

Louai Chahine

Application Support Engineer/Quality Assurance Engineer

Location: Lebanon | Phone: +961 71962554 | Email: Louaychahin@gmail.com | LinkedIn: <https://www.linkedin.com/in/louai-chahine>

EDUCATION

Sep. 2018 – Jun. 2021 | **B.S. In MANAGEMENT INFORMATION SYSTEMS**

Lebanese University | Lebanon

EXPERIENCE

Application Support Engineer/Quality Assurance Engineer | Mar.2022 – Present

Equadis SA, Beirut, Lebanon

- Creation of test plans and test cases for sprint tasks and large projects, ensuring thorough coverage of functional and non-functional requirements.
- Showcased expertise in support levels 2 and 3 by investigating critical incidents, identifying root causes, documenting findings, and creating detailed incident reports to analyze client-reported technical issues.
- Perform regression, sanity, and end to end testing to address software defects and ensure seamless performance upon release.
- Conducted database testing to ensure data integrity, accuracy, and performance in various applications.
- Analyzed issues encountered during support activities to identify recurring patterns and root causes, with a focus on determining which components in the application are most problematic.
- Working in an agile development environment
- Analyzed database logs to identify slow queries, bottlenecks, and deadlocks and provide recommendations to optimize query performance and prevent deadlocks.
- Exhibited expertise in Software Development Life Cycle (SDLC), employing industry best practices in documentation and reporting to ensure clear and concise communication.
- Attend sprint planning meetings to contribute QA insights and requirements, ensuring alignment with project timelines and goals.
- Perform proactive follow-ups on task statuses within projects, ensuring timely completion and alignment with project objectives.
- Attend daily standup meeting to discuss issues, bugs, and blockers impacting clients, to make sure that everyone is aligned.
- Thoroughly validated support tickets via the Jira ticketing system, ensuring comprehensive issue resolution and rigorous pre-deployment testing.
- Monitored Google Cloud alerts closely, quickly fixing any big problems to keep apps running smoothly. Also, made special Grafana dashboards for tracking Google Cloud services and resources.
- Write requirement documents outlining enhancements to applications, reducing support tickets by 20%.
- Organized meetings with security and infrastructure teams to address challenges, especially related to firewall configurations and critical programs.
- Engineered and executed the implementation of dynamic JavaScript-based validation rules, thereby enhancing data integrity, eradicating anomalies, and elevating overall data accuracy.
- Worked closely with Customer Support, promptly handling live client calls to expertly resolve application issues, ensuring a top-notch user experience.
- Maintained accurate documentation of task and ticket histories, including actions taken and resolutions achieved.
- Actively contribute to the team's success by providing coaching and support during onboarding for new members.
- Designed, developed, and meticulously maintained intricate XML and XSL templates, leveraging their capabilities for seamless data transformation, sophisticated data integration, and refined presentation purposes.
- Led the management of the GDSN (Global Data Synchronization Network) standard and diverse product sheet formats (EXCEL, XML), utilizing advanced technologies including XSL, SQL, and JavaScript.

TECHNICAL SKILLS

- **Languages:** PHP, JavaScript, HTML, Java, Python, C++
- **Testing Tools:** Selenium WebDriver, Postman, JIRA, Testrail.
- **Cloud & Monitoring:** Google Cloud Platform, Grafana
- **Scripting & Editors:** WinSCP, Oxygen Editor
- **Testing Expertise:** Regression testing, sanity testing, database testing, API testing, automation with Selenium
- **Processes:** SDLC, documentation, and reporting
- **Selenium WebDriver:** Proficient in automating web applications with Selenium WebDriver using Java; skilled in handling dynamic and static elements, implementing various locators, managing waits, and utilizing TestNG for efficient test case execution.

LANGUAGES

- **Arabic:** Native
- **French:** Advanced
- **English:** Advanced

SOFT SKILLS

- Problem Solving
- Strong Attention to Detail
- Good communication skills
- Time Management
- Team collaboration
- Ability to work under pressure

CERTIFICATES

- ISTQB - Certified Tester Foundation Level (CTFL) | Aug. 2024
- Building Web Application in Django | Jan. 2022
- Django Features and Libraries | Jan.2022
- Web Application Technologies and Django | Jan.2022