

# Yahya AlArab

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## SUMMARY

Quality Assurance professional with over 12 years of experience in improving IT systems and optimizing processes. Expert in test strategy development, reducing production defects, and managing cross functional teams. Broad experience in both public and private sectors, with a strong focus on delivering innovative, client focused solutions.

## PROFESSIONAL EXPERIENCE

### Quality Assurance Consultant – CGI

**Jan. 2023 – Present**

- Provide QA and functional analysis services to clients.
- Validate product features based on specifications.
- Analyze client systems and propose improvement solutions.
- Oversee product development to ensure requirement compliance.
- Design and implement custom test strategies.
- Perform gap analysis and suggest practical solutions.
- Coordinate SDLC phases with development, functional analysis, and QA teams.
- Draft functional documentation, wireframes, and flowcharts.
- Identify and track defects using JIRA.
- Write SQL queries to validate application data.
- Present demos to stakeholders.

### QA Analyst – FlexxPay

**Feb. 2021 – Dec. 2022**

- Led QA team to ensure compliance with quality standards.
- Tested company's web and mobile applications.
- Designed test plans and detailed test cases.
- Logged and tracked issues using Azure DevOps.
- Managed and monitored processes within Azure DevOps.
- Wrote clear and concise status reports for stakeholders.
- Collaborated with Dev and BA teams to ensure project delivery.
- Assisted customers with technical issues.
- Conducted product demonstrations.
- Initiated test automation implementation using Selenium.

## QA Analyst – AWorldIT

**Mar. 2020 – Jan. 2021**

- Tested web and mobile applications to ensure requirement compliance.
- Managed QA team and delegated tasks effectively.
- Authored user manuals and prepared test environments.
- Analyzed client needs and created clear user stories.
- Designed functional mockups to represent requirements.
- Trained clients on system usage.
- Participated in release and deployment activities.
- Prepared for test automation using TestProject.

## QA Analyst – Eduware / Cedar Data Systems

**Feb. 2015 – Feb. 2020**

- Conducted functional and technical tests on web and mobile apps.
- Managed QA team: task assignment and tracking.
- Designed detailed test plans and implemented testing strategies.
- Coordinated SDLC phases with development teams.
- Logged and tracked bugs using Visual Studio Team Services (VSTS).
- Wrote clear user manuals and technical documentation.
- Created SQL queries to validate application data.
- Produced regular status reports for the CTO.
- Gathered and analyzed client requirements.
- Translated requirements into actionable user stories.
- Trained end users on system features.
- Conducted UAT with client collaboration.
- Participated in version and release management.

## QA Analyst & Support – Mobinets

**Aug. 2014 – Feb. 2015**

- Performed functional and technical testing on web, desktop, and mobile apps.
- Automated tests using HP QTP; used SQL for data validation.
- Tracked bugs with JIRA; documented full STLC cycle.
- Wrote user manuals and test reports; provided remote technical support.
- Modeled 2G/3G/4G equipment using GIS; trained new QA staff.

## QA Analyst & Support – ASAP Systems

**Feb. 2014 – Aug. 2014**

- Conducted manual and automated tests on web, Windows, and Mac apps.
- Developed test scripts using Selenium, C#, and XPath; tracked bugs with TFS.
- Wrote test documentation, user guides, and SQL queries.

## QA Analyst – Paxosoft

**Jan. 2013 – Feb. 2014**

- Tested web and mobile apps; created test cases from specifications.
- Automated tests with Microsoft Test Manager; tracked bugs using TFS.
- Documented testing cycle (STLC); wrote user manuals.

## EDUCATION

- Master's Degree in Management Information Systems - Lebanese University

## KEY SKILLS & TECHNOLOGIES

- Soft skills: Functional analysis and testing, Quality Assurance (QA), Critical thinking, Attention to detail, Test strategy, Bug tracking, SQL queries, Agile/Scrum, Macroscopic
- Tools and platforms: Jira, Azure DevOps, Selenium, QTP, TestProject, Postman, Swagger, Fiddler, JMeter, Git, Bitbucket, Burp Suite, Azure CI/CD, Jenkins, Confluence, SaaS, CRM, API, MTM, TFS, DDT, BDD, MS Office, GSuite, C#, Java, PL/SQL

## LANGUAGES

- French: Advanced
- English: Advanced
- Arabic: Native language