

Asma Kawser Maisha

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Software Developer

Summary of Qualifications

- 3+ years of experience in customer-facing roles, technical support, test automation, and data analysis with a bachelor's degree in computer engineering.
- Analytical and results-driven Software Developer with a Bachelor's in Computer Engineering and experience in software automation, orchestration, and technical support.
- Skilled in Java, Python, YAML, JSON, XML, CI/CD, Jenkins, Docker, and Agile methodologies, with a track record of reducing manual effort by 50% and improving test and deployment reliability.
- Collaborative and detail-oriented, with strong problem-solving skills and a passion for building innovative software solutions that streamline business and network processes.

Skills

Programming & Databases:	Java, Python, SQL, TypeScript, JavaScript, HTML, XML, JSON
Testing & QA:	Manual Testing, Regression, Integration, Exploratory, API Testing (Postman), Selenium, Cypress, Playwright, JUnit, Cucumber
Automation & CI/CD:	Jenkins, Maven, Git/GitHub, Docker, Containerization, Agile Scrum
Orchestration & Infrastructure:	CI/CD pipelines, Virtualization, Kubernetes (exposure), Networking basics
Collaboration & Soft Skills:	Agile, Scrum, Trello, Daily Standups, Sprint Planning, Retrospectives, Cross-Functional Teamwork, Analytical Thinking, Problem-Solving, Attention to Detail, Clear Communication, Adaptability, Team Collaboration

Education

Computer Engineering (B.ENG)	June 2022
Toronto Metropolitan University Toronto, Ontario	

Certifications

Career Essentials in Software Development by Microsoft and LinkedIn	Oct 2024
Microsoft Azure AI Fundamentals Professional Certificate	Jul 2025
IBM Data Analyst (Coursera) (In Progress)	Aug 2025
Junior Data Analyst Program (NPower Canada)	Jun 2025 – Sep 2025

Work Experience

Software Development Engineer in Test	Mar 2023 – Jun 2023
QA Consultants Toronto, Ontario	
<ul style="list-style-type: none">Developed and maintained a BDD-based test automation framework using Java, Selenium, Cucumber, and Maven, reducing manual testing effort by 50%.Created and executed 15+ automated test cases for validating critical workflows across multiple browsers and environments.Built 10+ reusable modular components (Page Object Model), improving maintainability and accelerating defect resolution.Developed and executed REST API tests using Postman and Java, validating endpoints for reliability, error handling, and performance.Integrated automation suite into Jenkins CI pipelines, enabling fully reproducible builds and automated regression runs.Containerized test framework with Docker, ensuring consistent execution across development, staging, and CI environments.Participated in Agile ceremonies and collaborated with developers and product stakeholders to triage defects, clarify requirements, and deliver sprint goals.	
Sales Associate	Oct 2019 - Aug 2024
Downsview Park Merchants Market Toronto, Ontario	
<ul style="list-style-type: none">Analyzed sales and inventory trends to recommend restocking and promotions, increasing peak-period sales by 15%.Built structured dashboards in Excel and Google Sheets to track KPIs, reducing reporting time by 30%.Developed repeatable workflows for metrics tracking, improving reporting consistency and reliability.Delivered tailored customer solutions, boosting repeat business and customer satisfaction.	
IT Customer Service Representative	May 2018 - Oct 2018
Mission Control Toronto, Ontario	
<ul style="list-style-type: none">Resolved 150+ Tier-1 internal IT tickets with 90%+ first-call resolution rate, minimizing downtime.Identified and documented recurring technical issues, reducing repeat incidents by 20%.Monitored and analyzed service metrics, contributing insights to operational process improvements.Maintained high productivity and attention to detail while collaborating with internal tech teams to escalate and resolve complex issues.	

Special Projects

Cucumber-Selenium Automation Framework	Mar 2023 - Apr 2023
QA Consultants Toronto, Ontario	
<ul style="list-style-type: none">Built a scalable test automation suite for critical workflows using Java, Selenium, Cucumber, and TestNG significantly reducing manual testing effort.Designed and implemented Page Object Model (POM) architecture, enhancing maintainability and enabling reuse across multiple scenarios.Created user guide and reporting artifacts to support stakeholder handoffs and QA documentation best practices	
Machine Learning for Performance Prediction of Spark Cloud Application	Sep 2021 - Apr 2022
Toronto Metropolitan University Toronto, Ontario	
<ul style="list-style-type: none">Built and evaluated 32 ML models using Linear Regression, Neural Networks, Decision Trees, and Random Forests to predict Spark application execution times, achieving MAPE as low as 5.9%.Engineered and analyzed a dataset of 40+ benchmark runs on Google Cloud Platform by varying cluster configurations and workloads, extracting both prior-knowledge and run-time features.Demonstrated that black-box Neural Network models outperformed others by up to 40% lower error, validating findings through hyperparameter tuning and cross-validation.	
Relational Database Management System for Inventory Control	Jan 2021 - Apr 2021
Toronto Metropolitan University Toronto, Ontario	
<ul style="list-style-type: none">Designed and deployed a fully normalized relational database for inventory control using SQL and SQLite, enabling real-time tracking of 100+ stock items, suppliers, and transactions.Developed 15+ complex queries and 5 stored procedures to generate actionable reports, identify stock shortages, and analyze purchasing trends.Optimized schema and indexing strategy to improve query response time by ~40% on test datasets, ensuring high data integrity and scalability.	