

FARAH KHADDAJE

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Nationality: Lebanese / American

PROFESSIONAL EXPERIENCE

Software Quality Assurance at Aspire Software S.A.R.L – REMOTE Nov. 2023 – Present

- Maintained comprehensive and detailed documentation of test cases, test results, and defect reports to support ongoing quality initiatives and provide a reliable record for future reference. This documentation served as a key resource for identifying trends, facilitating root cause analysis, and enhancing continuous improvement efforts within the QA process
- Conducted thorough manual testing to complement automated efforts, ensuring complete coverage of all functionalities, especially for critical corner cases, which helped uncover hidden bugs and edge cases that automated tests could overlook
- Collaborated with developers, product managers, and stakeholders to communicate defects, suggest improvements, and ensure timely resolution of issues, contributing to a more efficient development cycle and higher product quality
- Executed extensive API testing to assess server responses and validate their accuracy, ensuring alignment with expected outcomes and maintaining robust communication standards for enhanced system reliability

Quality Assurance Analyst at CMA CGM – LEBANON MAY 2021 – Oct. 2023

- Developed and implemented automated testing for Java applications using Selenium, focusing on accurate data display, script validation, and streamlined maintenance
- Conducted end-to-end integration, functional, and regression testing ensuring high standards of application functionality
- Handled performance, load, and functional testing of web applications with JMeter, verifying application resilience under various load conditions
- Performed comprehensive API testing using Postman to validate responses from the server, ensure alignment with expected outcomes and maintain high standards of server communication integrity
- Analyzed project requirements and support documentation to develop comprehensive, detailed test plans for both manual and automated test cases. This involved mapping out test scenarios to ensure full coverage of functional requirements and improve test accuracy and efficiency
- Monitored the SDLC by managing bug tickets from initial replication through reassignment to post-fix validation, collaborating closely with developers to ensure efficient resolution and maintain high-quality standards throughout the process

EDUCATION

Lebanese American University – Beirut, Lebanon

May 2021

Bachelor of Business Management, Minor in Data Analytics

GPA 3.93

- Bachelor of Science in Business – Information Technology Management
- Minor in Data Analytics
- LAU Honors Program

ACHIEVEMENTS, AWARDS & CERTIFICATES

- ISTQB CTFL – Certified Tester Foundation Level
- Member of Beta Gamma Sigma Honorary Business School Society
- Lebanese International Finance Executives (LIFE) Scholar
- SAP S/4HANA Business Process Integration Training – SAP Dual Study Program

TRAININGS & CERTIFICATES

- ISTQB CTFL – Certified Tester Foundation Level
- SAP S/4HANA Business Process Integration Training – SAP Dual Study Program
- Maharat Min Google: Fundamentals of Digital Marketing (Completion Certificate) – LAU
- Introduction to Cybersecurity (Completion Certificate) – Cisco Networking Academy
- Introduction to Internet of Things (Completion Certificate) – Cisco Networking Academy

KEY SKILLS & COMPETENCIES

TECHNICAL

- Agile Testing
- Automation Testing (Selenium)
- Software Development Life Cycle (SDLC)
- Performance Testing (Jmeter)
- Katalon Studio
- API Testing (Postman)
- SQL Querying (MySQL, PostgreSQL, NoSQL)
- Atlassian Suite (Jira, Confluence, etc.)
- PowerApps Development
- Data Visualization (Tableau, Power Platform)

NON-TECHNICAL

- Analytical and Data-Driven Thinking
- Attention to Detail and Accuracy
- Teamwork and Collaboration
- Time Management and Prioritization
- Reporting & Documenting skills
- Risk Management and Mitigation
- Root Cause Analysis
- Organization skills
- Creativity & curiosity
- Problem solving and troubleshooting

KEY PROJECTS

- Developed an advanced predictive model for the Lebanese Lira exchange rate, leveraging machine learning algorithms and probability theory. The model analyzed historical currency data and economic indicators to enhance forecasting accuracy and provide valuable insights for financial decision-making.
- Built an interactive Tableau dashboard for the Lebanese Red Cross to visualize ambulance utilization rates across shifts and mission trajectories. This tool enhanced resource allocation and informed strategic decision-making for emergency response.
- Designed an interactive healing dashboard for survivors of the August 4th Beirut Blast using Tableau, offering real-time data on their psychological well-being. The dashboard enabled survivors to pinpoint their location during the blast and share their stories anonymously, fostering community support and informing targeted mental health interventions
- Developed a PowerApps application for an employee request approval system, streamlining the process for managers to efficiently approve requests. Integrated the application with

Power Automate to implement automated approval, status updates, and notification features.