**FAISAL ZAFAR**

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**SR. QUALITY ASSURANCE SYSTEMS ANALYST**

* 11 years of experience in software quality assurance within healthcare, insurance, publishing and banking/financial industries
* 8 years of experience as a 7-Eleven Franchisee, and successfully led the business with $1.8 million sale annually
* Proven ability to lead diverse teams, maximize productivity, achieve results, and create a collaborative work culture

**Key Strengths:** Software Testing Lifecycle (STLC) ▪ System Development Lifecycle (SDLC) ▪ QA Methodologies ▪ Web/Mobile Application Testing ▪ Web Services Testing ▪ Test Case Writing ▪ Test Automation ▪Test Plan Management ▪ Black Box Testing ▪ System Integration ▪ Technical Management ▪ Product Management ▪ Leadership ▪ Training & Development ▪ Project Planning ▪ Business Analysis ▪ Vendor Relationship ▪ Communication ▪ Data Confidentiality

**Testing Tool:** MTM ▪ TFS ▪ Quality Center ▪ JIRA ▪ Confluence ▪ Selenium IDE ▪ QTP ▪ P2P Content **‘**Management Tool

**Mobile:** Android ▪ iOS ▪ Responsive Design ▪ Mobile Testing ▪ Native Apps

**Database:** Oracle ▪ MS SQL Server ▪ MySQL ▪ MS Access

**Reporting:** Jira ▪ Team Foundation Server ▪ Microsoft Test Manager

**Language:** .Net ▪ JavaScript

**Methodology:** Agile/Scrum ▪ Waterfall ▪ SAFe

**Other:** Ajax ▪ Custom PHP Framework ▪ GUI ▪ MVC Architecture ▪ Azure DevOps

**PROFESSIONAL EXPERIENCE**

**SR. QA SYSTEMS ANALYST** November 2021 – April 2024

UPMC Pittsburgh, PA

* Collaborated with the development team to deliver software releases with an ever-increasing level of quality
* Created and updated processes as well as recognized opportunities for process improvements and supervised the efforts
* Documented new and moderately complex processes in detail and ensured its validity
* Identified new functionality and hardware requirements related to application upgrades and implementations
* Tested mobile for Android and iOS
* Created test strategy and test plan, reviewed and validated functionality, reported problems
* Coordinated tasks and resources for system integration, validation of testing and implementation
* Created and managed cutover plans for downtime as well as evaluated impact and coordinated efforts across multiple platforms
* Elicited and documented customer/business requirements for enterprise architecture and engineering teams (network, system and software)
* Interacted with vendors for technical issues and project initiatives and acted as the point person for issue escalation
* Maintained data confidentiality of sensitive information at all times
* Demonstrated concise and effective written and oral communications to build relationships and accomplish day to day work and projects
* Successfully completed projects by embracing a team-first approach
* Collaborated with the team and provided constructive feedback to complete individual and group efforts
* Seek feedback from senior team members for professional development and effectively incorporated it
* Proven ability to adjust and be flexible to change by adapting a different approach when necessary
* Ensured continuous self-study and trainings
* Partnered with senior team members to seek opportunities to broaden scope to stay up-to-date with industry and organizational trends

**SR. QA ANALYST** May 2021 – November 2021

AIM SPECIALTY HEALTH Chicago, IL

* Worked closely with the development and IT teams to ensure performance standards for each component were maintained from release to release
* Participated in sprint planning
* Successfully created test strategy and test plan

**SR. QA ANALYST** May 2016 – May 2021

AMERICASH LOANS LLC Des Plaines, IL

* Built a talented, high-performing team of technical Quality Engineers and manual Testers
* Developed QA approaches that fit the overall strategy, established quality assurance processes within the organization and coordinated with the business users and the development team to ensure efficiency
* Created cross-functional team testing strategy, analyzed existing test strategy, performed gap analysis and worked across teams to mature test integration strategies
* Established, developed and implemented the vision for the Software Quality Assurance team
* Led a QA team of 6 onshore and offshore Testers
* Successfully led an initiative for proper detailed documentation of QA reports
* Led daily scrum, weekly QA triage, bug/user story prioritization and pre-release meetings prior to production release
* Led automation process of regression suite, testing mobile native apps and mobile applications
* Collaborated with business users and executives to gather requirements and create user stories as the QA team was responsible for it
* Liaised with the business users and the development team to analyze business requirements for the QA team
* Translated business requirements into functional test cases
* Created test data and test plan for test case execution
* Designed and executed automation scripts using open source tools
* Tested e-commerce site, POS system and CMS (Content Management System) and documented the test result
* Worked closely with line of business (LOB) during UAT testing
* Executed system integration, regression, end to end and UAT cases
* Created content using CMS tool, executed functional/regression tests and prepared QA artifacts and deliverables
* Collected weekly metrics to track manual testing bugs encountered during system regression and integration testing

**SR. QA ANALYST** September2015 – May 2016

INSURANCE AUTO AUCTIONS Westchester, IL

* Managed a team of 23 onshore and offshore QAs
* Managed day-to-day operation of the entire project plus collaborated with the development team
* Led daily scrums and weekly QA triage meetings, assigned daily tasks to the team and reviewed test results
* Maintained test case coverage metrics, requirement coverage metrics and checked for test case results
* Created and assigned defect in defect management tool, retested defect and generated reports on defect status
* Participated in defect status meetings with BA, Developer, Test Lead and SQA Coordinator
* Analyzed business, functional & testing requirements and wrote test scenario, test case and test script

**LEAD QUALITY ANALYST/BUSINESS ANALYST** January 2013 – October 2015

TRIBUNE PUBLISHING Chicago, IL

* Effectively managed a standalone project (ad campaign) as a Lead QA
* Executed test cases on mobile devices for validation and performed cross browser testing for maintenance release
* Gathered requirements plus defined and created test data for test case execution
* Validated data is being pulled as per system requirement from XML file
* Analyzed the web application and identified critical functionality by reviewing SRS
* Utilized Jira for documenting test results and tracking project documentation and bugs

**ELSTON INC. DBA 7-ELEVEN** 2006 – 2013

FRANCHISEE Chicago, IL

I was responsible for fiscal operations, prepared an operating budget, created business plans, advertised the business and managed inventory audits as well as general office operations.

* Led the business with $1.8 million sale annually
* Successfully led the 24-hour operations of managing 7-Eleven
* Hired, trained and managed 7 employees

**MISSISSIPPI HOSPITALITY INC. DBA Howard Johnson Hotel** 2005 – 2006

GENERAL MANAGER Chicago, IL As a General Manager of Howard Johnson Hotel and Green Mill Restaurant and Bar in Wisconsin Dells, I handled fiscal operations, employee development and guest satisfaction. I also analyzed an operating budget, managed the property, planned food & beverage menu and assured cost controls.

* Led the business with $4.2 million sale annually
* Managed over 200 employees seasonally along with 100 permanent employees at any given time
* Hired and trained employees which led to smooth running of the hotel, restaurant, banquet hall and the conference center

**EDUCATION**

**PROFESSIONAL TRAINING OF QUALITY ASSURANCE & BUSINESS ANALYST**, Usitplus Business Solutions January 2013

**MASTER OF BUSINESS ADMINISTRATION (MBA)**, American Intercontinental University June 2005

**BACHELOR OF BUSINESS ADMINISTRATION**, Robert Morris University June 2001