



Batoul Ayash

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ABOUT ME

Testing and Quality Assurance Specialist with experience in Agile and Scrum methodologies.

WORK EXPERIENCE Quality Assurance Analyst

Ecomz ,E-commerce Software Development Company [May 2022 – July 2023]

Quality assurance software tester using SDLC methodologies to perform smoke testing , Functional testing, Integration testing, Sanity testing, and acceptance testing

1. Test and evaluate new and existing websites template and detect, log, and report program bugs via Jira.
2. Tracks defects and helps troubleshoot errors.
3. API testing using Postman.
4. Debugging bugs using Postman and Inspect .
5. Gained experience in testing :white labeling solutions project And Custom integration between Odoo enter prise resource planning software(ERP) system and E-commerce company (The integration covered Sales orders & Customers, Inventory , Invoices, products) project
6. Perform manual testing of marketplace stores , shipping and order process,
7. Write and maintain documentation
8. Creating and managing testcases in the test case management tool Testrail.
9. Developed and maintained automated test suites to increase efficiency and reduce time-to-market
10. Executing all test levels on source code sites
11. Familiar with multiple platforms (Technology platforms, Marketplace platforms, Partner Platforms, Ondemand services platforms ...)
12. Conducted performance testing and load testing to ensure optimal product performance under various conditions
13. Identification of test requirements based on business requirement

Technical platform and Customer Support

Ecomz ,E-commerce Software Development Company [Feb 2022 – Apr 2022]

1. Maintained a positive, empathetic and professional attitude toward customers
2. Responded promptly to customer inquiries
3. Communicated with customers through various channels (zendesk chat)
4. Acknowledged and resolved customer complaints

Senior customer service representative

Teleperformance Outsourcing and Offshoring Consulting company [Sep 2016 – Apr 2021]

Touch (Telecommunication service) Project

Customer Service Representative attracts potential customers by answering product and service questions. Suggesting information about other products and services. Process orders, prepare correspondences and fulfill customer needs to ensure customer satisfaction. Handle complaints and are responsible for maintain overall goodwill between an organization and its customer

3. Ability to work effectively in a team environment.
4. Capable of concentrating and working under pressure.

EDUCATION AND TRAINING

Bachelor Degree in Finance and Financial Institution

1. The target is to ensure excellent service standards and maintain high customer satisfaction.
2. Good public relation

Lebanese University, Faculty of Business Administration and Finance [2015 – 2019]

Master Degree in Finance and Financial Institutions

Lebanese University, Faculty of Business Administration and Finance [2021 – Current]

Data Entry Certificate

professional accountant training center PATC [1 Jul 2019 – 31 Jul 2019]

SKILLS

Management Tools

Jira, TestRail , Confluence, Postman, Gitkraken , SQL server management,
Odoo, ERP, Visual Studio ,Powershell, Bitbucket , Defect Management, Azure

LANGUAGE SKILLS

Mother tongue(s): **Arabic**

Other language(s): **English**

