Michella Kheir

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Professional Summary

Experienced Support & QA Engineer with 15+ years of experience across global software firms and academic institutions. Skilled in resolving complex technical issues, coordinating end-to-end deployments, and elevating product quality through user-focused testing and process improvement. Known for handling high ticket volumes, collaborating with cross-functional teams, and translating technical feedback into actionable insights.

Core Competencies

- Technical Support & Ticket Management (Jira)
- Agile Project Management & Sprint Planning
- Software Quality Assurance & Testing
- Client Onboarding & Training
- Test Case Scenario Development
- Cross-Functional Collaboration (Confluence, GitHub)
- Process Optimization & Issue Resolution
- End-to-End Deployment & Configuration
- User Story Writing

Experience

UNILOG, Beirut
Senior Quality Assurance Engineer| Jul 2024 – Present

- Deliver high-quality releases by executing manual and automated testing across multiple sprints, reducing post-release defects by 30%
- Improve issue resolution speed by logging and tracking bugs in Jira and collaborating directly with developers and product owners
- Streamline team knowledge sharing by documenting test strategies, results, and workflows in Confluence
- Enhance test coverage and automation reliability through GitHub-based version control and peer code reviews
- Contribute to faster delivery cycles by integrating QA processes into Agile workflows, ensuring on-time sprint completions
- Coordinate testing plans and efforts with developers and stakeholders by authoring user stories (Agile) with clear acceptance criteria and develop functional and non-functional test case scenarios, ensuring quality delivery and effective resolution before go-live

DataRays, Beirut
Senior Support & QA Engineer| Jan 2022 – Jun 2024

- Managed and resolved approximately 50 support tickets per week, covering technical troubleshooting, root- c a u s e analysis, and client follow-up to ensure satisfaction in fast-paced environments
- Trained and guided around 3–4 junior team members and new joiners, delivering structured onboarding and continuous mentoring to build confidence and alignment with support standards
- Collaborated with developers to fix a critical dashboard bug, reducing related support tickets and improving customer trust, with positive feedback reflected in satisfaction ratings
- Proposed and supported internal documentation improvements and enhanced ticket categorization, which accelerated triaging and streamlined team collaboration
- Contributed feedback to product and QA teams based on testing insights and user experience issues, resulting in several features and process enhancements

Softech Offshore SAL
Senior Support & QA Engineer | Jan 2020 – Dec 2021

- Led full software deployments for global clients, including onboarding, system configuration, training, and post-launch support to ensure smooth rollouts and client satisfaction
- Coordinated testing plans and efforts with developers and stakeholders, ensuring quality delivery and effective resolution before go-live

- Delivered onboarding and internal training to approximately 2–3 users per cycle, improving client self- sufficiency and reducing follow-up queries
- Suggested and implemented enhancements to the ticketing UI that improved user interaction and led to a drop in support requests

- **Omega Financial Solutions**
Analyst & Senior Software Developer | Jan 2018 – Dec 2019
- Migrated several legacy modules from Delphi to C#, improving maintainability and performance while preserving functional accuracy
- Provided user-centric feedback that influenced the structure and usability of client reports and interfaces
- Collaborated across teams to identify and resolve issues, contributing to more stable releases and fewer bug reports

University of Balamand
Lab Supervisor & System Administrator | Jan 2012 – Dec 2017
- Provided technical support for multiple labs, serving both faculty and students while maintaining system stability and availability
- Participated in system upgrade and security rollout initiatives, supporting smooth transitions and ongoing performance

Software Design Consulting Group
Software Developer | Jan 2008 – Dec 2011
- Developed and customized software systems for internal use and external clients, using Visual Basic and SQL Server to deliver effective business tools
- Created reporting solutions using Crystal Reports, improving data accessibility and decision-making efficiency

University of Balamand
Software & Analyst Developer | Jan 2003 – Dec 2007
- Built and maintained internal systems across departments using ASP.NET, C#, VB.NET, and SQL Server, aligning features with institutional needs

Education
University of Balamand, El Koura
- Master's Degree in Computer & Communication Engineering | 2001
- Bachelor Degree in Computer & Communication Engineering | 1999

Certificates
- Developing Microsoft .NET Applications (Visual C# .Net) – Formatech, 2002
- Reporting Using Visual Studio – New Horizons, 2018

Technical Skills

- C#, VB, .NET, WPF
- ASP.NET, HTML, JavaScript
- Delphi, Visual Studio, Postman
- Windows, Cloudera Linux, Web & Mobile Application Testing

- SQL Server, MySQL, Oracle, Hadoop/HDFS
- RDLC, Crystal Reports, SSRS
- Docker, Dreamweaver, Matlab, VHDL

Languages
- Arabic, Native
- English, Full Proficiency
- French, Working Proficiency