

Md Sufian (US Citizen)

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PROFILE

Results-driven Software Quality Assurance professional with 8+ years of experience in manual, API, ETL, and accessibility (Section 508/WCAG) testing. Known for innovative, out-of-the-box thinking to uncover hidden defects and improve test coverage. Skilled in SDET practices across diverse platforms and domains. Seeking opportunities in Software QA, Testing, Accessibility Compliance, or Test Engineering/Leadership to leverage and expand technical expertise while contributing to organizational success.

SOFT SKILLS

- Critical thinker with exceptional attention to detail and analytical problem-solving skills
- Strong communicator, adept at both verbal and written communication across teams
- Self-motivated and highly collaborative, thriving in team-oriented environments
- Quick learner, passionate about mastering new technologies tools and testing artifacts
- Reliable and solutions-driven, with a proactive approach to identifying and resolving issues
- Adaptable and resourceful, applying a “learn-by-doing” mindset to overcome challenges

TECHNICAL SKILLS

Core Expertise:

- Healthcare & Interoperability Testing: Expert in developing and executing test strategies aligned with healthcare regulations (21st Century Cures Act, PAI Program) for FHIR-based web and mobile applications.
- Comprehensive Test Design & Execution: Skilled in creating detailed test scenarios, cases, and steps for homegrown and third-party healthcare apps, covering end-to-end, integration, backend, and cross-browser testing.
- API & ETL Testing: Proficient in Postman API testing, validating data migration and transformation through ETL processes, and ensuring data integrity across healthcare data repositories including AWS DynamoDB.
- Accessibility Compliance Testing: Experienced in manual and automated accessibility testing following WCAG 2.2 and Section 508 standards, including retesting and remediation tracking.
- Performance & Security Testing Exposure: Hands-on experience with JMeter for performance testing and WASP ZAP for penetration/security analysis in healthcare environments.
- Defect & Test Management: Adept at defect lifecycle management and tracking via JIRA and HP ALM; proficient in organizing triage meetings to resolve high-severity issues.
- Mentorship & Leadership: Proven ability to train and mentor junior testers and lead small teams in multi-phase testing projects.
- Cross-Platform Testing: Validated functionality across diverse platforms, including iOS, Android, and multiple browsers, with a focus on LMS and communication systems.
- Complex System Analysis: Skilled in analyzing requirements, change orders, and specifications for scope definition and risk assessment in projects with limited or evolving documentation.
- Communication & Collaboration: Regularly engaged with stakeholders, SMEs, developers, and clients via daily stand-ups, progress reporting, and collaborative problem-solving.

Working Knowledge:

- UNIX/Linux (Ubuntu) OS and Bash scripting for automation and environment management.
- Programming in Java and Python with IntelliJ IDEA and Eclipse IDEs.
- Automation testing with Selenium WebDriver, Selenium IDE, and Maven.
- Familiarity with CI/CD pipelines and Jenkins for continuous integration/deployment.
- Cloud platform experience, primarily AWS and Virtual Machines and Specially AI Prompts

PROFESSIONAL EXPERIENCES

Healthcare Application Program: FHIR-Based Web and Mobile App

Client: Gainwell Technologies, Conway, AR

Role: Senior Professional Test Engineer

April 2022 – June 2025

Responsibilities:

- Developed Test Strategy and Test Planning aligned with 21st Century Cures Act rules and Patient Access Interoperability (PAI) program requirements for mobile healthcare applications.
- Analyzed Specification Requirements Documents and defined the Scope of Testing for complex healthcare projects.
- Designed, developed, and executed comprehensive Test Scenarios, Test Cases, and Test Steps for homegrown FHIR-based healthcare apps such as GainwellGo, MyARMedicaid, MyDEMedicalAssistance, and NVMedicaid.
- Similarly, developed and executed test cases for third-party FHIR-based healthcare applications including One Record, Care Evolution, BWell, and Flexpa.
- Tested end-to-end functionalities and cross-browser compatibility for new builds to ensure robust application performance.
- Conducted Integration Testing to validate healthcare data and APIs developed under the PAI program.
- Performed Smoke Testing post-defect fixes and Regression Testing following new builds in non-prod environments.
- Conducted User Acceptance Testing (UAT) after production deployments to verify readiness.
- Executed Backend Testing for critical features like registration, messaging, and notifications.
- Carried out Accessibility Testing (manual and automated) based on WCAG 2.2 and Section 508 compliance standards: retested fixes for accessibility defects.
- Maintained detailed records of Change Orders (COs), Change Requests (CRs), and version control.
- Logged issues and observations using JIRA and spreadsheets; tracked defects with HP ALM.
- Facilitated triage meetings with developers to expedite resolution of high-severity issues.
- Gained exposure to JMeter for performance testing, analyzing concurrent user load results on healthcare apps.
- Assisted in WASP ZAP penetration testing for security analysis of both homegrown and third-party healthcare applications.
- Participated in daily stand-ups and weekly program meetings with SMEs, developers, architects, and clients to ensure alignment.
- Provided regular progress reports on testing status, issues, and milestones to project stakeholders.
- Trained and mentored new testers; led small team assignments within the project.

Healthcare Interoperability Program: Patients Access Medicaid Data

Client: Gainwell Technologies, Conway, AR

Role: Senior Professional Test Engineer

April 2022 – June 2025

Responsibilities:

- Developed Test Strategy and Test Planning aligned with 21st Century Cures Act and Patient Access Interoperability (PAI) program requirements.
- Analyzed Specification Requirements Documents and defined precise Scope of Testing for complex healthcare data projects.
- Participated in ETL (Extract, Transform, Load) processes involving data migration from State MMIS repositories and client servers into FHIR repositories.
- Designed, developed, executed, and maintained Postman API test scripts to retrieve patient, coverage, provider, and organization resources stored in AWS DynamoDB FHIR repositories.
- Validated migrated data for consistency, integrity, and accuracy by comparing it with raw source MMIS/TMSIS data and data warehouses.
- Utilized Linux servers to extract specific raw test data for thorough validation.
- Identified, documented, and tracked defects and observations using JIRA and spreadsheets.
- Collaborated closely with developers and clients to resolve high-severity issues, organizing triage meetings to expedite solutions.
- Analyzed and provided feedback on metrics and counts from AWS CloudWatch monitoring during data transformation processes.
- Gained exposure to JMeter for performance testing of APIs developed during data migration workflows.
- Analyzed API monitoring and testing reports using tools such as Touchstone and Checkly.
- Participated actively in daily stand-ups and weekly program meetings with SMEs, developers, architects, and clients.
- Delivered regular updates on testing progress, issues, and risks to project stakeholders.
- Mentored and trained new testers, leading small teams and assignments within the project.

Learning Management Systems Program: Healthcare for Professionals

Contract: Spectrum Health, Grand Rapids, MI

Role: Manual Test Engineer

January 2020 - April 2022

Responsibilities:

- Designed, developed, and executed comprehensive Test Scenarios, Test Cases, and Test Steps for multiple State Healthcare LMS applications from the ground up.
- Tested newly introduced features, including real-time live chat, in production environments for the first time.
- Performed thorough end-to-end functional testing and cross-browser compatibility testing across various platforms and devices, including iOS and Android mobile devices.
- Conducted Integration Testing for critical workflows such as generating and downloading certificates as PDF files and accessing external links/URLs seamlessly.
- Executed Smoke Testing after defect fixes and Regression Testing following new builds in non-production environments.
- Performed User Acceptance Testing (UAT) in Production environments to validate readiness.
- Carried out Exploratory Testing, identifying gaps and recommending new test cases based on discovered issues.

- Used SQL queries for backend data verification and test data preparation.
- Maintained meticulous records of Change Orders (COs), Change Requests (CRs), and versioning.
- Performed both manual and automated Accessibility Testing following WCAG and Section 508 compliance standards: retested fixes for accessibility defects.
- Logged defects and bugs using HP ALM, ensuring clear documentation and follow-up.
- Organized and led triage meetings with developers to resolve high-severity issues promptly.
- Maintained stable test environments throughout the testing lifecycle.
- Actively participated in daily stand-ups and communicated testing status, progress, and blockers to the project team.
- Led small teams of testers on various assignments, mentoring new testers and managing task delegation.

Call Center Solutions Program: CxOne Solutions

Contract: Georgia IT, Inc. Norfolk, VA

Role: Quality Assurance Analyst

November 2016 - January 2020

Responsibilities:

- Analyzed release and requirement specifications to inform testing scope and priorities.
- Developed testing strategies for healthcare communication software, including state health department phone systems, document scanning, and faxing technologies—often without prior documentation or use cases.
- Created and prioritized test plans and test scenarios based on practical, real-world expertise in absence of formal specifications.
- Advised test leads and managers on out-of-scope testing and testability concerns specialized features.
- Analyzed and maintained Change Orders (COs) and Change Requests (CRs) throughout the testing lifecycle.
- Designed and executed test cases for scanning and faxing workflows, leveraging test data and documentation analysis.
- Managed test execution and defect tracking using HP ALM.
- Conducted System Integration Testing for call transfers across various state office phone systems.
- Performed Smoke Testing during deployment of broadcast/unicast messaging features.
- Executed User Acceptance Testing (UAT) in live facility environments for faxing applications.
- Carried out Regression Testing after version deployments in non-production environments.
- Collaborated closely with developers, especially on the CxOne call tree system, to troubleshoot and resolve issues.
- Ensured testing processes complied with industry standards and best practices.
- Provided timely and clear updates on testing progress and issues to the project team.
- Mentored and transferred knowledge to new testers, facilitating their onboarding and skill development.

EDUCATION

- Completed 90 credits toward a BS in Engineering at Tandon School of Engineering, NYU
- Completed 65 credits toward a BS in Pharmaceutical Science at University of Dhaka, BD.
- Committed to continuous learning and updating skills with new tools specially AI prompts.