

Tarek Yaman

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Technical Consultant in the Information Technology field. My responsibilities include software testing, analyzing software requirements, and acting as the liaison between various stakeholders to meet key business needs. My experience is backed by a solid technical background in business and Managing information systems. Oracle SQL Certified Administrator

Experience

Business Analyst/Quality Assurance/ Emcrey

MARCH 2020 -Current

- Ensure that requirements documentation is easily translated to meet business needs.
- Serving as a liaison between the concerned teams and key stakeholders.
- Recommend and implement modifications to the processes
- Monitoring and informing concerned teams about bugs and possible problems using relevant portal programs (JIRA).
- Creating detailed, comprehensive, and well-structured test plans and test cases.
- Carrying out manual tests to ensure that the software meets user requirements.
- Documenting test processes and test results to keep track of all issues that are present.

IT Support / Omega Software

MAY 2019 -JULY 2019

- Served as the Expert for cost transparency questions/issues
- Provide training for Clients on Omega system such as:
 - Training on point-of-sale software for clients such as ISF, Restaurant owners, and employees
 - Helped clients on how to use the software in different fields such as hospitality, restaurants, supermarkets
 - Trained users how to manage inventory, stocks, and point of sale software.

IT Professional / Mirum Agency

DECEMBER 2018 – MARCH 2019

- Identify troubleshoot and resolve hardware, software and network-related problems encountered by end users.
 - Solve level 1 support tickets and forward unresolved tickets to development team
 - Create and manage groups for employees in outlook and JIRA
 - Email filtering for departments in outlook
 - Hardware problems such as changing RAM and resolving possible heating issues
 - Managing Active directory, DNS and DHCP servers
 - Firewall Shaping on fortinet

Internship / Bank Audi

May 2017 – July 2017

- This program helped gain precious insight into the work environment. I was able to learn a lot in this program like processing loans, tax preparation, banking transactions, financial reports.

Education: Bachelor of Business Information Technology Management]/[Rafik Harriri University, Mechref] ISTQB Testing foundation, VMWARE VCP 6.5, CCNA 1,2,3,4