

MOHSIN SULEMAN KHAN

Profile

Experienced and results-oriented professional with overall 12+ years of expertise in software testing, software implementation, team leadership, and team management. Proven track record of successfully leading cross-functional teams and driving the delivery of high-quality software products. Skilled in implementing effective testing strategies, optimizing software implementation processes, and fostering a collaborative team environment.

Employment History

Associate Quality Analyst at Mindcraft Software's Pvt Ltd., MUMBAI

October 2018 — September 2023

- Mentored new team members in developing effective QA processes, procedures and best practices.
- Provided guidance on software development life cycle methodologies such as Agile, Scrum and Waterfall.
- Assisted in training new team members on best practices related to quality assurance activities.
- Provided guidance and mentorship to junior members of the QA team.
- Utilized bug tracking tools like JIRA to track reported bugs and issues during QA cycle.
- Identified areas for improvement in existing processes related to Quality Assurance.
- Documented all test activities including progress reports and end-of-cycle summary reports.
- Developed and implemented test plans, scenarios, and procedures for manual testing.
- Participated in peer reviews of test plans as well as code reviews before releases.
- Created detailed documentation including test plans, results summaries, process flows diagrams.
- Provided feedback to cross-functional teams on product quality and performance issues.
- Maintained defect tracking systems to ensure proper resolution of identified defects.
- Worked closely with cross-functional teams such as developers, designers, product owners to ensure quality standards are met.

Coordinator at Rocky Real Estate LLC, DUBAI

August 2015 — July 2018

- Communicated effectively with internal staff members as well as external vendors to resolve issues quickly and efficiently.
- Worked with managers to develop schedules, monitor deadlines and coordinate resources.
- Responded to telephone calls and emails from customers or clients to answer questions or resolve problems.
- Coordinated office activities by ordering supplies, maintaining inventory and scheduling equipment repairs.
- Provided customer service support via phone calls or emails.

Details

Dubai, United Arab Emirates,
+971564297689
mosin_9999@yahoo.com

Skills

- Ability to Multitask
- Communication Skills
- Manual Testing
- Functional Testing
- Mobile Application Testing
- JIRA
- Critical thinking and problem solving
- Leadership Skills
- Customer Service
- Teamwork
- Fast Learner
- Time Management
- Problem Solving
- Ability to Work in a Team
- Agile Methodologies
- SQL
- Project Management
- Leadership
- Team Management
- Software Implementation
- Client Management

- Managed multiple projects simultaneously while meeting tight deadlines.
- Managed flow of paperwork within organization by storing, retrieving and organizing records.
- Used computer software(SAP) and systems to enter data and review and draft documents.
- Collaborated with cross-functional teams to develop strategies that improved workflow efficiency.
- Generated monthly performance metrics which were used as part of an overall evaluation system.
- Prepare and assist in the preparation of monthly reports.

Languages

English

Marathi

Hindi

Associate Technical Consultant at ACI Universal Payment Systems, MUMBAI

August 2013 — December 2014

- Implementation – New Installation as well as Upgrade of PRM (Proactive Risk Manager) application along with related pre-requisite software's at various client sites.
- End to end delivery of the application to the Client- Installation, Testing & Production movement/Deployment of the application as well as CSM/ patches/fixes related to issue.
- Assist the client in UAT (User Acceptance Testing) phase and SIT (System Integration Testing) phase.
- Assist the customer in Deployment/Production phase movement post UAT/SIT sign off in a smooth manner in order to ensure high customer satisfaction and end to end delivery.
- Analysis of the New Requirements, Writing Test Cases, Execution of Test Cases.
- Regular monitoring of the defects raised and follow up delays during UAT/SIT.
- Conducting Product/Application Training for the clients/peers
- Writing rules based on the fraud patterns and fraud types.
- Assisting Bank Business team to understand the fraud patterns and ask them to write rules and give them the feedback on the same.
- Supporting bank for DR drill activity.
- Helping the Help24 (Support Team) to take over the project once the implementation phase is completed.

Technical Consultant at Mindcraft Software's Pvt Ltd, MUMBAI

March 2013 — July 2013

- Installation of WebSphere Application server on AIX and Windows platform.
- Applying Fix Pack on WebSphere Application server.
- Installation of WebLogic Application server Oracle 11g on AIX , Linux, Windows.
- Troubleshooting issues related to WebSphere Application server and WebLogic.
- Providing support for development, testing, Staging and production environments.

Help Desk Support at Absotherm Facility Management, MUMBAI

September 2011 — December 2012

- Installation and configuration of Windows operating Systems.
- Resolve problems related to the Internet, system software and Internal Applications.
- Supporting Clients remotely with the help of Remote Support Tools, Setup, configure, & troubleshoot Internet Explorer and Microsoft Outlook.
- Handling Users Rights & Permissions.

Computer Hardware Engineer at Bharat Computers, Mumbai

April 2005 — June 2008

- Installing hardware and software systems.
- Maintaining or repairing equipment.
- Troubleshooting a variety of computer issues.
- Managed vendor relationships related to procurement of IT products and services.
- Provided technical support to customers via phone, email and in-person.
- Performed troubleshooting on hardware, software, networks, security systems and other IT related issues.

🎓 Education

B.Sc. in Computer Science

April 2011

🎓 Courses

Completed Project Management Professional Training

2017 — 2017

Software Development , NIIT Pvt Ltd

2009 — 2010

Hardware and Networking, St. Angelo's

2005 — 2006

👤 Personal Details

DOB : 21/07/1989

Nationality : Indian

Passport No : V9798415

Visa Status : Visit Visa