

CAROLE AL-AMMAR

Senior Quality Assurance Manager

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Carole Al Ammar



PROFILE

- Experienced Senior QA Manager with 18 years of expertise in the Software Development Life Cycle (SDLC), specializing in testing web-based banking applications. Proven ability to implement best practices in requirements analysis, design comprehensive test plans and cases and execute manual testing resulting in a 30% increase in test coverage and a 25% improvement in defect detection rate.
- 9 years of experience leading and managing QA teams across multiple countries. Skilled in project estimation, planning, and resource allocation, while defining test strategies and approaches. Establishing key metrics, monitoring project progress, and implementing QA processes to ensure high-quality product delivery and enhanced customer satisfaction.

EXPERIENCE

Senior Quality Assurance Manager

Azentio Software

April 2025 – Present Beirut, Lebanon

Maintained all previous responsibilities as QA Manager, while adding the following new responsibilities:

- Directed a 26 QA team across India and Lebanon, fostering a high-performance culture through effective planning, coaching, and mentorship.
- Contributed to the recruitment of 30 new QA in India within a 3 months period, and subsequently supported their onboarding process, which involved three weeks of knowledge transfer sessions across various applications and functionalities .
- Led bi-yearly OKR review sessions to discuss team performance using the defined quantitative metrics to track progress against achievable goals resulting in enhancing team performance by 20%.

Quality Assurance Manager

Azentio Software (Formerly Path Solutions)

July 2021 – March 2025 Beirut, Lebanon

- Managed a team of 15 QA testers, providing coaching and mentorship to ensure they met or exceeded performance expectations.
- Increased team productivity by 20% through effective resource allocation and task management using Target Process and Jira in both Waterfall and Agile (Scrum) projects.
- Monitoring QA activities and identifying areas of improvement and problem solving (Quality Management). Identify and implement at least 3 improvements to the QA testing process per year.
- Providing weekly reports to the QA director indicating projects progress and highlighting the risks.
- Reduced defect density by 35% through continuous monitoring of QA activities, identifying improvement areas, and implementing problem-solving techniques (Quality Management).

EDUCATION

Master's in Finance

Saint-Joseph University (USJ)

2005 – 2007 Beirut, Lebanon

Thesis in Technical Analysis of stock Exchange provision model(high distinction).

Bachelor of Business Administration

Saint Joseph University

2002 – 2005 Saida, Lebanon

PROFESSIONAL SKILLS

- QA Strategies: Black-Box Testing, Database Testing, Mobile Testing
- Process Improvement: Process Optimization, Change Management
- Agile Expertise: Agile Methodologies and Practices
- Technical Proficiency: SQL, Data Analysis

SOFTWARE & TOOLS

- Testing Tools: SoapUI
- Project Management: Jira, Confluence, Target Process, Microsoft Project

LANGUAGES

Arabic
English
French



- Increased team efficiency by 15% through effective task delegation and fostering a collaborative work environment.
- Collaborated with engineering managers to identify manufacturing process improvements, leading to a 15% reduction in production defects.
- Implemented software quality assurance strategies to ensure consistent product quality and continuous improvement in the SDLC. (Reduce defect rate by 20% within a specific timeframe).
- Conducted risk analysis and implemented mitigation strategies, resulting in a 15% reduction in product defects and customer impact (analyzing the Root Cause Analysis of the defects).
- Actively participated in daily stand-up sessions, regular sprint planning every 3 weeks, and retrospective meetings, ensuring smooth project execution within the Agile framework .

Associate Quality Assurance Manager

Path Solutions

📅 April 2016 – June 2021 📍 Beirut, Lebanon

Maintained all previous responsibilities as Senior QA, while adding the following new responsibilities:

- Guided a team of 12 members and contributing to the achievement of shared goals through effective teamwork.
- Led annual performance appraisals, establish clear yearly KPIs, and provide ongoing support to the team to achieve their goals based on measurable metrics, aiming for a 20% improvement in performance and job satisfaction.
- Assisted the QA Manager in managing the Quality Control and version release activities related to the products. In addition to implementing Quality Assurance processes for manufacturing applications resulting in improved product quality and reduced time to market by 15%.
- Monitoring and controlling project progress through the number of test cases passed per iteration, the number of total defects reported and the remaining issues pending with Product development team. (Aim to increase the average test case pass rate by 5%)
- Collaborated with cross-functional teams, including product management, development, and customer support, to ensure product quality and timely delivery (15% reduction in defect resolution time)
- Prepared reports to communicate involvement and results of quality assurance activities in alignment with SDLC.
- Led daily Stand-up Sessions for 15 minutes and review meetings.
- Assisted in the QA recruiting process (1 to 2 interviews per month)

QA Officer/ Senior QA

Path Solutions

📅 October 2007 – March 2016 📍 Beirut, Lebanon

- Developed and executed test plans and test cases ensuring comprehensive test coverage (Achieved 90% functional test coverage).
- Conducted functional testing, regression testing, smoke and exploratory testing for web-based banking applications to ensure software quality and compliance with client specifications by 90%.
- Used SQL to perform a wide range of tasks such as inserting, updating/analyzing data from database and generating reports enhancing the quality by 15%.

CERTIFICATES

📄 PMI - ACP (Agile Certified Practitioner)

Project Management Institute

📅 29 December 2023 – Expires Dec 2026

Skills Acquired: Agile Practices, Agile Tools and Techniques.

Certification ID: 3724397

📄 Certified Tester, Advanced Level Test Manager

ISTQB

📅 31 October 2022 – No Expiration Date

Skills Acquired: Managing Testing Projects, Monitoring and Controlling Test Activities, Leading Test Improvement Process, Test Team Development.

Certification ID: 22-CTAL-TM-00091-USA

📄 Certified Tester, Foundation Level

ISTQB

📅 20 July 2022 – No Expiration Date

Skills Acquired: Testing methodologies (Waterfall and Agile), testing types and techniques, TDD, BDD.

Certification ID: 22-CTFL-01675-USA

📄 ITIL Foundation Certificate

Axelos

📅 02 May 2022 – No Expiration Date

Skills Acquired: Key Concepts of Service Management, The ITIL service value system, ITIL guiding principles, Service management practices

Certification ID: GR671395836CA

- Identified, documented, and tracked defects using Target Process and Jira tools, ensuring timely resolution and closure of defects (2 days timeframe for the resolved bugs).
- Tested Webservices using SoapU.
- Prepared schedule for the subordinates, follow up, and Audit their achieved tasks. (Aim for 85% on time task completion)
- Provided Leadership, Training, and Support for 3 subordinates.
- Provided support for clients issues and inquiries (Resolved 80% of client critical issues within 24 hours to meet the set SLA).