**Name: Mohammad Mahmudul Islam**

**Current Location: Jamaica, Queens County, NY 11432, US**

**SUMMARY:**

* As a Software QA Engineer with experience in manual and automation testing for web and mobile applications, I have expertise in test case design and execution. I am familiar with SDLC in Agile/Scrum, Iterative, and Waterfall environments.
* Excellent team player, skilled in leadership, management, attention to detail, communication, and decision-making.
* Expertise performing Manual, Automated & Mobile Testing on various platforms Windows, Mac OS, iOS & Android
* Understanding of device hardware components and hands-on experience with device testing iOS, Windows, Android Mobile, Watch Oss, iPhone, iPad, Tablets
* Hands-on experience designing and executing Test Plans, Mobile Test Cases & Automated Test Scripts
* Competent in performing Functional/Positive, Regression, API, UI, Smoke, Manual, SIT, UAT and Automation Testing
* Strong experience in Manual and mobile Testing from writing & executing Test Cases, to logging and & 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 the 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
* Advanced knowledge and experience with HP QuickTest Professional (QTP)/UFT & VBScript
* Expert knowledge of SQL for backend testing and data validation of large-scale products on Oracle, MySQL
* Proficient in developing Test Cases, Test Scripts, RTM from Epics, Use Cases, 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 of 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 a fast-paced, test-driven, collaborative environment with onsite/offshore teams
* Problem-solving skills with the ability to understand E2E scenarios and dependencies between modules
* Experience working in cross-functional teams and managing multiple projects
* Driving an idea or process improvement to completion and being involved early in product development

**TECHNICAL AND COMPUTER SKILLS:**

* **QA/Testing Tools** - Jira, Confluence, HP QTP/UFT, HP Quality Center/Application Lifecycle Management (ALM), PerfectoMobile, Testrail, Jenkins
* **Programming Languages**- Windows 10, Mac/Apple OS, VBScript, HTML, Java, JavaScript, SQL, Linux, Unix
* **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

**PROFESSIONAL EXPERIENCE:**

**Results-driven professional with 5+ years of experience as QA. Took a 12-month sabbatical to travel, recharge, and pursue advanced certifications to enhance my skills.**

**VERIZON, (Remote) NJ Jun 2022 – Aug 2023**

*Quality Assurance Engineer*

* Worked on the 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 deployment cycle.
* Created and executed Weekly Test Plans, Test Cases, and Test Automation Scripts for the new product features
* Collaborate with cross-functional teams on testing requirements and implementation details to mitigate risk
* Performed 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 environments to track the performance of the application
* Experience in running Automated JavaScript using command prompt and Jenkins
* Managing test suites integration with CI/CD pipelines (Jenkins)
* Experience in testing JAVA and HTML-based applications
* 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 demos 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 the QA process and provided daily/weakly status reports using Slack

**WELLCARE, FL Sep 2018 –Feb 2022**

*Quality Assurance Analyst*

* 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 fast test cycles in Agile/Scrum and actively created various test scenarios for the WellCare mobile app
* Performed Functional, Regression, UI, Smoke, End to End, Compatibility, and Cross-browsing Testing for multiple projects
* Actively participated in discussions and planning processes 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 demos 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 activities and defect management
* Supported Developers with concise Releases and Builds after work and weekends for numerous projects
* Wrote Structured Query Language (SQL) statements by Joins, Unions, and Aggregate Functions

**GAP INC, CA Aug 2017 – Aug 2018**

*Quality Assurance Tester - IS*

* Reviewed requirements, specifications, and technical design artifacts to create Test Cases and Test Scripts
* Created Mobile and UAT Test Plans with team members from the Project Plan after understanding the 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 the 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

**EDUCATION:**

High School Diploma, 2010.

World Hope Academy