



NANCY KATRIB

Software Quality Assurance

PROFILE

A hands on and committed Quality Assurance manager who is able to drive and achieve the highest production standards through effective line management. Expertise in advancing technology-based innovation comprising operational efficiencies, complex problem solving, and risk analysis and mitigation. Distinguished for process optimization, performance improvement, and seamless workflow management.

PERSONAL INFORMATION

PHONE: +961 70 506 459

EMAIL: Nancy.katrib@live.com

ADDRESS:
Zouk Mikael, Khandak Street
Abboud Gerges building, GF

PLACE OF BIRTH:
Karm El Moher – Zgharta

DATE OF BIRTH: September 15, 1992

EDUCATION

Arts, Sciences & Technology University in Lebanon – Kaslik

2010 - 2012; 2016 - 2018

Bachelor Degree in computer and communication engineering

Lycee Georges Frem - Kesrouwan

2009 - 2010

Lebanese baccalaureate life science

Collège Central - Jounieh

2006 - 2007

Lebanese intermediate certificate

WORK EXPERIENCE

Ecomz – Quality Assurance Manager

April 2019 – present

- Cross-functional team testing strategy, analysis of existing test strategy, gap analysis, and working across teams to mature test integration strategies
- Collaborate closely with development teams to deliver software releases with an ever-increasing level of quality
- Recruit, lead, mentor, and develop a talented high-performing team of Software Quality Assurance Analyst
- Work closely with Product Management, Development, Support, Sales and Services teams to prioritize assignments and manage risks/issues to ensure successful delivery with high quality
- Ensure 100% test coverage across modules/platforms, Review existing test cases & test plans. Develop, design & deploy objective centric Tests
- Coach the team technically so as to ensure over all technical expertise of team enhances. Responsible for the growth and execution management of a team
- Technically Participate in every stage of feature development from design and brainstorming through feature implementation & testing
- L3 support
- Act as QMS Subject Matter Expert (SME) and/or Single Point Of Contact (SPOC) on quality systems

INTERESTS

Sports
Travelling
Camping
Road trips

LANGUAGES

Arabic 100%

English 100%

French 80%

Khoury Home – Head of Customer Care department and Soft skills trainer

November 2013 – May 2018

- Manage a team of Customer Care Advisors.
- Be available to affect the entirety of the team's operations.
- Keep track of attendance, daily statistics, paid time off, sick time, etc.
- Spend some hours per month working the Call Center telephones/ Handling calls when there is high number of calls waiting in the contact service queue statistics.
- Supervising, guiding and motivating, helping colleagues work together and ensuring they're delivering good customer service. Ensuring the staff is happy so the business can run smoothly.
- Making training for ALL company's employees in the field of building etiquette, problem solving and soft skills.

SKILLS

- Strong attention to detail and a results driven approach
- Project management and professional project management training
- Evaluating project deliverables based on quality metrics
- Excellent verbal and written communication skills (Comfortable communicating cross-functionally and across management levels in formal and informal settings)
- Strong management and leadership experience
- Ability to effectively coach, develop, retain, train, hire, and discipline others in order to produce a successful team
- Ability to apply creative thinking and problem solving skills to complex business scenarios
- Knowledge of test driven development and continuous integration principles
- Strong understanding of system and application performance characteristics
- Strong organizational skills, ability to track multiple test executions simultaneously and to be able to synthesize the results
- Knowledge of software test life cycle (STLC)
Functional Testing (Unit Testing, System Testing, Sanity Testing, Smoke Testing, Regression Testing, Beta/Acceptance Testing...)
Non-functional Testing (Performance Testing, Load Testing, Stress Testing, Volume Testing, Usability Testing, Recovery Testing, Install Testing,...)
- Working knowledge of bug tracking tools: Atlassian and Jira
- Familiar with multiple platforms
- Out-of-specification investigation (OOS investigation)
- Corrective and preventive action (CAPA)
- Change control

AWARDS

- Voted 3 times for the star of the month in Khoury Home as a result of outstanding performance and exceptional effort shown during the months: January, April and May.
- Acquired a certificate for successfully completing the 'customer service' course.
- Acquired a 'telephone etiquette' certificate.
- Acquired a certificate for successfully completing the '7 Habits' course.
- Acquire a certificate for successfully completing 'communicate with difficult audiences' course.
- Trainer certificate

REFERENCES

Available upon request