teams, Skype

Presentation tools: MS Visio, SharePoint, Power Point, Lucid Charts

Testing tools : HP ALM QC, Load Runner, QTP, Rally

Cloud computing: Familiarity with IBM Cloud PaaS (IBM Bluemix)

Process Modeling Tools: MS Office Suite 9X/2000/XP/2007/2010 (PowerPoint, Word, Excel, Access, Outlook), MS Project, MS Visio.

Database: MS Access, MS SQL server

Simulators: Android Studio and Xcode

Domain: Health care, Aviation, Hotels and food service

Cloud: IBM Bluemix

## Certifications:

* **Certified Scaled Agile 5.0 POPM**(Scaled Agile - Sep 2020)
* **Certified Salesforce Admin**(Sep 2020)
* **ICP\_AAC Certified**Oct 2017
* **Six Sigma Certified**Sep 2020
* **High Impact Business Writing**June 2020
* **CHISSP (Certified Healthcare Information Systems Security Practitioner)**Aug 2020

**Recent Projects:**

* **Apple Pay and Google Pay Project (Worked as a PM/BA/QA):**Worked on delivering a multi-million-dollar feature by integrating Apple Pay as the payment methodright on the user’s iPhone/Android phone
* **Coronavirus Informational Modal (Worked as a PM/BA/QA)l:**

Designed, tested and implemented a backend service for the COVID-19 informational modal

* **SDFC (Same Day Flight Change):**

Delivered an enterprise level revenue generating feature where the user was empowered to change their flights within 24 hours for a small fee

* **Booking Widgets:**

Assisted with a project where the user can book their flights using the mobile app

* **Dynamic Rebooking:**

Worked as a part of the Omega Pod in a DEV OPS environment on this particular project where the user can change their canceled or delayed flights and chose a different flight

* **Apple Watch Complications:**Worked on this cool feature using the Apple watch where the user can change their watch complications and chose American Airlines complications. They could also check in to their flights, get flight updates amongst other things right on their Apple Watch

**Professional Experience:**

**Getaroom.com (Hotels.com) Nov 2020 – Present**

**Project Manager|Business Analyst**

### **Responsibilities:**

* Collaborated with project sponsors to determine scope
* Used Sendgrid as a tool to work on marketable customer emails and helped in generating millions of dollars in revenue for the getaroom brand
* Conducted regular meetings with the SVPs of Quality, Software Engineering, Finance and Marketing Management
* Reviewed conceptual requirements with technical leads to assess impact
* Used Lucid Chart to work on different system and workflow diagrams
* Assisted 6 different teams with their requirements
* Translated conceptual requirements to business functional and nonfunctional requirements
* Elicited and validated business needs for the project
* Worked primarily on the storefront website for getaroom.com
* Conducted JAD sessions with the teams
* Worked with senior leadership from different departments to make sure the requirements are clear
* Acted as a liaison between IT and business stake holders to get the requirements fulfilled
* Worked with the UX counterparts and also worked as a copywriter to promote some branding and marketing work
* Promoted standardized processes to achieve consistency in the documentation and transition of

requirements and acceptance criteria to delivery teams

* Assisted in designing test plans, test scenarios and test cases for integrations, regression and user acceptance testing (UAT) to improve overall quality of the application

Conducted JAD sessions with business sponsors, developers and testing teams

**Environment: Windows 7/10, MS Office Suite, Lucid Charts, HP ALM, Agile, Miro, Google Analytics, Visual Studio, Charles Proxy, Slack, SOAP, Swift, Confluence, SharePoint, JIRA, Invision, New Relic, Sage maker, Zendesk, OKTA, Sendgrid**

### **American Airlines Sept 2018 – Nov 2020**

**Business Analyst|Product Analyst**

### **Responsibilities:**

* Led the team in the recently completed Apple Pay project as a project lead
* Prioritized requirements and created conceptual prototypes and mock-ups
* Conducted daily standups, backlog refinement meetings, retrospectives, demos, iteration planning as well as took key initiatives in product release demo’s to the whole enterprise as the product became available to deploy to the market
* Implemented advanced strategies for gathering, reviewing and analyzing data requirements
* Developed testing programs that address area such as database impacts, software scenarios, regression testing, negative testing, error or bug retests, or usability
* Documented messaging that were needing reviews using Share point
* Identified, analyzed and documented problems with program functions, output, online screen, or content
* Worked in an Agile team to collaborate with stakeholders
* Documented test procedures to ensure replicability and compliance with standards
* Used statistical modeling for reporting to present management to come on conclusion of data results from different market trends so based on that created a statistical modeling document for future references.
* Interviewed business users to gather requirements and analyzed the feasibility of their needs by coordinating with the project manager and technical lead.
* Identified, researched, investigated, analyzed, defined opportunities for business process improvement, documented business processes and initiated efforts to make improvements.

**Environment: iOS/ Windows 7/10, MS Project, MS Office Suite, MS Visio, LISA, HP ALM, Agile, iOS/Android, Android Studio, Xcode, Miro, Adobe Analytics, Postman, Visual Studio, Charles Proxy, Rally, Slack, Sabre, SOAP, Swift, Confluence, SharePoint, various mobile web services versions**

**American Airlines*****Aug 2016 – Aug 2018* Product Analyst**

**Responsibilities:**

* Worked on the Dynamic re-booking project (Phase 1 & 2) when we first introduced Dev-Ops to AA as a Product analyst
* Worked on all forms of testing from Mobile to web to SSM machines.
* Monitored and forecasted consumer data for changes and offered solutions
* Performed A/B testing.
* Analyzed the business and system requirement documents and was responsible for developing detailed test cases.
* Worked with skilled Agile teams who were cross functional and collaborative and in turn helped with the delivery of the product much faster to prod
* Involved in reviewing and analysis of requirements and design documentation.
* Participated in preparing functional test plans for different modules of the application.
* Coordinate activities across multiple teams, including but not limited to development and project management.
* Worked independently and under limited supervision and analyzed client data
* Performed demos of our products to VPs and the CEO of the company.

 **Environment: iOS, Android, Mac OS, Windows 7/10, Basecamp, Tealeaf, MS Project, MS Office Suite, MS Visio, HP ALM, Agile, Trello, Git Hub, iOS/Android physical devices, Android Studio, Xcode, Miro, Adobe Analytics, Fiddler, Visual Studio, Charles Proxy, Rally, Slack, Sabre, SOAP, SharePoint**

**American Airlines *July 2015 – Aug 2016***

**Senior QA Engineer**

**Responsibilities:**

* Demonstrated experience testing software, including test plan and test case creation and execution
* Experience in debugging, troubleshooting system and application problems
* Tested on a whole lot of APIs especially the likes of Postman
* Worked on proxy/debugging tools the likes of but not restricted to Charles and Fiddler
* Assisted in projects related to backend development work
* Played a part in mobile automation experience
* Ensured timely and accurate implementation of test plan by managing and prioritize test assignments, activities and resources under direction of Quality Engineers and Project Managers
* Actively participate in regular QA team meetings to discuss SQA testing process and suggest improvements to the application design and features
* Performed POC on the Dynamic reaccom project related to service virtualization and used LISA as the solution
* Played a support role in setting up Lisa tool for SV at AA in different test environments
* Actively participated in program meetings
* Participated in enterprise meetings as an SME for Web app
* Mentored and trained people in learning about SABRE GDS systems

**Environment: Mac OS/ Windows 7/10, aa.com web applications, Kiosk, MS Project, MS Office Suite, MS Visio, HP ALM, Agile, iOS/Android, Android Studio, Xcode, Miro, Adobe Analytics, Postman, Visual Studio, Charles Proxy, Rally, Slack, Sabre, SharePoint, SOAP UI pro**

## Romack Inc Sep 2012- July 2015

## Mobile QA Tester

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**Responsibilities:**

* Created test strategy and test plan documents
* Created manual and automation test cases as per the functionality of the application
* Performed manual testing on various operating systems which includes Android OS and IOS platform
* Implemented automation testing strategies
* Tracked defects and test management in HP ALM
* Use industry standard automation tools and technologies to reduce the manual testing effort and achieve more time to market
* Communicated with other QA, BA, PM and PO’s regards testing status
* Tested manually on Blackberry and Windows mobile apps
* Wrote test scripts and design steps on QC for mobile applications testing
* Took the initiative and led standup calls for the mobile app team

**Environment: iOS, Android, Blackberry/Windows test devices, HP Alm Quality Center, Sikuli IDE, Eclipse, SQL, Charles Proxy, Basecamp, Green shot, Java, Agile, Jabber**

**Raritan Bay Medical Center *Dec 2010 – Sep 2012***

**Accounts specialist**

**Responsibilities:**

* Extensive participation for hospital accounting, patient billing and account coordination process.
* Assisted in drafting new accounting control system to maximize productivity
* Team lead for hospital’s external audit & devised strategies to carry out audit plans
* Coordinated implementation of new accounting practices & enhance efficiency
* Involved in full **HIPAA** compliance lifecycle, mapping, and implementation of EDI X 12 transaction code sets and translation of **ICD-9** to **ICD-10** codes.

**Silicon Technologies**  ***Jan 2009 – Dec 2010***

**QA Engineer**

**Responsibilities**:

* Helped/trained team to create Soap UI scripts and notifications related scripts
* Created and updated test scenarios, test plans, and test cases according to use case and design
* Participated in system walkthrough and inspection meetings to understand the business rules and system operation flows
* Actively involved in daily triage meetings, weekly walkthrough meetings, to verify the status of the testing effort and the project as a whole.

**Environment: HP QC, SQL, Excel, SOAP**

**Panasonic
Associate QA Analyst (Web app testing) Feb 2007 – Jan2009**

**Responsibilities:**

* Communicated test plan to the project team
* Coordinate testing meetings (i.e., daily standup, establishment of priorities)
* Worked on system incident reporting management
* Ensured test phase containment is followed
* Ensured end to end testing is completed in Integration Testing before UAT starts
* Status reporting on progress of test during SIT & UAT.
* Ensure business sign-off on test prior to any application releases code into production.
* Gave knowledge transfer to team members about complex business scenarios

## Education:

## University of Karachi - Bachelors of Commerce/Business