**SYED ALAM**

**Lead QA ANALYST / MOBILE TESTER**

[**syedinfosystem@gmail.com**](mailto:syedinfosystem@gmail.com)

**407-361-8620**

***Experienced QA Analyst Specializing in Software Development for Client/Server and Web Applications.***

**PROFESSIONAL SUMMARY**

* Strong testing experience in the IT industry with an emphasis as Lead Software Quality Assurance Engineer including GUI, System and Integration Testing, Functional/Regression Testing, Data Upload, and Data Integrity/End to End testing of Web and Client/Server applications.
* Proficient in Electronic Data Interchange (EDI) standards
* Excellent analytical and problem-solving skills
* Effective communication and collaboration abilities
* Experience in ADA (American with Disabilities Act) testing on a web-based by using a JAWS Machine.
* Strong skills in implementing the testing process life cycle, test requirements, designing test cases, test data, test plans, and executing test runs.
* Strong experience with SQL Oracle and SQL Databases.
* Extensive Experience with Mercury Interactive (HP) Tool (Quality Center) and PractiTest
* Excellent verbal and written communication skills and knowledge of good documentation practices which have proven to co-ordinate with the team to get efficient results also Capable of adapting and learning new tools, techniques, and approaches.

**EDUCATION AND TECHNICAL SKILLS**

* Bachelor of Science, Information Systems Management (Girne American University 2001-2006).
* Diploma of Associates Engineering, Auto/Diesel (Govt. College OF Technology 1993-1996).
* H.S.C. Pre-Engineering (Ship-Owner College 1992-1994).
* Test Mgmt tools/ Platforms: **PractiTest, Quality Center, ALM, TFS, JIRA, Hybris, Confluence.**
* **HIPPA** regulation and guidelines.
* Knowledge: **JAVA, SQL, JSON, XML, AWS, POSTMAN, SOAPUI,DevOps.**

**PROFESSIONAL EXPERIENCE:**

**Employer: GalaxE Inc. – Client: ConnectiveRx, NJ   
April 2021- April 2024 - QA Analyst  
(Worked in Teva-Cinqair/ Amgen Amovig-Repatha and Colanor benefit program)**

* Collaborated with cross-functional teams to develop test plans, test cases, and test scenarios for healthcare software applications.
* Conducted functional, regression, and integration testing to ensure the quality and reliability of EDI transactions.
* Verify the seamless integration of the payment gateway with the eCommerce platform, ensuring that **credit card transactions** are processed accurately and securely.
* Test the system's ability to recognize and process various **credit card types (Visa, Mastercard, American Express, etc.**), including both valid and invalid card numbers.
* Conduct thorough security testing to identify vulnerabilities in the payment process, such as encryption strength, data protection measures, and compliance with PCI DSS standards.
* Evaluate how the system handles different scenarios, such as **declined transactions**, **expired cards**, and **insufficient funds**, **Card load and unload**, **Balance transfer.** Ensure appropriate error messages are displayed to users, guiding them through the resolution process.
* Led the testing efforts for manual claim processing systems, verifying data accuracy and compliance with industry standards.
* Utilized **SoapUI for card load and unload testing**, identifying, and resolving issues related to data transmission and validation.
* Participated in requirement analysis sessions to understand business needs and translate them into test requirements.
* Documented defects and worked closely with development teams to ensure timely resolution.
* Provided regular status updates and reports on testing progress to project stakeholders.
* Conducted user acceptance testing **(UAT)** to ensure software met end-user requirements and expectations.
* Resolved EDI transaction errors and discrepancies promptly, minimizing delays in claims processing and reimbursement.
* Conducted thorough testing and validation of **EDI transactions** using SoapUI, ensuring accuracy and integrity of data.
* Performed backend testing using SQL queries to check backend data and Ran **SSIS jobs** Manually to generate letters and check files.

**Client: Navistar Inc. ▪ Lisle, IL**

**March 2019- October-2020 - Senior Tester**

* Created, maintained, and executed manual test cases based on requirements acceptance.
* criteria & mock-up documentation provided by the business.
* Performed application compatibility testing including mobile devices, operating systems, web.
* browsers, &system configurations.
* Performed functional & regression testing on web applications Conducted over-the-air (OTA) testing.
* Validated API functionality & evaluated data accuracy.
* Validated XML elements & compared XML between the source and participated in production release &took part in verifying key tickets for the release.
* Updated &executed the suite of test cases in Microsoft TFS.
* Coordinated daily with offshore teams on active defects & participated in discussions to find resolutions.
* Worked in Agile methodology &participated in stand-up meetings, sprint planning,

grooming, retrospectives, & demos.

**Employer: Aditum Partners - Client: \_ WellDynRX, FL**

**January 2018 – November-2018 - Lead Mobile/Web App Tester**

* Total of 5 Fully manage the whole releases which includes estimation, writing of test plan and test cases, feature testing, bug-verification, and regression testing.
* Provide support in deploying code or implementing tickets in staging or production servers.
* Check for exceptions and perform sanity checks on the staging servers both without live traffic and after traffic is turned on the servers.
* My QA testing tasks include UAT support (enabling access to the testing environment and guidance during UAT on issues and questions), Inspection of production operation periodically, and checking on the implementation of Standard Operating Procedures (SOP) during the Production operation.
* Performed Upload/Download testing, sanity testing & functional testing, responsible for testing parameters of each application.
* Responsible for sending progress reports every week resolving technical issues and collecting details and clarification from the Development Team regarding defects.
* Responsible for gathering test execution data daily and played a team lead role in one project
* My testing skills encompass taking over QA testing after software development and performing full-scope testing with heavy use of SQL queries to find test data to confirm test results, and to ensure proper implementation into the Production environment.
* Performed backend testing using SQL queries to check backend data and data integrity.

**Employer: Collabra - Client: \_ Peapod, Chicago, IL December 2015 – December 2017 - Quality Assurance Analyst**

* Analyzed and Reviewed business requirements and developed detailed Test Cases to ensure testing of the entire application that heavily depended on various API calls made to various third-party systems such as customer data, content server, reward programs, etc.
* Performed testing of the e-commerce solution of shopping cart software at the front end.
* Performed Data validation testing from XML format to database.
* Performed testing of the integration process in between Legacy to (RWD)Responsive web design site.
* Work in Agile, scrum, and Sprint environments to change the requirements and features set.
* Performed log testing by using Consul and Postman.
* Performed ADA testing, when the website converted into ADA compliant.
* Performed testing by using JAWs Machine
* Tested cloud-based mobile applications across multiple platforms touching the full stack across the web.
* Conducted mobile app testing across the web and triaged mobile device application issues.
* Used JIRA bug tracking tool to analyze & capture bugs, track and manage the dashboard for any type of updates for project release.
* Good understanding of working on the applications developed for touchscreen phones.
* Conducted GUI/Usability Testing according to specifications and design documents.
* Analyzed the Crash reports on various platforms and reported to the development team.

**Employer: Better Minds Consulting LLC - Client: General Electric-Aviation, Cincinnati, OH Aug 2015 – Nov 2015 - Quality Assurance Analyst**

* Executed test cases promptly and evaluated and researched critical problems and questions to determine the root cause.
* Entered bugs in the Test director, verified bug fixes, and performed end-to-end testing.
* Also, developed new test cases for items with new requirements and enhancements, established standards, and measured benchmarks for critical functions.
* Designed and developed test scenarios for major e-commerce web applications for the client including secured online transactions.
* Conducted and monitored systems interface testing and coordinated the involvement of the interfaced applications on assigned products.
* Performed Functional and regression testing of various modules of the applications.
* Performed ADA testing, when the website converts into ADA compliant,
* Actively took part in weekly status meetings and also informed the upper management about various issues arising from testing and about testing status and issues.
* Reported outstanding bugs, followed up on bug fixes, conducted a review of existing test scenarios, and assessed the need for their enhancement.
* Reviewed various Project Change Requests to assess their impact on the QA Schedule and submitted its impact to the Project Management.

**Employer: ITEXCEL LLC. - Client: Anixter, Glenview IL November 2014 – June 2015 - Quality Assurance Engineer**

* Responsible for testing the e-commerce solution of shopping cart software at the front end.
* Perform the tasks of testing in the inventory management system at the back end as well.
* Created test data sets for available promotions, and validated Coupons/Vouchers and product details by conducting positive and negative tests for Anixter online shop.
* Verified Download/Upload of Anixter's mobile App on a 4G LTE network and tested high-speed data for a wireless communication system.
* Performed integration testing with web application and mobile application, verified all functionality are correlating appropriately on a high-speed network, if not I performed troubleshooting for the respected throughputs as per requirements.
* Responsible for performing functional and integration testing of software applications.
* Involved in planning test scenarios and writing test cases and test results for applications.
* Performed end-to-end testing, Integration Testing, and UAT Testing.
* Designed and developed test scenarios for major e-commerce (Anixter) web applications for the client including secured online transactions.
* Involved in writing complex SQL queries to check the data integrity.
* Conducted GUI/Usability Testing according to specifications and design document.

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**Professional References Will Be Provided Upon Request.**

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[www.linkedin.com/in/syed-alam77](http://www.linkedin.com/in/syed-alam77)