**Murtuza Syed**

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**SUMMARY:**

Experienced as a Business/QA Analyst and Scrum Master with solid understanding of Business Requirements Gathering, Business Process Flow, Use Case modeling using UML, System Development Methodologies, Business Process Modeling.

* Experience working in domain like Ecommerce, Banking and HR.
* Experienced in Mobile testing application for IOS & Android & web based testing for OLB
* Experienced in testing Oracle E-Business Suite version 12i and 11i; especially in Oracle Order Management (OM), Oracle Purchasing (PO), Oracle Accounts Receivable (AR), Oracle Payables (AP), Inventory.
* Worked in Oracle Financials Modules.
* Experienced in working with Agile as well as traditional SDLC cycles.
* Experienced in validating source to target mappings, their implementations via ETL tools, and the testing processes involved in a data warehousing environment.
* Extensive experience with Oracle Application Testing Suite (OATS) – designing test scripts, automated functional testing and regression testing, Oracle Test Manager, Oracle Load Testing, Oracle Open Script development.
* Experienced in the implementation, designing customizations and extensions in Oracle Financials, and Supply Chain Modules.
* Expertise in writing, maintaining, executing Test Plans, Test Cases and Test Scripts, analyzing bugs and Interacting with team members in fixing the errors.
* In depth technical understanding of Data Warehousing, Data Validations, OLAP, SQL Server.
* Good understanding of all modules of HP ALM/Quality Center such as Requirements, Test Plan, Test Lab, Defects and Dashboard reports.
* Hands on experience in Agile, Waterfall and Iterative Development Methodologies.
* Performed Back End Testing by executing SQL queries.
* Involved in maintaining Test Matrix and Traceability Matrix and performed Gap Analysis

**TECHNICAL SKILLS:**

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| **Languages:** | C, C++, Java, SQL, PL\SQL, Visual Basic |
| **Databases:** | Oracle, MS SQL Server, DB2, Excel, Access |
| **Tools:** | Rational Suite, MS Visio, Quality Center, MS Project, Clarity, JIRA, Confluence, Informatica Power center |
| **SDLC Methodologies:** | Waterfall, Agile |
| **Defect Tracking Tools:** | Test Director, Rational Clear Quest, Bugzilla, Win runner, Load runner |
| **Web Development Tools:** | HTML, XML, Java Script, Perl Scripting |
| **Content Management Tools:** | SharePoint, IBM ECM, Open text, Blueprint |

**EDUCATIONAL EXPERIENCE**

* Bachelors in Electronics and Communication Engineering JNTU 2012
* MS in Electronics and Electrical Engineering California State University LA 2016
* Scrum Master Certified

**PROFESSIONAL EXPERIENCE:**

**Bank of America, Charlotte, NC Jun 2020 – Feb 2021**

***Sr. QA/BA***

Bank of America is one of the leading bank in USA, worked on different projects including enhancements, installations and data migrations. Also the project includes testing different builds for the mobile downloadable application (MDA) and making sure the app works as expected and it included the end to end testing.

* Participated in Sprint Planning, Sprint Reviews, Scrum Meetings and other agile activities/ceremonies.
* Participated in analyzing business requirements, Data Model Design, Data flow from various Sources to Target
* Functioned at varying times as data analyst/data modeler and business analyst, involved in project management communicating overall project status to all stakeholders
* Worked with the, customers and developers to write user stories, which are independent, negotiable, valuable, estimable, small and testable.
* Responsible for ensuring user stories included validation criteria, which reasonably covers all areas necessary for complete testing of the new functionality.
* Worked in testing mobile application for IOS & Android platforms.
* Traceability matrix was established while working closely with QA team and developer to ensure the completeness of the enrollment procedure.
* Performed data validation to compare the data in both the databases using SQL queries.
* Validated that product deliveries met customer requirements and drove product demos.
* Prepared data mapping sheets.
* Created Test Cases and Test Scripts.
* Prioritized and executed testing from a script.
* Performed full end to end testing of the app on LTE & WIFI networks.
* Reported problems in the Mobile app using the bug tracking (JIRA)
* Follow up with the Developers for bug fixes and enhance bug fixing.
* Responsible for all aspects of testing Mobile app.

**Environment:** SIT**,** Web Services, MS Visio, Oracle, SQL, MS Excel, MS Access, JIRA, UNIX, MS SharePoint, MS Teams, Confluence, Sql workbench, Notepad ++.

**XPO Logistics, Charlotte NC May 2018 – Apr 2020**

***Sr. QA Analyst* / Scrum Master**

The Project includes implementation of Oracle E-Business Suite release 12i – Testing of the Business flows across modules including Oracle Financial, CRM and Supply Chain (AR, AP, GL, FA CM). Oracle Application Testing Suite (OATS) – Test Manager, Functional Testing and Regression Testing.

* Worked on order to cash and procure to pay Implementation of Oracle E-Business Suite
* Gathered the requirements from stakeholders and users by meeting them personally and by interviewing them. Utilized Requisite Pro to prepare a BRD
* Gave functional specs to the requirements gathered and communicate it to the developers
* Developed a use case and UML diagrams; depicted clear relations associated between the entities
* Primary responsibilities included to configure and maintain Oracle Applications Order Management, Shipping, Purchasing, and Inventory modules.
* Prepared details specification pertains to data extraction transfer load (ETL), detail data mapping and data migration plan.
* Worked on internal billing systems which were XPO & OFS.
* Tested various, modules in Oracle EBS SCM and Financials.
* Experienced in Data warehousing, Data Analysis, Reporting, ETL, Data Modeling, Development, Maintenance, Testing and Documentation.
* Facilitation of overall UAT activities and communications with interfacing application teams
* Perform onshore - offshore coordination.
* Coordination of UAT and Business Testers for complex projects
* Management of complex UAT schedules and timelines
* Ensures that UAT validation is completed
* Generates UAT Plan for assigned complex projects
* Coordinates all UAT efforts for the project
* Acts as the first point of contact for UAT queries for all project work streams
* Experienced in developing and executing automation Regression testing and System testing using Selenium Webdriver.
* Created and maintained automated regression test cases in Selenium using Java
* Created test cases to perform different types of testing such as positive/negative, functional/regression, interface, black box, screen navigational testing, Load, Performance, smoke/sanity testing, exploratory testing.
* Manages daily/weekly metrics & status reporting at the program and project level
* Leads daily touchpoint calls with testing team during execution phase
* Escalates impediments for resolution
* Schedule a series of test planning sessions with the business to discuss scope/strategy
* Identify the resources within the line of business identified to assist in our UAT efforts
* Identify scope of testing, detailed end-to-end test cases, and approach to testing
* Identify any data setup/staging needs prior to first day of testing
* Establish an initial UAT Test Plan reviews with the business
* Facilitate a series of daily touchpoint meetings during test execution phases with the business and technology teams
* Ensure the business has everything they need in order to test (scripts, assignments, proper access, stable environment, etc.)
* Report test status, results, evidence, issues, risks, impediments, action items, next steps, etc.
* Manage all reported defects in JIRA and coordinate root cause analysis and resolution
* Maintain daily communication with QA Team to determine if any defects found are impeding UAT validations
* Continuous maintenance of UAT SharePoint site (project list, project documents, weekly reports, status, and metrics
* Worked with Coordination/Release manager for the Oracle E-Business Suite product. This included planning, managing and coordinating all of the production releases.
* Created and maintained detailed test cases to perform various types of testing in Test Plan module.
* Involved in testing of source for data completeness from different data sources like Oracle/SQL Server, DB2.
* Integration process among different applications to and from Oracle EBS using SOA layer.
* Involved in the Agile Sprint planning, Agile sprint retrospective and brainstorming sessions
* Investigated software bugs and interacted with Dev team to resolve bug issues.
* Point of contact for Oracle Purchasing and Account Payables (Procure to Pay) ORT sessions post conversions in UAT and Production environments.
* Effectively involve in logging bugs, reviewing solved bugs and analyzing test result.

**Environment:** P2P cycle, Oracle EBS, MS Office (Word, Excel, PowerPoint, and MS Project), Agile Methodologies, API, Oracle, PL/SQL, DB2, HTML. .Net, MS Office, Windows.

**Cognizant Technology Solutions May 2013 – Aug 2014**

***Sr. BA/QA***

Cognizant Technology Solutions provides a portfolio of transportation, e-commerce and business services through companies that compete collectively, operate independently and manage collaboratively, under the respected brands. Worked on all of the aspects of Oracle Application Testing Suite (OATS) – performed scripting for various business flows using Open Script, Performed Automated Functional testing and Regression Testing in OATS, used Oracle application testing accelerators for Oracle e-Business Suite in OATS, Used Oracle Test Manager for test management and functional test execution.

* Gathered user and business requirements through JAD, open-ended discussions, brainstorming sessions and role-playing. Wrote Use Cases, prepared use case diagrams using UML and followed Agile at every stage.
* Participated in creating custom site templates and list templates for developing web part pages for the portal using SharePoint Portal Server 2003.
* Documented the user requirements Analyzed and prioritized them and converted them as system requirements.
* Written standard Integration test scripts for Oracle Financials, Order to Cash and Procure to Pay Modules
* Created PL/SQL stored procedures, functions and packages for moving the data from Files to ETL staging area and then to Star Schema.
* Involved in Designing and Testing Procure to Pay (P2P) which included automation of Request for Quotation to Purchase Order Process to Goods Receipt (GR) and Invoice Receipt (IR).
* Used ALM/Quality Center, Oracle PL/SQL for testing the application.
* Testing of complete P2P cycle from item, supplier, receiving, invoice and receipt.
* Proficient in Database (Oracle, SQL Server) testing skills using advanced SQL, PL/SQL.
* Identify, communicate, and resolve project risks and issues. Develop risk mitigation plan as a contingency, and effectively communicate those goals.
* Ran different concurrent programs in Oracle apps and validated the loaded data.
* Point of contact for Oracle Purchasing and Account Payables (Procure to Pay) ORT sessions post conversions in UAT and Production environments.
* Work as an Internal UAT test analyst in an Agile environment, attain daily check point meetings, release.
* Led and Managed an Offshore Agile development team consisting of Developers and Quality Assurance Members.
* Preparing mapping sheets to map AR fields in Oracle R12
* Tested the OAF (Oracle Application Framework) pages with different search criteria's
* Point of contact for the End users for gathering all requirements for implementation and support of Oracle EBS (Account Receivables, Cash Management, Account Payables, Fixed Assets and General Ledger).
* Specialized working with Agile project implementations (Daily scrum, Sprint planning, Agile Sprint Review and agile Sprint retrospective meetings)
* Worked with oracle support team through Oracle SR's to release patches and upgrades in R12.

**Environment:** MS Visio, Oracle, P2P cycle, Oracle, Oracle EBS, UNIX, JIRA, Agile, MS Excel, MS Access, HP ALM/Quality Center, DB2, UNIX, MS Office

**Simple Solutions HRD Services Mar 2012 – Apr 2013**

***QA Analyst /*** **Scrum Master**

Simple Solutions is a Human Resources Consulting, I have worked for one of its client who serves as a critical logistical link between people in the community and the health care services they need to stay healthy. As a QA Analyst, I Identified, documented and reported bugs, errors, interoperability flaws and other issues within proprietary software applications developed for Logisticare transportation logistics.

* Lead and actively participate in the development of written, detailed business requirements, Interviewed Clients and defined the Functional and non-Functional requirements.
* Identified and Created Business Process flow using MS Visio.
* Facilitated JAD sessions with the Business Users to capture Business requirements.
* Participated in LEAN events and facilitated the meetings for identifying quality problems to ensure smooth flow.
* Assuring high levels of confidentiality for management of transportation benefits
* Designed Use Cases using UML and managed the entire functional requirements life cycle using RUP.
* Managed requirement activities using an iterative and incremental methodology such as Agile using User stories and Acceptance Criteria.
* Worked with clients to better understand their needs and present solutions using structured SCRUM approach.
* Monitored activities and implemented strategic sales tactics through visual merchandising
* Responsible for writing and implementation of the test plan, and various test cases.
* Validated the Insurance claims data using SQL queries in Backend Testing
* Develop user manuals, presentations and training manuals as per project specifications and timelines.
* Created test scripts for Security, Positive, Negative and User Acceptance Testing (UAT).
* Deliver requirements under the Agile Scrum SDLC methodology to meet a very fast release schedule.
* Wrote test cases and test scripts for the User Acceptance testing.
* Design, write and maintain data requests and/or queries to support the business.

**Environment:** Web Services, MS Visio, Oracle, SQL, MS Excel, MS Access, ALM/ Quality Center, JIRA, DB2, UNIX, MS