

Youssef Nagy Abdel latif Elbanna

Software Test Engineer

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🛡 Military Service : Completed

📄 SUMMARY

A Computer Science graduate with a 3.6 GPA, specialized in Information Systems. A detail-oriented and highly motivated Software Test Engineer with hands-on experience gained through a 4-month intensive Software Testing program at the Information Technology Institute (ITI). Possesses strong analytical and problem-solving skills, with the ability to work under pressure and meet tight deadlines. A fast learner and effective communicator, eager to contribute to innovative and quality-driven software projects.

📁 INTERNSHIPS & TRAININGS

Software Testing, *Information Technology Institute (ITI)* 07/2025 – Present

- Gained hands-on experience in **manual and automated testing** using industry-standard tools.
- Designed and executed **test cases**, reported defects, and participated in real-world QA projects following **Agile methodologies**.
- Applied techniques in **functional, regression, and usability testing** within SDLC and STLC frameworks.
- Built **automated test scripts** for a web application using **Java Selenium WebDriver** and **Postman**.

Cyber Security, *Information Technology Institute (ITI)* 09/2022 – 10/2022

- Gained hands-on experience in **network fundamentals**, including **protocols, security measures**, and **troubleshooting**.
- Learned **cybersecurity principles**, focusing on **firewall technologies, intrusion detection**, and **prevention strategies**.

Cyber Security And Business Technology, *Central bank of egypt* 08/2022 – 09/2022

- Gained hands-on experience in **network security, risk management**, and **business technology integration**.
- Focused on applying **industry best practices** to secure **financial systems** and enhance **operational efficiency** within **banking environments**.

📁 WORK EXPERIENCE

Accountant, *Business Center* 07/2024 – 01/2025
Tennessee, USA

- Maintained accurate and up-to-date records of all financial transactions, including sales, purchases, expenses, and receipts.
- Ensured all transactions were properly recorded in the company's general ledger and balanced the books.
- Generated key financial reports such as income statements, balance sheets, and cash flow statements.
- Ensured timely and accurate filing of all tax returns, including federal, state, and local taxes.

Customer service Representative, *Amazon* 09/2023 – 01/2024
Cairo, Egypt

- Resolved over 200 customer inquiries weekly through a multi-channel support system, achieving a 95% customer satisfaction rating.
- Enhanced customer satisfaction scores by 25% through personalized service and proactive issue resolution.

EDUCATION

Computer science - Bachelor's Degree in Computer Science,

09/2019 – 07/2023

Arab academy for science and technology

Graduated with a 3.6 GPA, specialized in Information Systems.

Project 1 & 2 (A+): AAST Admission Chatbot

- Built a **chatbot** for the **Arab Academy for Science, Technology and Maritime Transport (AAST)** admission process.
- Developed using the **OpenAI framework**, integrating **ChatGPT** capabilities with **custom-trained data** specific to AAST admission information.
- Trained the model to combine **OpenAI responses** with our **institutional data**, enabling accurate and context-aware answers even to **out-of-scope questions**.

CERTIFICATES

Selenium Web Driver: Selenium Automation Testing with Java, *Udemy*

09/2025

Hands-on training in web automation using Java and Selenium, covering locators, waits, test scripts, and framework setup.

Cyber security Information Technology Institute, *ITI*

10/2022

Learned core concepts in cybersecurity, networking, system administration, and cloud computing.

Cyber security and business technology, *Central bank of Egypt*

09/2022

Covered cybersecurity fundamentals, network security, risk management, and business technology integration.

SKILLS

Technical Skills

- Manual Testing
- Web Automation Testing (Selenium WebDriver, Java)
- Bug Tracking Tools (JIRA, Azure DevOps)
- API Testing (Postman)
- API Automation (Rest Assured, Postman)
- Testing Methodologies (SDLC, STLC, Agile/Scrum, Waterfall)
- SQL / Database Testing
- Programming Languages (Python, PHP, Java, C++, C#, JavaScript, SQL)
- Web Development (HTML, CSS, JavaScript)
- Software Development (OOP, Agile)
- Database Management (SQL, SQLite)
- Operating Systems (Windows, Linux)
- Mobile App Development (Android)
- Data Visualization & Analysis (Power BI, Excel)

Soft Skills

- Problem-Solving
- Analytical Thinking
- Communication Skills
- Attention to Detail
- Work Under Pressure
- Teamwork & Collaboration
- Time Management
- Quick and Self-Learner
- Hard Worker
- Adaptability
- Documentation Skills
- Quality Mindset

LANGUAGES

Arabic

Native

English

Fluent

French

Basic

German

Basic