

## PERSONAL

**Tel:** +961 70 322 771

**Email:** julien\_mansour@hotmail.com

**LinkedIn:** /in/julien-mansour/

**Availability:** 1 month

**Flexibility:** Can relocate

### Qualifications:

Bachelor of Science (BS), Computer Science - American University of Culture and Education (2014, 2018)  
Lebanese Baccalaureate II (2014)

**Languages:** English, French, Arabic

## IT SKILLS

Highly proficient in workplace, including:

- Microsoft Office
- Microsoft Project
- Microsoft Visio
- Microsoft Test Manager
- Microsoft Visual Studio
- Team Foundation Server
- Atlassian Jira
- Confluence wiki software
- Test Rail
- Zephyr
- JUnit
- JMeter
- Postman
- Selenium
- SQL
- Java

# Julien Mansour

## SUMMARY

I am self-motivated, independent, ambitious, detail-oriented, responsible, excellent communication and influencing skills, problem solving skills, well-mannered, organized, respectful, excellent team player, hard worker, adaptable, loyal, outgoing, optimistic, and efficient. My objective is learning more, working harder, gaining enough knowledge and experience, and always looking for a challenging position that assures me the opportunity to utilize and develop my skills and abilities. This, combined with my skills and experience, will enable me to implement everything I gained for the well-being of the organization.

## KEY COMPETENCIES AND EXPERIENCE

- Quality Assurance
- Test Management Strategy
- Software Testing Life Cycle (STLC)
- Software Testing Methodology
- User Experience
- Test Plans
- Test Cases
- Test Scenarios
- Functional Testing
- Non Functional Testing
- Continuous Integration Testing
- Regression Testing
- Performance Testing
- Compatibility Testing
- Black Box Testing
- Usability Testing
- User Acceptance Testing
- Analytical Skills
- Requirements Analysis
- Agile Testing
- User Guides Creation
- Technical Documentation

## RECENT EMPLOYMENT

**February 2020 – Present**  
**Inkript, Beirut, Lebanon**  
**Quality Assurance Specialist**

Inkript delivers bespoke solutions in the fields of digital security, smart cards, security printing and trusted identification. Established in 1973 as a security print house, it has expanded to become an international provider of secure solutions to governments, telecom operators and financial institutions with a global footprint.

- Developing and maintaining the documentation of system test procedures and test cases and executing test runs on TestRail.
- Evaluating the testing processes, making improvements for effective testing in an Agile Scrum Methodology.
- Reviewing and analysing the requirements and design documents for completeness ensuring the requirements are testable and compatible in terms of user experience business flow and functionality.
- Conducting functional testing, regression testing, and system integration testing, and report issues found during test life cycle using tools such as Microsoft TFS and certifying production releases.
- Functional APIs testing and generating requests using Postman.
- Use Microsoft SQL for data manipulation (running queries, taking backups...)

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**August 2019 – January 2020**

**Scriptr.io / element^n, Beirut, Lebanon**

**Quality Assurance Engineer**

*Scriptr.io is a cloud-based backend for IoT, mobile, and web applications. It provides a comprehensive suite of easy-to-use web services for device management, identity management, business logic, orchestration, persistence, and messaging with the simplicity of JavaScript.*

- *Applied an integrated QA process within an iterative software development life cycle, in an Agile Scrum Methodology.*
- *Defined and implemented performance testing across releases of our product using some commonly used tools such as JMeter.*
- *Improved and solidified the continuous integration testing process and test results daily.*
- *Assisted in the analysis of requirements and specifications in terms of usability, scalability, and feasibility.*
- *Developed functional test cases and their automation using some commonly used tools such as JUnit.*
- *Developed and documented test procedures, checklists, best practices and standards as part of maintaining a well-defined testing process.*
- *Developed technical and user documentation for our products and services.*

**PREVIOUS EMPLOYMENT**

**August 2017 – July 2019**

**SETS, Beirut, Lebanon**

**Quality Assurance Engineer**

*Established in 1990 with headquarters in Lebanon, with over 25 years of experience in the HRMS industry and more than 1,000 references, SETS major offerings include its flagship product “People 365” a comprehensive Human Resources Management System (HRMS) consisting of the Time Attendance, Payroll, and Human Resource (HR) streams.*

- *Analysed business flows and use manual testing experience to work on a complex custom coded Web-based software application.*
- *Sought into solutions to apply the best practice in a variety of software QA concepts, practices, and procedures.*
- *Analysed, designed, developed, and maintained test cases, test approaches, and test plans using tools such as Microsoft Test Management and Zephyr.*
- *Conducted manual functional testing, regression testing, and system integration testing, supported user acceptance testing, and report issues found during test life cycle using tools such as Microsoft TFS and Jira.*
- *Researched and implemented new testing tools.*
- *Attended QA interviews and participated in preparing the needed tests for candidates.*
- *Created test cases, which verify approved requirements for assigned modules, and documented results, and assisted with software application troubleshooting and technical diagnosis with the Support team.*

## Julien Mansour

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### **September 2015 – July 2017**

**Mirum Agency, Beirut, Lebanon**

#### **Quality Assurance Analyst**

*Mirum is a global digital agency part of Wunderman Thompson and the WPP Network. Mirum is a borderless agency of over 2,400 digital savants, storytellers, makers and relentlessly curious minds who are united by an uncommon drive to make what's next.*

- Developed the appropriate test plans and test cases related to a product.
- Executed test cases and analysed test results.
- Interacted with product managers, project managers and development teams to develop a strong understanding of the project and testing objectives.
- Participated in troubleshooting with different teams to drive towards root cause identification and resolution.
- Documented, tracked and escalated issues as appropriate.
- Defined and documented customer business functions and processes.
- Developed the appropriate documentation related to the assigned project/task.
- Validated that user expectations are achieved during the testing process.
- Identified any potential quality issues per defined process and escalated potential quality issues.

### **May 2015 – September 2015**

**Mindfield Digital, Beirut, Lebanon**

#### **Quality Assurance and Support intern**

*Mindfield Digital is an information technology firm that specializes in the design and implementation of customized business automation as well as custom digital applications.*

##### **Quality Assurance:**

- Translated technical requirements into test plans.
- Executed tasks as per the schedule in accordance with project scope or delivery dates.
- Strived to build a better product by monitoring and giving feedback.
- Monitored performance testing and documented test results.
- Identified any potential quality issues per defined process.
- Created reports with Digital marketing tools like Google Analytics.

##### **IT Support:**

- Registered Domains and Hosting Emails.
- Created User Guides.
- Managed DNS zone File.

##### **Data Entry:**

- Experienced in Web development and Content Management Systems such as ASP.NET, Wordpress...
- Email Marketing with Mail Chimp.

##### **Business Analyst:**

- Requirements gathering documentation.
- Business acumen to allow better understanding of client requirements.
- Handled a project from A to Z between different departments.