



NIZAR EL HUSSEINI

Quality Assurance Officer

PROFILE

With almost 2 years of experience in Quality Assurance and system analysis, I have developed communication skills. I have experience in creating project plans, developing user sprints, and designing application.

CONTACT

PHONE:
+961 71399975

LOCATION:
Beirut, Lebanon

EMAIL:
husseininizar@gmail.com

HOBBIES

- Passionate about computer technologies
- Swimming
- Interested in Net surfing and professional browsing
- Interested in Connecting Communication and media
- Martial arts

EDUCATION

Al Maaref University

September 2016 – June 2019

Bachelor Degree in Management Information System (MIS)

Al-Mustafa High School

Baccalaureate in Life Sciences

WORK EXPERIENCE

Asteya, Beirut, Lebanon

Quality Assurance Specialist

September 2022 – Present

- Create quality measurements to track improvement in products.
- Automations scripting using Playwright tool.
- Manual testing and bug reporting.
- Performance and load testing.
- Reporting Bugs and tracking Tickets.
- Supporting user stories writing and data charts creation.
- Develop quality assurance standards and company processes.
- Ensure products meet customer expectations and demand.
- Create reports documenting errors and issues for fixing.
- Work closely with the development team to improve existing products.
- Maintain standards for reliability and performance of production.
- Supporting dev team to understand the business through needed requirements.

IDS Fintech, Beirut, Lebanon

Quality Assurance Officer

October 2020 – September 2022

- Create quality measurements to track improvement in products
- Execute quality improvement testing and activities
- Develop quality assurance standards and company processes
- Adhere to industry quality and safety standards
- Ensure products meet customer expectations and demand
- Create reports documenting errors and issues for fixing
- Work closely with the development team to improve existing products
- Maintain standards for reliability and performance of production

LANGUAGES

- English: Full Proficiency
- Arabic: Full Proficiency

Touch Mobile Operator | Teleperformance, Beirut, Lebanon **Customer Service Representative** August 2017 – September 2020

- Receive inbound customer calls to achieve agreed targets and standards applied to the campaign/account, to resolve queries and complaints
- Maintain customer requirements and contribute to the overall improvement of campaigns/accounts
- Achieve call handling targets and standards
- Record data accurately
- Maintain a positive attitude at all times and ensure there is a high customer service focus
- Achieve and exceed daily KPIs as set by the campaign requirements

Basilic College – Educational and Technical Institution for Computer **Administrative Secretary** August 2016 – November 2016

- Serve at the face of the institution
- Handle phone and transfers calls
- Process tuition payments
- Maintain student record
- Welcome visitors and provide them with additional information
- Handle any day-to-day clerical needs required by the institution

Private Tutoring 2014 – Present

Teach private lessons for all classes - Science subjects: Biology, chemistry, physics, and mathematics.

PROJECTS

- Internship at Integrated Digital Systems (Software Company) about project management and documentation
- Senior project: Library Management System

TECHNICAL SKILLS

- Software
- Operating Systems
- Database Programming
- API Testing
- Automation Testing
- Microsoft Office skills
- Adobe premier

NON-TECHNICAL SKILLS

- Eye for excellence and high level of standards
- Strong work ethic and leadership skills
- Positive attitude even under pressure