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Souheima Street, Hazmieh, Baabda

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SAMER RAHAL

CAREER OBJECTIVE

Work in an institution that could offer growth potential, fulfill my current aspirations, and introduce me to new levels of personal and professional achievements.

PERSONAL DATA

Date of Birth: April 10, 1982
Place of Birth: Dammam, Saudi Arabia
Gender: Male
Citizenship: Lebanese
Marital Status: Married (with Two Children)
Language Proficiency: Fluent (reading, writing and speaking) in English and Arabic

EDUCATIONAL RECORD

- Masters in Business Administration (Management Emphasis) at AUST: 2005 - 2008
- Bachelor Degree in Management Information Systems (M.I.S.) at AUST: 2000 – 2004 (GPA 3.6)
- Official Baccalaureate II in Experimental Sciences from Beirut Community School (Hadath, Baabda)

TRAINING AND CERTIFICATIONS

- **Certified Professional in Business Analysis** (PBA-PMI)
- **Training Courses** @ Udemy online academy (Appium, Selenium, SQL Tuning, Oracle SQL, PL / SQL, Web Security Testing, Security and Networking)

SKILLS

- *Programming/Software Languages* : C++, C#, VB.NET and VBA
- *Web Development* : HTML, HTML5, Java-Scripts, ASP, FrontPage, Macromedia Dream-weaver
- *Database* : SQL, PL/SQL, Oracle, Access, SQL Server, DB Visualizer, IBM's Netezza
- *Quality Assurance / Control Tools:* Selenium and Appium for Automated Testing, JIRA and Mantis for Bug Reporting, JMeter and ANTS Profiler for Performance Testing
- *Operating Systems* : Windows (98, 2000, XP, Vista, 7, 8) and IOS (6 and 7)
- *Other Software Packages* : MS Office including MS Project, MS Visio, VBA for Excel and Access

EMPLOYMENT RECORD

- **Online Money Transfer (OMT)** – July 2015 – Current
  - Head of Quality Assurance, Business Analysis and Support Units
    - Quality Assurance Tasks
      - Review and confirm Test Plans developed by Quality Analysts
      - Review and confirm Test Reports
      - Perform and Supervise Automated Testing for Web Applications using Selenium Web Driver and Selenium IDE (Frameworks used TestNG and log4j)
      - Perform and Supervise Mobile Applications Testing using Appium for Native, Hybrid and Web (IOS and Android)
      - Perform Web Applications Security Testing (Cross Site Scripting and SQL Injection)
      - Perform Performance Testing using JMeter
    - Business Analysis Tasks
      - Document and Supervise functional requirements a for new / updated financial services
      - Document and Supervise Non-functional requirements a for new / updated financial services
      - Documentation includes Business Rules, flow charts, mockups and data dictionary
    - Applications Support Tasks
      - Support Sales, CRM, Operations, Finance and Human Resources Departments on best practices for various systems and applications used (PeopleSoft HRIS, Handheld Machines, MS Dynamics GP, and Dynamics CRM)
      - Manage Database Backups (SQL Server Agent)
      - Generate the needed reports for all departments using SQL (Oracle SQL Developer and MS SQL Server 2008 / 2012)

- **Mindfield Digital** – May 2013 – June 2015
  - Head of Quality and Business Requirements Unit (Websites, Web Applications, Mobile Apps and Games)
    - Managing Business, Stakeholders and Solution Requirements developed by the Team
    - Meet with clients / suppliers and collect their needs
    - Test websites data workflow through MS SQL
    - Generate SQL Queries to compare intended against actual results
    - Coordinate with clients and internal operations team for knowledge transfer
    - Develop quality standards within the company
    - Tracking the conformance between Business Requirements and their relevant wireframes (UX)
    - Make sure the quality standards are met by auditing Quality Assurance Best Practices
    - Follow up with Quality Team on clients' feedback
    - Review test cases and UAT within the Quality Team
    - Prioritize reported bugs and enhancements using BTNet (Bug Tracking Tool)
    - Handling multiple projects at the same time

- **Online Money Transfer (OMT) –** October 2011 – May 2013
  - o Financial Systems Analyst and Trainer
    - Develop applications that facilitate / automate the work of the finance department (using VBA and SQL)
    - Setup system requirements for new financial applications and services
    - Test newly developed applications to figure out system irregularities, failures and performance issues and report them back to developers.
    - Examine Security and handle financial users' rights and permissions
    - Continuously check and review processes adopted by financial users in order to use optimize processes

- **Stargate – Cyberactive -** May 2005 – September 2011
  - o Quality Assurance and Business Requirements Team Lead – Software Division for Airline, Travel Agency, CRM and Accounting Systems. Tasks performed include the following:
    - Creating Test Plans, Test Cases and Use Cases
    - Requirement Analysis
    - Creating User Manuals
    - Reporting Bugs and proposing system enhancements
    - Automated Testing using Visual Studio Team Suite, Macro Scheduler and Test Complete
    - Manual Testing using Bug Tracker. Net Tool and IBM's Clear Quest Tool
    - Performance Testing using ANTS Profiler Tool
    - **QA Team Lead for an Outsourced Project with Longtop International Corporation – Xiamen, China**
  - o Business Analyst for Airline, Travel Agency, CRM and Accounting Systems
    - Developing Requirements
    - Developing Data Dictionary
  - o Development of Quality Assurance Tool for Test Cases Management and Bug Reporting (Windows Application)
  - o Software Demonstration and Training for Airline, Travel Agency, CRM and Accounting Systems in **Lebanon, Iran, Saudi Arabia, South Africa and China**.

- **Edayna IT (Outsourced to Lixar IT in Canada)**: Contract Based for 3 months from July till October 2015**.**
  - o Software Quality Analyst: Tasks performed include Creating Test Plans, Test Cases, Use Cases, Reporting and Validating Issus via JIRA tool, and participating in daily SCRUM and SPRINT Planning / Review meetings through SKYPE.

HOBBIES
- Playing sports like football and basketball
- Watching movies

REFERENCES

Available Upon Request