 

**ARIF KAMRAN**

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**U.S. Citizen (SF-85P-6C Clearance)**

**OBJECTIVE:**

Seeking a goal oriented challenging position in IT industry where I can offer my **15+ years** of experience in system analysis, design & development, and testing with a wide variety of projects and environments on Client Server/Web Based (Internet/Intranet) environments on both Windows and UNIX platforms.

**PROFFESIONAL SUMMARY:**

* Excellent understanding of the Software Development Life Cycle and role of QA.
* A result-oriented individual with diversified experience in Quality Assurance and Software testing of web-based, client server and stand-alone applications.
* Experienced in analyzing Business Requirements and Specifications. Worked with Development and Requirement, analyzing the test scenarios and ensure that test requirements are correct and complete.
* Extensive experience in manual testing in varied environments and using automated testing tools like Quick Test Pro (QTP), Load Runner, WinRunner, and Quality Center/ Test Director and the Rational Suite.
* Created and maintained Automation script during Application under Test.
* Experience in writing, maintaining, and updating Test Documentation for various stages of testing for reference and Auditing purposes.
* Tested web based and ecommerce application base on the requirements provided by the stakeholders.
* Maintained Business requirements, test plans, test cases, and defects in Quality Center/ALM, Clear Quest and used it for Bug Reporting and Defect tracking.
* Hands on working knowledge of VMware tool for Testing Virtualization Environment.
* Used SQL Queries for performing Back-end testing of the application.
* Experience with distributed systems and complex technological projects.
* Ability to manage multiple concurrent projects in multiple releases simultaneously without getting lost in the detail.
* Demonstrated organization, planning, multi-tasking, leadership, and team building skills.
* Ability to work well under pressure with tight deadlines and very large workload.
* Demonstrated ability to learn new tools quickly and aided when needed.
* Excellent understanding of Software Development Methodologies such as, Waterfall, Agile, Agile Safe, and Scrum.

**TECHNICAL SKILLS:**

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| --- | --- |
| Test Analysis | Functional Requirement Gathering & Analysis, Analyzing Business Rules, Test Flows, Test Planning, Causal Analysis of Defects, System Change Request, Impact Analysis |
| Test Management | MS Project Test Scheduling, Test Director, Quality Center, Rational Test Manager. |
| Testing Methodologies | Agile, Object Oriented, Keyword Driven & Data Driven testing, Top to Bottom and Bottom to Top test methodology, Requirement based, Risk based, Priority based test methodology. |
| HP | Quick Test Pro, Business Process Testing, WinRunner, Load Runner, Test Director, Quality Center |
| ETL Tools | ETL Tools Informatica, Data Stage |
| Bug Reporting | Rational Clear Quest, Test Director, PVCS tracker |
| Version Control | Rational Clear Case, Visual Source Safe, Control Version System |
| Scripting | Java script, VB Script, HTML, XML |
| Languages | C, C++, Java, Visual Basic |
| Operating Systems | Windows XP/NT/2000, DOS, AIX UNIX, LINUX and in VMware environment |
| Database | Oracle, MS SQL Server, IBM DB2, MS Access |
| Web Development | HTML, XML, VBScript, Java Script, Devops |
| MS Suite | MS Suite MS Office 2003, 2007 (Word, Excel, PowerPoint, Outlook), Visio, Project |

**EDUCATION, CERTIFICATION, and TRANING:**

* **MBA** The International University Missouri (**Major in Marketing**)
* **BBA** The International University Missouri
* Certified Scrum Master **(CSM)**
* Information Technology Infrastructure Library **(ITIL-F)**
* Microsoft Certified Professional **(MCP)**
* Microsoft Certified Systems Engineer **(MCSE)**
* Certified **SAFe DevOps**
* Certified **AWS** Certified Solutions Architect - Associate
* Project Management Professional (**PMP**)

**PROFESSIONAL EXPERIENCE:**

**Center for Medicare & Medicaid Services (CMS) – C-HIT Inc Jan 2018 - Present**

Enterprise Identity Management (EIDM) has been established to provide Business Partners a means to apply for and receive a single User ID they can use to access many CMS applications. On this website you'll find information about the applications your EIDM User ID can be used with, how to register for an EIDM User ID, how to login to EIDM, how to login to your application, and information about the Help Desks that support your applications. Your organization or CMS contact can help you with the information you'll need for registration such as application name, application role, Organization Legal Business Name, Taxpayer Identification Number, or other information specific to your application. Not every CMS application requires the same information, so it is important to get the specifics directly from your organization or CMS contact. Worked on different Phases of the Application such as Registration, Authentication, Authorization and IDLM, which includes the Establish User ID, Factor Login, Role Selection and RIDP Setup. I have worked on ENTERPRISE PORTAL the Enterprise Portal is a single sign-on, responsive platform that provides access to 60+ CMS healthcare-based applications e.g. CCIIO, CCIC Splunk, CERRS Power BI, Connexion, CPI API, CPI API Onboarding, DMEPOS Bidding System (DBidS), Electronic Correspondence Referral System (ECRS) Web, EDA Sandbox, ESD, ESD\_Remote\_Identity\_Proofing, SPOT- (FCSO), GENTRAN, HICS, HDT, IDM Reports, Investigative View, MC-Review Pilot, MACPro, MDCT-QMR, ISV, MED, MIDAS Data Catalog, MIDAS Gateway, MIDAS QuickSight, MIDAS Redash, MIDAS SAS Web, Novitasphere, OneMAC, PRIS Plan Portal, QualityNet,   
Salesforce, PS&R/STAR, MDI –DIMES, SEED, FFSDCS, BCRS Web, COB, DEX, Drug Data Reporting for Medicaid (DDR) (MDP), DSH, EPPE, eRPT, ELMO, FFM-MLMS Training Access, HIOS, IC, Enterprise User Data Catalog, MACFin, MCU, MA/MA-PD/PDP/CC, MDX, MLMS, Section 1115 PMDA, CMS Preclusion List  
Open Payments, SERVIS, T-MSIS, UCM, zONE.

**Responsibilities:**

* Analyzed Business Requirement Document/ Use Cases/User Stories of various Application in EIDM.
* Analyzed Business Requirement Document and Technical Specifications.
* Exclusively worked on creating Test Cases and Test Script from High Level Scenarios Document of one of the Application “CMS Preclusion List”
* Preformed Regression Testing.
* Maintained and updated the existing scripts based on the new User Interface.
* Performed Automation Scripts based on various scenario on UFT.
* Tested various Applications End to End from Registration to Approval of Roles and Attributes.
* Performed and Ran SoapUI on a various scenario based on the Requirements to Test Webservices.
* Tested and perform test for webservices on REST-APIs from Registration to Approval of the User.
* Performed Smoke test in **Production** Environment.
* Performed Performance Test in **Lower-Level Environment** on **Load Runner** with Ramping up Users and calculated the Users Login/per seconds to the System.
* Worked on Defect life cycle and Tested defects during Regression.
* Worked on **Jenkins, Newman and GITHUB** for Test Case Repositories and running the Test Scripts for Automation.
* Performed Partially the **Business Analysts responsibilities**, such gathering information for JIRA **story Grooming and presenting to the client as per the guidelines.**
* Ran and Managed **daily scrum call to update the Product Owner** about the Status during the Sprint.

**U.S Department of Education Washington DC** - **QSSI Inc.** **Sep 2012 – December 2017**

Federal Student Aid (FSA) system applications (eApp, LAP, eZ-Audit, ERM, and PEPS) are used to manage their partners, which result in duplicate and conflicting data storage, complex system architecture, excessive file exchange activities, and the lack of a centralized view of partners. These systems rely on outdated technology to function and thus require FSA to incur high costs, making the systems difficult to maintain. To address this problem, the FSA-IPM project was initiated to develop a solution.

**Test Lead**

**Responsibilities:**

* Analyzed Business Requirement Document/ Use Cases/User Stories for Domestic School, Foreign School, Lender, Guarantee Agency, and Servicer for FSA – IPM (Federal Student Aid – Integrated Partner Management) Project.
* Analyzed, application-specific software and performed ambiguity reviews of business requirements and functional specification documents
* Prepared High-Level Scenarios Document/Functional Requirement Document based on modification in Overarching and Change Request.
* Analyzed Business Requirement Document and Technical Specifications
* Conducted deep analysis on Wireframes, Mockups based on the Business Requirement and identified gaps in Technical requirements.
* Posted Question in Question Tracker for more Clarity in Business and Technical Requirement.
* Exclusively worked on creating Test Cases and Test Script from High Level Scenarios Document.
* Reviewed the Test cases and Test Scripts.
* Imported Test scripts and Test cases to Rational Quality Manager.
* Linked all the Requirements to Test Case.
* Execute all the Test cases in the Rational Quality Manger.
* Logged all the Defects in RQM under Defect Section of Change Management.
* Created and Maintain Separate Defect Document with very well explained Screenshots for each defect.
* Presented all the defects in the Defect Meetings.
* Maintain Database Credentials for Oracle Database and MIGDB for Test Environment
* Provided Training on RQM to the Team members.
* Completed and tested several Modules for FSA – IPM Project Including Pre-Eligibility, Eligibility and Review Process for many Partner types such as Domestic School, Foreign School and Lenders.

**U.S Department of Housing and Urban Development Washington DC** - **QSSI Inc** **October 2010- Sep 2012**

PASS-QA is responsible for evaluating and systematically monitoring REAC’s Physical Inspection Program to ensure reliable, replicable, and reasonable inspections and providing technical assistance and training to inspector candidates and contract inspectors, HUD assisted properties, industry groups, other housing related organizations, and other federal, state, and local agency staff through the software Record and Process Inspection Data (RAPID).

**Quality Assurance Lead/ Automation**

**Responsibilities:**

* Analyzed **Business Requirement Document** (BRD) and **Functional Requirements Document** (FRD).
* Prepared Quality Assurance Plan
* Prepared **Verification Validation and Testing Plan**. (VV&T)
* Prepared **User Acceptance Testing Plan (UAT)**
* Planned and directed quality assurance schedules and assignments and monitored project status in comparison to time projections and milestones.
* Worked with client to establish and maintained a consistent test methodology and to resolve questions during the testing process.
* Analyzed, application-specific software and performed ambiguity reviews of business requirements and functional specification documents
* Analyzed Business requirement documentation and technical specifications
* Exclusively worked on development/preparation and **execution of test plan, test cases, test scripts, test reporting**
* Prepared and executed manual **test plans, test scenarios and test cases** based on business and functional requirements.
* Performed Focused Infrastructure Testing during Testing Phase.
* Performed 508 Compliance testing.
* Tested and worked on **RAPID 4.0** for Multifamily Inspections.
* Automate the HTC Script on **(HP-QT**P).
* Imported scripts to (HP-QC)
* Created RTM in QC.
* Logging the defect in Defect Section of QC
* Generated and analyzed the Reports.

**U.S Department of Energy, Washington DC** – **People and Tech Inc April 2009- October 2010**

**Quality Assurance Analyst/ Automation**

**Responsibilities:**

* Analyzed Business requirement documentation and technical specifications.
* Responsible for handling the most complex quality assurance and test environment problems and issues.
* Acted as a lead in the creation, preparation, and conducted the quality assurance reviews and the development and execution of test plans and test scripts and served as a coordinator for all testing activities on a project.
* Worked with client to establish and maintained a consistent test methodology and to resolve questions during the testing process.
* Analyzed, application-specific software and performed ambiguity reviews of business requirements and functional specification documents.
* Planned and directed quality assurance schedules and assignments and monitored project status in comparison to time projections.
* Involved in Design and development of test plans based on high-level and detailed designs.
* Analyzed the use cases given by the business analysts and developed test cases using them.
* Worked with the team lead to coordinate the test case turnover process proceeding each cycle and selectively executed the test cases to verify that they are kept current.
* Prepared Test Cases using **HP Quality Center (HPQC**) and developed **Test scripts** for various test scenarios across various builds.
* Involved in Black Box Testing, Functionality Testing, Integration Testing, System Testing, Positive Testing, Negative Testing and Regression Testing.
* Performed **data driven** tests using test data from flat files to check the data flow of entire application and created SQL queries to check the data flow in a Database.
* Executed various **SQL queries to extract and retrieve data** from database.
* Created Standard Checkpoints for verifying object physical properties on various builds for regression tests using **QTP.**
* Used **Database Checkpoints** in QTP to verify the behavior of the **AUT**.
* Ran regression tests and repeated the testing cycle until the issues were eliminated.
* Created batch scripts to execute the various test scripts unattended, thus saving time by performing tests overnight and at off-peak hours.
* Performed Load, **Performance and Stress testing** using **Load Runner.**
* Design Manual and Goal Oriented Scenario.
* Configured **Load Generator** machines for users through controller and Terminal services.
* Analyzed the Graphs of **Hit per second, Throughput, Windows Resources, Transaction time, CPU usages and memory Leak.**
* Analyzed **Test Analysis Report** based on the scenario and Requirements.
* Conducted Performance testing under off load and peak load conditions.
* Conducted load testing and provided input into capacity planning efforts.
* Provided support to client with assessing how many virtual user licenses would be needed for performance testing,
* Specifically load testing using **Load Runner**.
* Created and executed test scripts and scenarios that will determine optimal system performance according to specifications.
* Generated, analyzed, and published Load Runner test results and document the testing process.
* Developed **Verification and Validation** strategy to perform effective **Defect Tracking** and Defect Resolving Process.
* Logged Defects to HPQC during test cycles and **retested them after fixes**.
* Provided testing results and weekly status report to the QA Manager, provided test summary report once project was fully completed.
* Documented all phases of QA process.
* Directed and served as a mentor to less experienced staff.
* Multitasked different projects in multiple releases concurrently.

**Environment:** JSP, JavaScript, HTML, Load Runner, MS SQL, Quality Center, Quick Test Professional, Windows, Microsoft

* Office Suite.

**American Red Cross Falls Church, VA** - **People and Tech Inc**  **Nov 2007- Mar 2009**

**QA Lead/Test Automation Engineer**

**Responsibilities:**

* Led QA team on concurrent projects using both waterfall and agile methodology.
* Created initial QA Policies and Procedures for cross-function departments and current department based on company needs.
* Created complete traceability from requirements through test plans, test execution, defect tracking and reports.
* Developed and performed test plans, test cases, test scripts, and test data, using standardized processes and multiple tools based on company standards.
* Reviewed test plans for validity of business and technical applications based on technical specifications and business requirements.
* Created initial SDLC standards for cross-functional departments.
* Analyzed user requirements, attended periodic meetings for changes in the application requirements and documents; **implemented procedures** for test changes.
* Analyzed **Functional requirements** documents and developed Test cases to test **GUI, Security**, **Performance and Functional requirements** of the application.
* Mapped system requirements with Test cases. Ensured traceability of Test Cases back to the Business Requirements using **QC.**
* **Manually** checked the important features of the application before performing automation testing.
* Exclusively worked on development/preparation and **execution of test plan, test cases, test scripts, test reporting.**
* Used Quality Center as the test management tool and QTP as the automation tool for the scripts.
* Defects were tracked, captured, managed and communicated through defect reports, changes and project issues using **Quality Center**.
* Prepared **Requirement Traceability Matrix** for the application.
* Created Validation checkpoints and efficiently caught and reported defects in Quality Center.
* Checked the system behavior with multiple values of data for regression testing and enhanced the scripts for Reusability and Modularity.
* Performed Functional testing, Regression testing, Performance testing, Backend Testing, User Acceptance Testing, System Integration testing and end-to-end testing.
* Parameterized scripts to handle user input data and correlate scripts to process server returned data via Load Runner.
* Developed Base line scripts for Performance testing of the application using **Load Runner**.
* Troubleshooted Errors by enhancing the Vuser scripts to handle errors.
* Conducted load testing, scenario creation and execution, Measured Throughput, Hits per second, Response time, and Transaction time using **Load Runner Analysis**.
* Analyzed the performance of the application using **Load Runner** with different **virtual users**.
* Documented test results per company standards to support quality standards requirements.
* Worked closely with developers and updated them with the load tests results.
* **Environment:** ORACLE, Quick Test Pro, Load Runner, SOAP, XML, Unix Web Logic server, Windows, VB Script, .Net, HTML.

**New York Stock Exchange, New York – CMS Inc Jan 2006- Oct 2007**

**Test Specialist**

**Responsibilities:**

* Analyzed System Development Specification (SDS) and Functional Requirements Specifications (FRS).
* Prepared and executed manual test plans, test scenarios and test cases based on business and functional requirements.
* Developed requirements for company tools based on documentation and application performance.
* Created initial QA Policies and Procedures based on company needs.
* Created complete traceability from requirements through test plans, test execution, defect tracking and reports.
* Developed and performed **test plans, test cases, test scripts**, and test data, using standardized processes.
* Reviewed test plans for validity of business and technical applications based on technical specifications and business requirements.
* Documented test results per company standards to support quality standards requirements.
* Tested functionality of interest data issued and gained from different customers by the bank from the database for calculating net profit and graphs.
* Loaded the before and after images of the database for functionality testing purposes.
* Developed base line scripts for testing the future release of the application using **Quick Test Pro**.
* Created Shared Object Repository in Quick Test Pro for each module and created some user defined functions and prepared design documents using Quick Test Pro.
* Automated the test scripts for the Functional, **Data Driven and Regression testing** using Quick Test Pro.
* Executed various Batch tests for testing a group of functionalities in the application.
* Used **Clear Quest for bug tracking**.
* Executed and tested many SQL and PL/SQL.

**Environment:** Windows, QTP, Clear Quest, Clear Case, Requisite Pro, Test Manager, Oracle, Java, SQL Server, Unix, VB Script.

**Citi Group, Long Island City, NY - CMS Inc Jun 2004- Dec 2005**

**Software Tester**

**Responsibilities:**

* Created Test Plan and Test cases and performed Manual Testing and Automated Testing (Win Runner).
* Attended the regular meeting with all team members to discuss the Action Items.
* Coordinated and Planned **Test Executions** across multiple releases simultaneously.
* Performed test execution on System and Acceptance environments.
* **Used Clear Quest as defect tracking tool**, for defects maintenance.
* Developed Functional (System Test) and Non-Functional (Integration Test) Test Plans.
* Drafted System, Integration and **User Acceptance test cases** for each release.
* Provided technical mentoring, leadership and support to members of the test team.
* Used **HP’s Test Director** for organizing, managing, and tracking the change requirements of system using defects section as Bug Tracking tool.
* **Developed and executed test cases** and verified actual results with expected results.
* Developed and Executed automated test scripts using WinRunner.
* Implemented requirements by inserting **GUI Checkpoints** using WinRunner.
* Performed unit, Integration, system and function testing as per requirements.
* Generated the reports and validated the data against the application.
* Performed screen navigation test to ensure that the links are established.
* Queried the database using **SQL Queries** to make sure that the database reflects the changes, after the data is entered /updated/removed.
* Developed System Test and Integration Test Summary Report at the end of each testing cycle.
* Arranged regular meetings with the team to discuss the Request for Action Items.
* Provided high level and detailed reports to the upper management on progress, issues and status of testing.

**Environment:** IIS, SQL Server, VB Script, MS-Access, WinRunner, Test Director, Windows Internet Explorer, XLS, HTML, MS Office, JUnit, FTP, DHTML, XML.

**N & R Inc. Queens New York Mar 2003 – May 2004**

**Help Desk Network Administrator**

**Responsibilities:**

* Implemented and **monitored server** and workstation.
* Developed and handled exchange server 5.5 in a complex environment.
* Overseen local area network architecture and maintained routers, Modem and cables as per requirement.
* Responsible for the supervision of a staff of twenty-eight people within the customer service department for troubleshooting.
* Assisted in the training of new customer service representatives and affiliates in networking and configuration.
* Worked with new customers in the development of new network and the implementation of new systems.
* Identified client key requirement and provided my feedback in configuring brand new system for their medium size organization.

**CMS Construction LIC, New York** **Jan 2000 –Mar 2002**

**Network Administrator & Customer Care Manager**

**Responsibilities:**

* Receiving customer complaints, providing telephonic troubleshooting – hardware related.
* Marketing and new network management engagements.
* Maintaining Hardware inventory, parts sale and field engineer job allocations.
* Order and Procure Computer Hardware – drives, cables, hubs, network cards etc.
* Computer **IBM-PC repairs**, assembly and up gradation.
* Installing plug - and - play devices.
* Troubleshooting network hardware including LAN cards, Hubs, coaxial and twisted pair cables
* Installation and configuration of different devices to Parallel port, serial port and USB port devices such as external
* Drives, scanners, printers also **IDE and SCSI cards** / hard drives, **CD ROMs** and Floppy drives.
* Installation and configuration of interface PCI / ISA cards such as network cards sound cards, VGA video cards and modems.
* Installation and configuration of Windows NT 4.0-2000, Professional, Win 9x Operating Systems.
* **Conducted joint lab** on NT Domain Server up gradation to Windows 2000 Server.
* Maintenance and troubleshooting connectivity for Workstation 4.0 and Windows 95/98 clients.
* Maintenance of Windows NT based Server in Local Network of forty-two computers.
* Creating users accounts, delegating and assigning permissions, Users/Groups and Maintaining security through system policies for Local Area Network.
* Configuration and troubleshooting TCP/IP / DHCP related problems.
* E-mail System – MS-Exchange 5.5 / Outlook 2000 Setup, client configuration, user-login setup.
* File sharing and permissions, printer sharing, printer installations.
* Arc Server - Daily Backup of Network and restoration of lost data as and when needed.
* Analyzed, evaluated and provided system support on new software / hardware installations.
* Performance Analysis of Server, fine-tuning along with Volume set, Chunk Analysis and fault tolerant parity maintenance.
* Migration of Windows NT 4.0 to Windows 2000 Server.
* Trained end users and staff in system usage, maintenance and monitor performance after implementation.
* Worked on MS-Excel (Pivot Table, Validation, Advance Filter, Conditional Formatting Etc.)

**REFERENCES: Available upon request**