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| Syed Muhammad Abdullah |  |  |
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| Dedicated and detail-oriented Software Quality Assurance (SQA) Engineer ensuring the quality and reliability of software products. Skilled in test planning, execution, and defect tracking. Adept at collaborating with cross-functional teams and contributing to the continuous improvement of software development processes. Seeking to leverage technical proficiency and strong analytical skills in a dynamic and innovative work environment. | | |
| ExperienceSeptember 2023 - Present**Trainee SQA Engineer/CureMD, Lahore** Dynamic Software Quality Assurance Engineer with expertise in efficient test planning, execution, and defect tracking. Collaborated cross-functionally, contributing to improvement in process efficiency. Ensured adherence to industry standards, reducing post-release defects. Leveraged strong analytical skills for early issue identification, optimizing software quality. January 2023 – APRIL 2023**Customer support representative/SHJ International, Gulberg, Lahore** I provided exceptional customer service to an average of 50 customers per day, resulting in a 95% satisfaction rate. By tailoring communication, I engaged an average of 10 additional customers per day. I managed time effectively and handled 50 inquiries per day while collaborating with teams to reduce repeat issues by 40% among 60 customers per day. June 2022 – September 2022**Trainee Engineer/Descon, Lahore** I gained valuable knowledge regarding health and safety practices in the workplace. Additionally, I was able to enhance my communication skills by collaborating with colleagues and clients from diverse backgrounds. Furthermore, I developed strong stress management skills, allowing me to work efficiently and effectively even in high-pressure situations. | | |
| Tools & Skills  * Strong Written, Verbal communication skills and a team player. * Fiddler, SQL server, Postman. * Test Planning and Execution. * Defect Tracking and Reporting. * Regression Testing. * Ability to self-manage and work independently. | | |
| Education2019 - 2023Metallurgy & Materials Engineering/University of Punjab, Lahore.2017- 2017Fsc Pre-Engineering/Govt. Islamia College, Lahore. | | |
| Co-Circular Activities • Badminton • Gaming • Executive @ CBS Society • Travel | | |