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Ammar Zia

A Seasoned Salesforce Agile QA Professional

Current Job Title	Senior Quality Associate
Total Experience	6 Years+
Academic Qualification	B.Tech in Computer Science & Technology

Professional Summary

1. A Seasoned Salesforce QA professional currently working with **Publicis Sapient** in the capacity of **QA Lead** for a prestigious client and an ecommerce market giant **L'Oreal**.
2. Extensively working on **Salesforce Commerce Cloud** along with the two major product lines of **B2B** and **B2C** capabilities. Apart from other Salesforce Cloud which are **Salesforce Marketing** and **Service Cloud**.
3. Well Versed with **Demandware Business Manager** and its modules such as **Merchant, Admin & Storefront**. In Depth knowledge of process **Workflows & Schedules**.
4. Hands –on experience in Creating and managing the **Merchandising, Products & Catalogs, Content , Promotions & Campaigns, Customer Services assistance, Order Fulfillment management**.
5. Majorly involved in **Integration testing** involving multiple third parties and vendors such as *PFS Web, Order Groove, CYBS, Perimeter X , RichRelevance, QAS, Gigya, LivePerson, Modiface* etc. For **Payment Integrations** such as *Apple Pay, Paypal, ShopRunner & Afterpay* etc. few to name.
6. Responsibly doing validation of **backend Logs** and various **impex files** involving the user journey from the storefront using **DWEase** tool.
7. Good Knowledge of **SDLC & STLC** along with the **Black box** and **Grey Box** testing techniques. Very well versed with Quality aspects and **Agile** and **Scrum** methodologies.
8. Working on a Keyword driven macro based **automation framework** developed by Sapient (**CATS**). Have successfully automated few brands websites on staging environment to ease the **BVT** (Build Verification Test) phase.
9. Owning and Managing the overall **QA delivery** for client involving the **Sprint management** in **JIRA** and Test Management using **Zephyr**.
10. Actively involved in **Sprint Planning** Meetings with **Onshore, Retrospectives, Defect Traiging** and **UAT Demos**.
11. Creating **Dashboards** and **FTPR** reports using **traceability matrices** for stakeholders.
12. Experience in various kinds of testing involving **Functional** and **Non functional** in addition to **Desktop** and **Device** testing with **Cross Browser, Locale , Analytics, Accessibility, Security, Code Optimization & Performance** etc.
13. Experience in testing different kinds of **Content Management Systems** having **SiteCore** backend.

Tools & Technical Expertise

QA Skillset & Tools	Black Box & Grey Box Manual Testing Techniques , Cross Browser, Desktop & Device Testing, Compatibility, Locale and Globalization Testing, Analytics – Developers F12Tool & Google Assistant, Complainece and GDPR testing, Security – Agent Switcher, Accessibility – NVDA & WAVE tool, Meta Testing – SEOMeta, API Testing – REST Client, UI & Creative using PixelZoomer, FontFinder & Ruler
Project Management	JIRA & Confluence , Mantis
Test Management	Zephyr
Automation and PL	CATS, Selenium and JAVA
Version Control	SVN (Tortoise) & Box

Achievements & Academic Qualification

Achieved First Division in **B.Tech Computer Science and Technology** from **Integral University** (Lucknow)

1. Secured **91.43** percentile (CAT 2016)
 2. Achieved **7.5 Band** (IELTS 17)
 3. Secured **90.27** percentile (MAT 2014)
 4. Organizing & Co-ordinated the event Sharp mindzz!! (2012 & 2013)
 5. Completed **QA & QC** course from **Talent++** (2014)
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Project Summary

Organization: Publicis Sapient **Role:** QA Lead **Client:** L'Oreal (America's, Latin America and Canada)

Duration: April'18 to Present **Technology/Domain –** Salesforce/E-Commerce

Loreal's 26 Brands which covers geographically 126 storefronts development, enhancement and new brand rollouts along with E2E production support. PS is responsible for development, testing and maintenance of all these brands.

Roles & Responsibilities

- Managing the E-commerce live ecommerce B2B & B2C sites for the client.
 - Involved in testing the various Validation Rules, Workflows and Approval Processes for new Tasks, field updates, and Email generation according to application requirements.
 - Develop test cases and prioritize testing activities.
 - Testing CRM over with feeds, logs, Impex and other CRM platform level testing.
 - Covering majorly Regression testing, sanity testing, user Interface testing, Creative testing, Multilingual Testing and system testing.
 - Conduct Build Verification and Sandbox Stability checks required to promote tested functionality from pre-prod to staging and production environment
 - Maintaining and establishing the changes over Salesforce Business Manager as per business demands.
 - Creation of automation test scripts and execution of the same over the organizations developed automation tool.
 - Defect tracking, logging and maintaining story, defects and issues dashboard over Jira.
 - Test management activities in Zephyr such as Sprint Cycle creation and Team assignment.
 - Participating and organizing Triage meetings and LLP's (Daily Standup).
 - Providing Demo to the client in regard with the status of completion of the product.
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Organization: Publicis Sapient **Role:** QA **Client:** Warner Brothers World (WBW)

Duration: Nov'17 to April'18 **Technology/Domain:** Sitecore/E-Commerce

Warner Brother' have launched a newly refurbished and exciting website globally for their users to have a wonderful convenient experience before and after visiting the exciting water world sports. They have launched the web and mobile version. Platform

for the website is Sitecore managed by the CMS. Website covering the full width experience for the visitor from having the look over the rides, shows etc. to the completion of booking the tickets.

Roles & Responsibilities

- Identification of the stories supposed to be received in the coming build.
- Preparation of test data and test case creation.
- Maintained various suites for the different levels and time points of the project such as Sanity Suite, Regression suite, UI Suite etc.
- Monitoring the test coverage and evaluating the overall quality experienced when testing the Target Test Items.
- Performed Quality improvement activities for all the client deliverables for different tracks to ensure high quality and accuracy is maintained through to software release.
- Prepared various levels of scripts and deliverables such as System level and Integration level as well as Sniff test scripts in addition to High Level Scenarios (HLS) and Low Level Scenarios (LLS).
- Execution at all levels each kind of Scripts and Defect logging.

Organization: Advent Softech

Role: Manual Tester

Client: Prime IT(Australia)

Duration: Oct'16 to Nov'17

Technology/Domain: CRM – ERP/Retail E-Commerce

Point of Sale is a desktop-based billing CRM developed for Prime IT which has already been deployed to 17+ departmental managed by the client in their origin area. The CRM is now bug free and one of the efficient products developed.

Organization: Bookmyforex.com

Role: Test Analyst and Support

Client: BookMyForex

Duration: Feb'15 to Aug'16

Technology/Domain: Forex/ E-Commerce

BookMyForex.com is an India's first e-commerce initiative website in the retail foreign exchange and international money transfer space. It operates as a marketplace for foreign exchange. The website swings through the IBR of the bank and the rates of the different channel partners in real-time and provides customers with the best exchange rate that is available in their area

Organization: ProtaTECH India Solution Pvt. Ltd

Role: Process Analyst & tester

Client: Contemporary Services Corp.

Duration: Jun'14 to Feb'15

Technology/Domain: .Net/Workforce Management

ProtaTECH Inc. is engaged in developing, licensing and supporting a myriad of IT solutions and services. The company prospered out of the countless efforts endowed by a team of selfless and meticulous software engineers who withstood every single hurdle to stand it triumphant. It's the sister concerned organization to the client and is key responsible for all the IT activities.

Declaration: -

I hereby declare that all the information provided is true to the best of my knowledge and belief.

Ammar Zia

** References can be provided upon request.*

