Youstina Mamdouh

Certified Software Tester

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Education

BA Degree with a Major in English Language and Literature,
Faculty of Al-Alsun - Ain Shams University

2019 – 2023
Cairo, Egypt

Professional Experience

Customer Service Advisor, Concentrix Company
Motivated team player, and experienced in providing exceptional customer service. Proven ability to remain calm and professional in high-stress situations while being able to quickly and effectively resolve customer complaints.

11/2023 – 11/2024

Certificates

- The CTFL4- ISTQB® Certified Tester Foundation Level v4.

Projects

Weather API Postman, Designed and tested Weather API endpoints in Postman to validate current weather and forecast functionality.

HR system API Postman, Built and validated the HR System Login API in Postman to authenticate username and password inputs.

Users List API Postman, Created and validated API endpoints in Postman for user list management; Methods: Tested GET, POST, PUT, PATCH, and DELETE.

Test cases,
Developed comprehensive login test cases covering functional and non-functional aspects ⧉

Skills

Testing Tools:
- JIRA
- Postman

Technical Skills:
- Bug Tracking.
- Test Case Development.
- Manual Testing.
- SQL; DML

Courses

Agile with Atlassian Jira, Atlassian University

ISTQB Foundation Level V4.0, Udemy

API Testing Using the Postman Tool, Udemy

Tricky American English Pronunciation, University of California Irvine

The Digital Marketing Challenger Track, Udacity

Testing Bootcamp 2025, Nezam
Completed a testing bootcamp, including:
- **Manual Testing**
- **API Testing**
- **SQL Fundamentals**
- **Agile Testing**
- **Mobile Application**
- **Performance Testing**
- **Selenium WebDriver**

Languages

English
Fluent

Arabic
Native