MOHAMMAD M. ISLAM

*SOFTWARE TEST ENGINEER/TEST ANALYST/MANUAL/AUTOMATION/MOBILE/UAT TESTER*

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CAREER OBJECTIVE

**Manual, Automation** & **Mobile Tester/Analyst** with hands-on skills, competent with Test Case design and execution, and experience throughout **SDLC** in Agile/Scrum, Iterative & Waterfall environments. I’m currently available for new opportunities in QA/Software Testing field.

TECHNICAL & COMPUTER SKILLS

*QA/Testing Tools* Jira, Confluence, HP QTP/UFT, HP Quality Center/Application Lifecycle Management (ALM), PerfectoMobile, Testrail

*Programming Languages* Windows 7, Mac/Apple OS, VBScript, HTML, Java, JavaScript, SQL

*Mobile Testing* HP UFT Mobile,PerfectoMobile, Functional, Accessibility, Localization

*Database* Oracle, SQL Server, TOAD, SQL (Structure Query Language)

*MS/Other Tools* MS Office, MS Visio, MS Projects, MS SharePoint, Jing, WebEx, Slack, Jenkins

QUALIFICATION SUMMARY

* Expertise performing **Manual, Automated** & **Mobile Testing** on various platforms **Windows**, **Mac OS, iOS & Android**
* Hands-on experience designing and executing **Test Plans**, **Mobile** **Test Cases** & **Automated** **Test Scripts**
* Competent performing **Functional/Positive**, **Regression**, **API**, **Smoke**, **Manual**, **SIT**, **UAT** and **Automation** **Testing**
* Strong experience in Manual & Mobile Testing from writing & executing Test Case, and logging & tracking defects
* Excellent skills in translating business requirements and prototypes to create detailed **Manual** **Test** **Cases**
* Created Test Cases using HP ALM, Testrail and Confluence
* Working experience from initial phase of product and Mobile App development within **Agile**, **Scrum**, **XP**, **Iterative**
* Expertise with Software Development Life Cycle (SDLC), SRLC, STLC, Bug Life Cycle and CI/CD
* Advance knowledge and experience with **HP QuickTest Professional** **(QTP)/UFT** & **VBScript**
* Expertknowledgeof **SQL** for backend testing and data validation of large scale products on Oracle, MySQL
* Excellent interpersonal skills and team player with the ability to lead, manage and work independently
* Proficient developing **Test Cases, Test Scripts, RTM** from **Epics**, **Use Case** and **User Stories**
* Experienced in maintaining and providing support for HP QC/ALM Site Administration and HP QTP/UFT
* Good understanding of web technology and client server architecture and setup test environments & data
* Expert performing **Cross**-**Browser Testing** using **BrowserStack** for various browsers and versions
* Automation experience with applying best practices and selection of **Test Cases** for automation **HP QTP/UFT**
* Experience with API Testing, **HTTP** methods and responses for using **Postman**
* Ability to work in fast paced, test-driven, collaborative environment with onsite/offshore teams
* Problem solving skills with ability to understand **E2E** scenarios and dependencies between modules
* Experience working in cross functional team and managed multiple projects
* Driving an idea or process improvement to completion and involved early in product development

PROFESSIONAL EXPERIENCE

**Quality Assurance Engineer**

Verizon, NJ | 06/2022 – 08/2023

*Job Duties/Responsibilities:*

* Worked on latest VZW projects such as **BlueJeans Events**, **BlueJeans Studio** and **BlueJeans Collab Board**
* Served as an interim QA lead where I Implemented a process for teams to collaborate and suggest any improvement/enhancement on existing and new features
* Identified bugs by performing **Smoke, Functional, Usability, Compatibility, Performance**, and **Security** testing
* Continuously performed smoke validation of the **Web Apps** which followed a challenging and dynamic deploy cycle.
* Created and executed **Weekly Test Plans**, **Test Cases** and Test **Automation Scripts** of the new product features
* Collaborate with cross functional teams on testing requirements and implementation details to mitigate risk
* Performed multi **Browsers** and **Device** (mobile, tablets, etc.) testing for **BlueJeans Studio** and **BlueJeans Collab Board** project
* Performed **Bandwidth Testing, Mobile Testing** and **Group Testing** for **BlueJeans Studio** in various environment to track performance of the application
* Experience on running **Automated JavaScript** using command prompt and Jenkins
* Raised issues on **JIRA** and supported tickets while following bug life cycle (BLC) until fixed and closed
* Supported various projects within multiple **sprints** and provided demo to Stakeholders after each sprint completion
* Worked closely with product, development and test lead to provide expertise and guidance on improving test and deployment cycles
* Ability to turn complex testing and tools into simple documentation or processes
* Collaborated with onsite and offshore teams to complete QA process and provided daily/weakly status report

***Quality Assurance Analyst***

*WellCare, FL | 09/2018 – 02/2022*

*Job Duties/Responsibilities:*

* Reviewed **User** **Cases** & **User Stories** to create detailed **Test Cases**
* Created Test Execution Report after UAT Regression for myHumana Member portal after **UAT** and **Mobile** **Testing**
* Performed **Mobile**, **Manual** and **Cross-browser Testing** on **ECHP** and **OHANA Health Plans** using BrowserStack
* Prepared Defect reports from **HP Quality Center (QC)/ALM** and **Jira** and presented during Scrum Stand-up Meetings
* Worked actively and closely with onsite and offshore Devs to discuss open issues using **HP QC/ALM, Jira** and **Slack**
* Performed **Backend** **Testing** by writing Structured Query Language (SQL) against OHANA Health Plans modules
* Adopted to fast test cycles in Agile/Scrum and actively create various test scenarios for WellCare mobile app
* Performed **Functional**, **Regression**, **Smoke**, **End to End**, **Compatibility**, **Cross-browsing Testing** for multiple projects
* Actively participated in discussions and planning process to increase test automation coverage for OHANA FAP
* Accommodated and was flexible with work and support schedule to assist with the Go-live hours and weekends
* Portal Increased **automation coverage** to 78% for OHANA FAP (Find a Provider) portal
* Performed **HP ALM/QC Administrative** tasks and provided demo and walkthroughs to new team members
* Scheduled **Regression** Runs overnight from HP QC/ALM for ECHP and reported results during Stand-up Meetings
* Actively used **HP QC/ALM** and **Jira** as the central hub for test activates and defect management
* Supported Developers with very short Releases and Builds after work and weekends for numerous projects
* Wrote Structured Query Language (SQL) statements by Joins, Unions and Aggregate Functions

***Quality Assurance Tester - IS***

*GAP Inc, CA | 08/2017 - 08/2018*

*Job Duties/Responsibilities:*

* Reviewed requirements, specifications and technical design artifacts to create **Test** **Cases** and **Test** **Scripts**
* Created **Mobile** and **UAT** **Test Plan** with team members from Project Plan after understanding **Use Case**
* Actively participated in defect triage meetings, defect inspection, User Stories review sessions
* Documented and created reports after Mobile and Automation test execution from **Quality** **Center/ALM**
* Performed **Regression** **Testing** for GAP & OLD NAVY when defects are resolved against latest Builds
* Wrote **Structured Query Language** (**SQL**) queries against various DB entities GAP & OLD NAVY POS applications
* Submitted Regression test status report to QA Manager and Developer Lead on OLD NAVY Account Management
* Performed **Backend Testing** using **Structured Query Language** **(SQL**) Join and UNION queries by **TOAD**
* Created Regression Test Suite for GAP & OLD NAVY modules verifying User Account Management scenarios
* Performed E2E & Responsive Testing on mobile apps GAP and OLD NAVY using PerfectoMobile
* Worked with offshore automation and developer team in creating **automated** **test** **scripts** using **HP QTP/UFT**
* Created Issue reports and maintained results of test runs in **HP** **Quality** **Center/ALM**
* Generated test execution reports & maintained **RTM** to submit to QA Lead from **HP QC**/**ALM**
* Exported **Manual** **Test Cases** from **HP ALM** to **HP UFT** to increase test automation coverage
* Performed **Manual, Automated** & **Regression** **Testing** for GAP & OLD NAVY