

# RAYAN KABALAN

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## SUMMARY

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Management Information Systems graduate Proven in diverse technical roles. Excels in multi-platform testing, bug tracking, and data validation. Adept at documentation, collaboration, and continuous improvement. Committed communicator fostering positive team dynamics. Ready to excel in challenging tech environments.

## WORK EXPERIENCE

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### Software Quality Assurance tester, BIM POS

December 2023 - Present

- Proficient in multi-platform software testing (desktop, web, mobile) to ensure deliverables meet requirements.
- Skilled in thorough validation of functionalities for top-quality development.
- Experienced in manual post-release and regression testing for software integrity.
- Capable bug reporting and local issue reproduction for swift resolution.
- Meticulous documentation of test cases, bugs, and feature requests.
- Proficient in SQL for data validation and backend testing.
- Proactive in suggesting enhancements and optimizations.
- Craft effective testing strategies and scenarios for efficiency.
- Effective communicator, collaborator with cross-functional teams.
- Skilled in client communication for B2B relations.
- Instrumental in software cleanliness and improved quality.

### IT Technical Support, BIM POS

July 2023 - December 2023

- Troubleshooting, configuring, and the supporting various POS systems used in big restaurants.
- Diagnosing and resolving complex technical issues efficiently.
- Delivering exceptional customer service and support, resolving queries promptly.
- Conducting training sessions for restaurant staff on POS system usage.
- Configuring and customizing POS software to meet specific restaurant requirements.
- Efficiently handling technical support tickets to ensure customer satisfaction

### Android Developer Intern, Slim Film

May 2022 - August 2022

- Collaborated with a dynamic team of Android developers.
- Ensured seamless integration and optimal user experience by working closely with cross-functional teams.
- Conducted thorough code reviews, resolved bugs, and implemented performance optimizations.
- Contributed creative solutions to improve user engagement and functionality.
- Proficient in Java and basic Kotlin knowledge.

## SKILLS

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- Programming Languages: Java, JavaScript, Kotlin
- Database Management: MySQL
- Data Analysis and Visualization: Tableau, Excel
- Presentation Tools: PowerPoint, Adobe Illustrator
- Excellent verbal and written communication skills
- Strong problem-solving abilities and analytical approach
- Proficiency in conducting interviews and documentation
- Cultural sensitivity and adaptability
- Time management and coordination skills

## EDUCATION

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Bachelor's degree in Management Information Systems

2019 - 2023

## LANGUAGES

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- Arabic
- English
- French