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Summary

As an experienced Quality Assurance Specialist with three years of experience, I have a proven track record of establishing and maintaining effective quality assurance programs that ensure the highest level of product quality across all offerings. Throughout my career, I have been responsible for developing and implementing quality assurance policies and procedures, writing test cases for both mobile and web applications, creating and executing test plans, and documenting all features of the application.

In my current position, I established the quality assurance department from scratch, and I work closely with cross-functional teams to ensure that quality is embedded throughout the product development process. I am passionate about mentoring team members on quality assurance best practices and providing guidance on how to implement them effectively. My commitment to continuous improvement has helped me to identify opportunities for process improvements and make recommendations for enhancements to the quality assurance program.

If you are looking for a Quality Assurance Specialist with a strong commitment to product quality and a passion for continuous improvement, please don't hesitate to reach out.

Experience



Quality Assurance Specialist

Matensa

Nov 2022 - Present (10 months)

- Established and implemented a comprehensive QA department from scratch, including defining the vision, goals, and structure of the department.
- Implemented a comprehensive QA strategy and processes, including defining standards, methodologies, and best practices.
- Created and maintained detailed test cases and test scenarios for our mobile and web applications, covering all features and functionality.
- Developed and managed a thorough test plan that aligned with project objectives, ensuring comprehensive coverage of all aspects of the software.
- Executed rigorous testing of our applications to identify defects, inconsistencies, and areas for improvement.
- Collaborated closely with the development team, providing early feedback on potential issues and ensuring quality was integrated into the software development life cycle.
- Wrote clear and concise documentation, including user manuals, release notes, and other supporting materials, to enhance user experiences.
- Organized and managed the Azure DevOps board, including epics, features, and user stories, for efficient project tracking and cross-team collaboration.
- Worked closely with cross-functional teams, ensuring clear communication, alignment, and understanding of QA requirements and deliverables.
- Implemented appropriate testing tools, frameworks, and automation strategies to continuously improve the QA process.

- Provided mentorship and guidance to team members, fostering a culture of quality and continuous learning.
- Trained and mentored team members on quality assurance best practices and provided guidance on how to implement them effectively.



Quality Assurance Analyst

Ecomz

Jul 2020 - Nov 2022 (2 years 5 months)

- Test and evaluate new and existing websites template to detect, log, and report program bugs and glitches via JIRA.
- Tracks defects and helps troubleshoot errors.
- Use Postman or setupVPN tools for localization testing
- API Testing and reporting
- Execute test cases and analyze results following the software test life cycle (STLC)
- Functional Testing (Sanity Testing, Smoke Testing, Regression Testing, Beta/Acceptance Testing...)
- Executing all test levels on source code sites
- Familiar with multiple platforms (technology platforms, Marketplace platforms, on-demand services platforms...)
- Corrective and preventive action (CAPA) to eliminate causes of defects
- Collaborate closely with development teams to deliver software releases with an ever-increasing level of quality
- Work closely with Product Management, 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.
- Technically Participate in every stage of feature development from design and brainstorming through feature implementation & testing.
- Ensures that the final product observes the company's quality standards.
- Support the company in maintaining work environment focused on quality, communication, collaboration, and team work.
- L3 support



Store Manager

ZHOUR jewelry

Jun 2016 - Jun 2022 (6 years 1 month)

- Manage all aspects of the jewelry store, including sales, inventory, customer service, and employee management, to achieve sales targets and ensure customer satisfaction.
- Implement and manage automated systems and processes to streamline store operations, improve efficiency, and enhance the overall customer experience.
- Automate inventory auditing procedures to ensure accurate stock levels, minimize discrepancies, and optimize stock replenishment.
- Utilize automated pricing regulation systems to ensure accurate and competitive pricing for jewelry products.
- Implement automated billing systems to streamline the sales process, improve accuracy, and expedite customer transactions.
- Develop and maintain automated reporting systems to track sales, inventory, and other key performance metrics, providing regular insights to drive informed business decisions.

- Monitor and evaluate the performance of store staff, providing coaching, training, and performance feedback to drive productivity and achieve high levels of customer service.

Education



Lebanese Canadian University - LCU

Bachelor's degree, Computer Science

2015 - 2020



Chatity school

Lebanese Baccalaureate, Life science

2012 - 2015

Licenses & Certifications



Introduction to Microsoft Dynamics - Scroll Up

NAV-80949AE



JAVA Programming fundamental - Software Factory



PSTN network, Access Network, Switching System and Switching Network Systems - OGERO



Understanding Manual Testing - LinkedIn



Programming Foundations: Software Testing/QA - LinkedIn



Test Automation Foundations - LinkedIn



JMeter: Performance and Load Testing - LinkedIn



Effective Test Case And Bug Report Writing Techniques - Information Technology Institute (ITI)

YCjEm1CwLD

Skills

Test Cases • reporting bug • Bug Tracking • API Testing • HTML • MySQL • Microsoft Excel • Manual Testing • Software Quality Assurance • Quality Assurance