**Kashif Ahmad**

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**Professional Summary**

* About 10+ years of experience in the Software field, utilizing HP and Rational testing tools (Quality Center, Rally, Win Runner and Test Director) on applications using Java and data bases (SQL, Oracle, and MS Access).
* Hands on experience in cross-platforms testing Web-based and Mobile applications (Native and Chrome browsers). Also managed, prepared and executed Test Plans on Health Care, Insurance and Banking domains.
* Involved in complete software testing lifecycle owning the test deliverables from start to end through the entire SDLC and experienced in methodologies like Waterfall, Iterative and Agile (SCRUM).
* Led and implemented various test cycles including System, Integration, User Acceptance (UAT), Regression Smoke, Functional, Black box, Compatibility, and End to End Testing.
* Proficient in Accessibility testing following Web Content Accessibility Guidelines (WCAG) and 508 Compliance testing.
* Participated in Daily Scrum Meetings like Daily Standup, Sprint Planning, Review meetings, Retrospective, Backlog Refinement (Grooming), Release Planning and Demos.
* Involved in analyzing Requirements during Requirement Gathering and Design Phase also Forecasting and Estimating future requirements.
* Superior experience in several Defect Tracking Tools Like Bugzilla, Test director, Jira, Quality Center, Version One.
* Good knowledge in development of Automation testing solutions using open-source tools e.g Selenium.
* Experienced in building and executing cloud based solutions working in Azure DevOps. Also worked with a team of DevOps engineers to help maintain and troubleshoot various applications.
* Knowledge of Medicare, Medicaid, IPAs & Medicare advantage plans, also have Insurance experience such as Annuity Claims.
* Written and maintained Requirement and Test Documentation as per high level testing standards, attended review meetings and Quality Control board meetings for continuous improvement of Software Quality
* Excellent problem-solving skills with a strong technical background, good interpersonal skills, immense experience, quick learner, excellent team player, ability to meet tight deadlines and work under pressure.

**Professional Experience**

**OPTUM Inc. – Wisconsin/Chicago (08/2017 – 09/2024)**

**Senior BA/QA Analyst**

***Key Achievements:*** Worked on WINUI called MEDNET which is a complex window-based middleware for business process. The system helps users to create Orders, Group Events, Customers, Providers, Practitioners, Employees, Accounting, Task, Workflow and Administration. This system interacts with Web based applications e.g., Provider portal, Customer Portal, LHI Care, LHI Web App, Nurse Line Customer Service, MedNet Customer Service and Employee Portal.,

* Worked on requirement analysis, test strategizing, test cycle planning, estimation, test plan review and test execution review.
* Collaborated with cross-functional teams to integrate agile, workflows into Azure Boards, facilitating sprint planning, backlog management and stakeholder communication.
* Utilized Azure boards to create and manage user stories, tasks and bugs tracking team progress and improving visibility into the project’s status.
* Created and maintained documentation for DevOps processes, CI/CD pipelines, and infrastructure provisioning, supporting knowledge transfer and operational consistency.
* Worked on multiple Web Applications for patients, medical providers, and insurers to review claims adjustments, denials, and billing errors and develop payment plans to reduce aging accounts.
* Processed payments, insurance claims, and adjustments, gathered patient information, and performed reviews to reduce risk of billing errors.
* Worked on CPT and CDT Codes and patient information into billing software.

Experience in Medicaid Management Information System (MMIS). Expertise in various subsystems of MMIS- Claims, Provider, Recipient, Procedure Drug and Diagnosis (PDD), Explanation of Benefits (EOB).

* Medical claims, Dental claims, and vision claims from different vendors and route the claims into Batch Adjudication System and Online.
* Attend QA kick off meeting and understand the requirement with developers and BA before start working on these requirements.
* Preparing high-level QA estimates based on information gathered during QA kick off (Story Point Meetings).
* Worked on different module of the application e.g., Orders, Group Events, Customers, Providers, Practitioners, Employees, Accounting, Task, Workflow and Administration.
* Develop Test Scenarios, write Test Scripts and identify Test Data.
* Performing Regression testing, Functional testing, Positive testing, and Negative testing manually along with integration testing, UI testing, database testing, regression testing and API testing using Postman.
* Also, given my contribution in automating manual scenarios using Selenium with Java (in step definition file) in Eclipse IDE for Regression testing.
* Worked with Page Object Model (POM) Java utill library to change the locators of web elements of a web page easily in Selenium.
* Integrated with testNG for generating test report and used Log4j for detailed logs.
* Given my contribution in Data Driven automation testing framework development.
* Also, generated automatic daily test report using a job configured in Jenkins as part of integration testing.
* Participated in the sprint plaining meetings.
* Documented Test plans, Test Cases and decided schedules for Test Case execution by using testing tool like Version One.
* Identified defects and interacted with developers to resolve issues.
* Worked closely with developers to effectively find, trouble shoot, and resolve issues as well as ensure that implemented feature met product requirements.
* Performed back-end testing to validate the data using SQL Server, added SQL queries to the required Test cases.
* Performed Accessibility testing including visual, auditory, Motor, and cognitive accessibility under Section 508 using screen readers e.g. NVDA (Nonvisual Desktop Access).

**EShots Inc. – Chicago, IL (01/2016 – 05/2017)**

**Senior QA**

***Key Achievements:*** EShots Inc. is a technology platform that offers consumer data capture solutions. Its portfolio of services includes enterprise event marketing, brand and data management, photo and video marketing, brand and data management, photo and video marketing, social media integration, CRM, security and scalability, and more. Primary objective of this project was replacing existing EI 3.0 platform with a new platform EI 5.0 to facilitate, gentler learning curve for newer, less data-savvy clients easier and faster data access. Better presentation/ look and feel, Personalization Mobile support Ease of auditing data, explaining where numbers come from, capability to create reports for enterprise clients with fewer development hours.

* Involved and analyzed the business and technical requirements developed Test Strategy, Test Plans, Test Cases, Test Scripts and Test Scenarios from the functional requirement documents.
* Worked on different module of the application e.g., Dashboard reporting, activation tool and survey design.
* Tested new implementation of ETL/Data Mart architecture.
* Validating the data files from source to make sure correct data has been captured to be loaded to target tables.
* Written Test Cases for ETL to compare Source and Target database systems.
* Worked on SQL scripts to load data in the tables.
* Defect Triaging and Release sign off for Continuous Delivery cycles.
* Reported and tracked the bugs using JIRA.
* Integrated with continuous integration tools Jenkins for weekly and daily schedule as per regular release cycle.
* Performed back-end testing to validate the data using MySQL, added SQL queries to the required Test cases.
* Generated Reports in Front end and validated Reports in Backend to ensure data integrity and validate Business rules.
* Work with product team on defining requirements and user stories.

**Harris Bank BMO – Naperville, IL                                (1/2015 – 12/2015)**

**QA Analyst**

***Key Achievements:*** This project is about replacing an existing Loan origination system with a new one (Encompass).  This is a major program as the entire mortgage loan origination platform was transformed from existing multiple vendors and in house applications to an end-to-end vendor product. Project involved enhancement of the automated Mortgage loan origination process beginning from origination/opening a mortgage application through funding/closing. The system performs all the Business functions of the loan process such as set-up Account information, New Loan set-up, Escrow Analysis, the Appraisal, credit, and income.

•        Responsible for creating Test plans, designing test harnesses and test cases, and executing the test cases.

•        Assisting in preparation of Test Scope and Strategy development.

•        Gathered Test requirements and uploaded in ALM. Also developed test cases and uploaded in QC ALM.

•        Implementing and evolving appropriate measurements and metrics.

•        Resource allocation management, Review weekly Testers' status reports through Agile Process and Scrum Calls.

•        Have used QC ALM for executing tests in Test Lab, requirements gathering and Defect Tracking.

•        Performed Smoke test, System test, Functional, Integration, End to End, User Acceptance testing and Regression testing activities in Test environment and Production support environment.

•        Created Data Driven Tests to parameterize data to perform the functional testing with multiple sets of data.

•        Performed operations on the front end and check all the tables involved whether they are updated correctly as per the specifications. Verified Data with the SQL Developer tool running SQL queries in the Data Base.

•        Performed System testing in different browser versions IE8, IE10, Firefox, and Chrome.

•        Generated Reports in Front end and validated Reports in Backend to ensure data integrity and validate Business rules.

•        Assisted the team lead with daily QA tasks. Attended project meetings, release meetings, and QA status meetings.

•        Worked on Mortgage Loan Origination Systems. (LOS - Encompass).

•        Involved in testing data migration from traditional database to Legacy Systems.

**Sears Holding Corporation – Hoffman States, IL (06/2014 – 01/2015)**

**QA Analyst/Software Test Engineer**

***Key Achievements:*** Working in Waterfall/Agile environment on multiple projects for Sears Auto division, Sears POS system (TPOS). Worked on web based/ecommerce application accessed by existing and potential online customers. I am working on different projects (AutoSears.com) is one of the major projects under this division.

* Reviewed Business Requirement and Software Specification Requirements to achieve better understanding of the Application.
* Developed detailed Test Plans and Test Cases and executed them for ecommerce applications. Executed Test Cases and Gathered Test Execution results.
* Creating, formatting & uploading listings on several Ecommerce Channels like EBay, Amazon and Automotive, etc.
* Tested the Functionality of the application through manual Testing.
* Developed Test Scenarios and Test Procedures based on the test requirements.
* Defect and issue identification, logging, tracking, resolution, and reporting using Jira
* Created High Level documents, Test Matrix and Test Cases.
* Performed ****Front End testing**** and ****Back End testing**** using Black Box testing methodology.
* Provided ****test plan**, **daily reports**** on the functional or performance testing effort.
* Conducted ****manual functionality**** and ****regression testing**** for each build and version.
* Used various SQL ****queries**** to validate and populate data into a table.
* Provided complete information to the developers to understand the bug, get an idea of its severity and about its reproducibility.
* Created, maintained and updated test strategy, test conditions, test cases and regression testing based on business requirement.
* Conducted ****Multi-User**, **Smoke and System**** testing.
* Involved in business meetings with developers and other testers.
* Assist in preparing and modifying project specific test data.
* Conduct card scheme certification process with different vendors e.g. FDMS (Visa, MC), AMEX, Discover.
* Worked closely with the Business Analyst and QA Lead for requirements overview and clarifications.

**Solstice Mobile – Chicago, IL (06/2013 – 04/2014)**

**QA Analyst/ Software Test Engineer**

***Key Achievements:*** Solstice Mobile is the leading innovator in enterprise mobility solution. Solstice is focused on delivering mobile innovation and measurable business value to organizations through insightful strategy and enterprise architecture, engaging app design and agile development. The project was to test and analyze mobile Credit Card application for Discover Bank. The application under testing was Discover Mobile application includes different features of the Discover Mobile apps such as Account Summary, Available Credit, pending and posted transactions, schedule payments, Statements, Instantly redeem rewards for Partner Gift Cards, instant eCertificates, Discover Gift Cards, statement credits, or a credit to your personal bank account, Rewards promotions, Refer friends to Discover and earn extra rewards, payment history, rewards details, Register your account, Reset forgotten user ID/password, Sign up to receive push alerts about your account.

* Worked with a team of multiple QA testers in an agile/scrum team environment.
* Worked in AGILE methodology as SDLC by having different sprints.
* Worked on simulators/emulators as well as physical devices.
* Very good exposure of testing applications on wide range of Mobile handset and Apple iPad/tablets of different vendors which includes Nokia, Galaxy Samsung, Google G1, Sony Ericson, HTC, LG, iPhone and many more.
* Well versed in iPod, iPhone 4, iPhone5, and iPad1 & iPad2 device testing and Apple App Testing.
* Hands on experience on Mobile App Testing (iOS, Android and Web OS).
* Participation in creation of test plans, creating test cases & bug reports in Rally.
* Participated in Test Strategies review meetings.
* Participated in daily stand-up meetings.
* Created Test Summary Report and maintained the defect dashboard in Rally.
* Analyzed User Stories at the beginning of each Sprint to understand all user stories assigned.
* Worked with the Developers to determine what aspects of the design and code are testable.
* Worked closely with the Business Analyst and QA Lead for requirements overview and clarifications.
* Performed Functional, Regression, and Smoke Testing on mobile devices in discover application.
* Used Rally Test Director to perform a test plan, track executions against plan throughout testing and handle defects from start to resolution.
* Strong testing Quality Assurance experience within Agile environment
* Good understanding of agile software development lifecycle (iterative and incremental).
* Coordinated Daily scrum meetings, spring planning, spring review, and spring retrospective.
* Worked in the agile development environment with frequently changing requirements and features set.

**Accenture – Chicago, IL (04/2012 – 03/2013)**

**QA Analyst/ Software Test Engineer**

***Key Achievements:*** This project (FNOL) will be implementing a proof of concept for a new loss intake tool, which will replace the existing ELR (Enterprise Loss Reporting) application. This application will encompass all the Claims users, Agents and potentially customers. Accenture will be providing an application to perform the FNOL process for the client such as Immediate Annuities and Deferred Annuities. The application will be configured and developed by Accenture and integrated with the client’s downstream systems, including their claim system, to record losses called in by their insured’s.

* Performed system and regression testing used by test prepared test scenarios and test conditions.
* Report tests results to the project manager and responsible for writing and executing test cases and working with team members to troubleshoot any problems with system.
* Participated in business requirements review sessions with the peers and business users.
* Investigated potential defects and discuss them with developers and log the defects in Lotus Notes repository during the test execution phase.
* Worked in production support maintenance and gathering testing results and combined in the single delivery.
* Involved in end-to-end testing of an FNOL application and worked on hot fixes in maintenance releases includes details and scope for hot fix.
* Worked on Maintenance Target and Regression testing for production support and notify testing team and back up for each action.
* Worked with maintenance support team on defect transition process also cooperation with other team members (including offshore team) in analysis, reproducing and retesting.
* Collaborated with cross-functional teams to streamline the annuity application and underwriting process.
* Conducted periodic reviews of annuity contracts to ensure compliance with regulatory requirements and company policies.
* Conducted risk analysis and stress testing on annuity portfolios to assess potential impacts on investment returns and capital reserves.

**JP Morgan Chase – Chicago, IL (04/2011 – 04/2012)**

**QA Analyst/ Software Test Engineer**

***Key Achievements:*** Working on PaymentNet4 project with the UAT Team. This project is part of processing Commercial credit cards by JPMorgan Chase. This application validates the online functionality and supporting business processes for Commercial credit cards. PaymentNet4 is an online commercial card application designed for clients. This application is used to maintain commercial credit cards. It has different modules like Accounts, employees, transaction, orders and payments. It interfaces with TSYS and EDS processor. The project was to develop an Online Banking Application where customers can access their savings account, checking account, and credit card account through the Internet. The customer has the option to transfer funds between different accounts, check his transaction details, schedule payments, pay bills, and send online requests to banks.

* Prepared and conducted User Acceptance Testing (UAT) of online banking application used by customers to do their business with JP Morgan Chase.
* Developed business scenarios and test strategy based on business and functional requirements.
* Designed and executed Test Plans and Test Cases to verify reliability, accuracy and compatibility of application.
* Performed manual testing on new functionalities for online commercial card application.
* Performed end to end testing involving UI, TSYS and EDS processors and Databases.
* Managed application testing process with Mercury Quality Center by setting up requirements, creating test cases, executing test scripts and tracking defects.
* Worked with developers, businesses and compliance team to validate and ensure completeness of functional testing.
* Extensively conducting Test case review meetings and Status review meetings.
* Used SQL queries to test the database for Back-end Testing.
* Extensively involved in Smoke/Sanity testing and Regression testing.
* Translated requirements, designs and functional specs into test plans.
* Reported the defects to development team on periodic basis and re-testing the defects as they are fixed.
* Used test methodologies such as Analyzing Requirements, Planning, Execution and Bug Tracking.

**Education**

**Bachelor of Computer Science**, Robert Morris University, Chicago, IL

**Technical Skills**

* ***Languages***: Java, JavaScript, C#, SQL, HTML, CSS
* ***Domain Experience***: Financial, Health Care, Banking, Mortgage, Insurance, Federal Projects
* ***Databases***:  MySQL, SQL Server 2008 and 2012, Oracle 9i,10g,11g
* ***Development Tools***: Eclipse, Visual Studio/ Code, IntelliJ, Toad, SQL Server Management Studio
* ***Operating Systems***: Windows, Linux, Unix, Mainframe, Citrix,
* ***Browsers*:**  Internet Explorer, Mozilla Firefox, Safari, Chrome
* ***Testing Tools:*** ALM QC, Rally, Selenium IDE, WD, Test Rail, Version One
* ***API Testing Tools:*** Postman
* ***Testing Frameworks:*** Data Driven, Keyword, Junit, TestNG
* ***Bug Tracking Tools:***  Quality Center, JIRA, Bugzilla
* ***Web Debugging Tools:*** Xpath, Firebug, FirePath, Ranorex Selocity
* ***CI Tools:*** Jenkins, GitHub
* ***Build Tools:*** ANT, Maven

**References**

Available upon request