

Ummer Farooq J

Test Manager

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Summary

- ISTQB certified QA professional with 12 years of experience in software testing.
- Experience in testing and managing web, desktop and mobile applications.
- Profound experience in testing application using QA tools like HP ALM, Jira, Selenium.
- Proficiency in testing financial applications with payment gateways.
- Proficiency in automating APIs using Postman and SoapUI.
- Rich experience of working with clients like Maersk, MasterCard, EY, Willis Towers Watson, XL Catlin and Microsoft.
- Experience and proficiency in developing test strategies for complex and high visibility projects.
- Experience in managing/delivering testing projects spread across geographies and working in an onsite-offshore delivery model.
- Actively involved in test consultation, test estimation, resource allocation, and task allocation.
- Proficiency in preparing test deliverable like Test plan, Test summary report and reviewing test cases, status reports and metrics.
- Hands on experience in implementing QA methodologies, processes and best practices.
- Experience in Agile Software development methodology .
- Excellent leadership, communication and stakeholder management skills.
- Sound grasp of software development life cycle, testing concepts, capable of identifying and managing risk, issues throughout testing life cycle.
- Effective team lead capabilities for providing solutions and direction to the project team members.
- Imparted HP ALM/Jira training to Global IT Users.

Work experience

Program Test Manager

Dec 2017 - Till Date

EY GDS

- Improved efficiency and reduced test cycle by increasing automating test script execution by 70%.
 - Automation of API using Postman and Dynamic UI using Selenium.
 - Increased test artifact documentation more than 100% across all applications supported.
 - Implemented initiative to establish performance test baselines for the 100% of applications supported.
 - Led the planning and execution of 40+ test campaigns (including functional, performance and environmental tests) and integration/troubleshooting.
- Participated in the verification, validation and commercial release of the Insurewave tool, helping to generate \$2M in monthly revenue for the company.
- Provided direct technical guidance to 14+ engineers, and technicians (both local and onshore).
- Developed and maintained schedules, tracked and forecasted costs and labour hours, and managed project risks.

Skills

HP Quality Center
Analytical Ability
Innovation & Creativity
Communication
Team Skill
Blockchain
R3 corda
Microsoft Dynamics
Azure
Swagger
Middleware
API
Agile
Automation
Banking
Business Analyst
Data Management
ETL
Senior management
Functional
Insurance
Leadership
Meetings
Messaging
Java
Data Migration testing
Infrastructure testing
Excel
Migration Testing
Processes
Visio
Process improvement
Project management
QA
Reporting

- Managed procurement of test assets including test articles and test setups. Negotiated test requirements and test strategies and served as a liaison with internal customers and outside vendors.
- Identify repetitive tasks performed by the QA team that can be optimized by implementing RPA.
- Identify manual or automated testing requirements for each process.
- Instead of testing the entire process, selecting only those applications / actions / output that are impacted or generated by the RPA bot.
- Enable end-to-end automation scripting by combining various open source test automation tools.
- Produce a single automation script from creating test data to bot execution and validation across impacted applications / systems.
- Reuse the automation script in higher environments like system integration testing (SIT) and user acceptance testing (UAT)

Test Manager

Aug 2014 - Dec 2017

EY GDS

- Coordinated with UAT teams on testing resources and timelines, content being tested, ensuring requirements trace back to test scenarios and cases, and ensuring who is responsible for the requirements being tested.
- Gathered information, wrote, and obtained sign offs from stakeholders on the Test Strategy and Test Plan for each release.
- Met with UAT teams to mitigate any questions or concerns regarding testing, coordinated meetings with technology, and held walkthrough and reviews for the Test Strategy, Test Plan, Test Scenarios, Test Cases, and any other testing related documentation/activities.
- Ensured all documentation aligns with Project Governance standards from Enterprise PMO.
- Participated in test status meetings and ensure testing status updates, including issues, defects, and any clarification needed, are communicated.
- Suggested process improvements related to testing activities.
- Ensured that test activities are aligned with the Project Plan and ensured timely delivery of testing milestones.
- Authorizes the Build for promotion or rejection after smoke test
- Ensure the sign offs from BA and other stakeholders are obtained for the various deliverable.
- Contribute and support technical KT activities, ensure monthly knowledge sharing sessions and ensure its usage
- Document Lessons learnt, maintain and implement best practices
- Induction for new recruits at applicable level(s)
- Focus on continuous process improvement.

QA Manager

Oct 2013 - Jul 2014

Tata Consultancy Services

- Database/Migration Testing: SQL server 2005 to SQL Server 2012 in Microsoft Windows Server 2012 Enterprise Edition.
- Developed Test Plans, test scripts and executed the test scripts for Data Management remediation – DMR Project.
- Thorough out the project in various iterations/Sprints – conducted system testing, functional testing and integration testing.
- Migration testing of SSIS packages from SQL Server 2005 to SSIS 2012.
- Worked on SQL Server Integration Services (SSIS) and SQL Server Analysis Services (SSAS).
- Experience in using SQL Server Data Tool, SQL Server Management Studio and Microsoft Visual Studio.
- Performed installation of SQL Enterprise 2012 SP1 CU 5 64bit version on

Requirement

Software Testing

Microsoft Visual Studio

Written

Documentation skills

Automation

Test implementation

Manual test case preparation

Defect monitoring

IntelliJ

Learning

Supervision

Operational improvement

Budgets

Business operations

MS Office

Problem resolution

Customer service

Process improvement

Team building

UiPath

Communications

Organization

Relationship development

Team management

Project organization

Budgeting

Strategic Planning

Negotiation

Business analysis

Staff Management

Data collection and analysis

Windows 98/XP/Vista/7, Mac OS, iOS and Android

MS SQL Server 2000, 2005 & 2012

Selenium web driver

Postman

SoaPUI

HP ALM

JIRA

IOS simulators

Zephyr

Windows 2012 Sp1 Clusters (HP servers in enterprise Data Centres).

- Developed SQL queries for querying data against different data bases for data verification process.
- Prepared the Test Plan and Testing Strategies for various Applications.
- Developed ETL test scripts based on technical specifications/Data design documents and Source to Target mappings.
- Extensively interacted with developers, business & management teams to understand the project business requirements and ETL design document specifications.
- Participated in regular project status meetings and QA status meetings.
- Extensively used and developed SQL scripts/queries in backend testing of Databases.
- Written test cases to test the application in Quality Centre 11.0(ALM)
- Defects identified in testing environment are communicated to the developers using Quality Centre – Defects module.
- Prepared daily status reports with details of executed, passed, and failed test cases and defect status.
- Tested a few complex ETL mappings and reusable transformations for daily data loads.
- Setting up, monitoring and using Job Control System in Development/QA.
- Extensively worked with flat files and excel sheet data sources. Wrote scripts to test the flat files data in the databases,
- Scheduling jobs to be run in a batch process
- Effectively communicate testing activities and findings in oral and written formats
- Extracted data from various sources like Oracle, flat files and DB2 server.
- Worked on issues with migration of Data in development Environment

Test Analyst

Mar 2013 - Aug 2013

Tata Consultancy Services

- Analysis of the Requirement documents & other client supplied documents
- Attend the Requirement walkthrough with the team members.
- Preparing Test Strategy
- Ensuring team's adherence to test process and test methodologies
- Creating the Test Conditions & Conducting the Test Conditions walkthrough
- Creating the Test Plan
- Identifying the Test Data Requirements
- Preparing the test scripts & Reviewing the test scripts prepared by other members in the team
- Uploading of the Test cases in HP Quality Centre 10.0 & mapping the test scripts to the requirements
- Validation of Test Accounts
- Scheduling the daily test status calls to provide the daily inputs
- Test Execution as per the scheduled Timelines & updating QC on daily basis
- Reviewing the execution performed by team members
- Raising the defects in QC
- Identifying the issues that impact Test execution & troubleshoot them
- Automating the Regression scripts with QTP 10.0
- Preparing the Test execution report
- Preparing the daily & weekly status report

Test Data Manager

Apr 2010 - Feb 2013

Tata Consultancy Services

- Gathering the backend test data characteristics on call with stake holders, backend teams and application teams.
- Analyzed requirements to understand business needs.
- Reviewing the requirement on call with the required teams.
- Engaging the respective back-end teams based on the requirements.

- Working with the various back-end teams like TRIUMPH, COPE, and MTB, to get the requested test data setup done.
- Working with the secondary teams like USMR, CRPS, CAS, GRSTT, FAS.
- Delivering the accounts with the status to application team after validating against the given test data characteristics.
- Driving and troubleshooting the test data issues, by working with the teams like GDAS, CRPS, SOLAR and USMR.
- End to End test data support Membership Rewards projects.
- Driving and Troubleshooting the issues related to application services or environment, by involving teams like EMI, GDAS, Application teams and Solar, EMI
- Providing on-call supports to application team/testing team for the issues undergone during the AT, SIT and UAT testing phases.
- Providing status updates to on-site test managers.

Test Analyst (Offshore)

Feb 2009 - Apr 2010

Tata Consultancy Services

- Analyzed requirements to understand business needs.
- Involved in Functional Test Case Preparation, Test Case Execution and preparation of Traceability Matrix.
- Constantly kept in touch with Business Analyst and updated the Test cases if any. Prepared the Test Data
- Interacted with the team members, work stream developers and On-site coordinator to get the detailed information about the requirement.
- Involved in Uploading Test case, Executing Test case and logging Defects in Quality Center.
- Involved in Connectivity Testing.
- Involved in System & Integration Testing.
- Executed the Test Cases Manually.
- Presented appreciable defect tracking skills during the project tenure.
- Reporting the Test Results using Quality Centre Tool.
- Supported Team members in preparing and Executing Test Cases.
- Reporting the Test Results using Quality Centre Tool.
- Involved in regression testing.
- Participated in continuous improvement of web development processes to simplify implementation procedure.
- Produced and managed detailed project plans for tracking test activities

Education

Bachelor of Technology

Sep-2004 - Aug-2008

NSS College Of Engineering Palakkad

All India Senior School Certificate Examination Apr 2003 - Mar 2004

Kendriya Vidyalaya Kanjikode Palakkad

School Leader for the Year

All India Secondary School Examination (AISSE)

Apr 2001 - Mar 2002

Kendriya Vidyalaya Kanjikode Palakkad

Certifications

- Jun 2019 Certified Scrum Master CertificantID:000943461
- Jul 2019 EY Blockchain – Bronze Badge
- Apr 2016 ISTQB Agile (ITB-CTAE-0000829)
- May 2015 ISTQB Advanced (ITB-CTAL-00000931)
- Feb 2015 ISTQB Foundation (BCS-CTFL-1203395))
- Apr 2020 RPA Specialist
- Apr 2020 Hexawise Test design Professional
- May 2020 Microsoft Certified: Azure Fundamentals

Accomplishments

- Excellence in Team Management in 2020 .
- On The Spot Award from EY GDS in 2020 .
- Exceptional Client service Award during FY 2019
- On The Spot Award from EY GDS in 2019
- Onsite Recognition from EY UK team for Exceptional Client Service in 2018 .
- Exceptional Client Service Award during FY 2017.
- Agile ScrumFest Winner 2016.
- EY EXTRA MILER for the year FY16 for excellence in performance.
- Excellence in Performance Award during FY 2015.
- Bronze Badge on Blockchain Technology.
- Won on the Spot Award (Best performer) for successful completion of AMEX Critical Projects.

Strength

- Good communication (both oral & written) and presentation skills.
- Ready to take up challenges and see them through to completion and remain calm and confident under stressful conditions.
- Can adapt well to new situations at work and in personal life.
- Hardworking, honest and reliable with a cheerful personality.
- Recognizing subordinates for what they are and what they do.
- A very good Team Player

Declaration

I hereby declare that the information furnished above is true and correct to the best of my knowledge and belief.
