

# WAJAHAT AHMED

✉ Please use Contact Form ☎ \*\*\*\*.\*\*\*\*\*.

📍 Brisbane 4000, Queensland

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Lead Test Analyst with over six years of experience in testing and quality assurance with a proven ability to lead and manage testing teams and projects while ensuring that deliverables meet or exceed customer expectations. Seeking to transition into an AWS Cloud role, leveraging my strong technical skills and experience to design and implement high-performance, scalable, and secure cloud-based solutions. Have a Hands-on experience with AWS services and technologies with a passion for learning new and emerging cloud technologies. Strong problem-solving skills and an ability to think strategically and translate business requirements into technical solutions to achieve business goals and provide exemplary customer service for a compelling customer experience.

## PROFESSIONAL EXPERIENCE

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**Reel Time Gaming - Australia** (Dec 2016-Present)

### **Lead Test Analyst**

- Translating software requirements into tangible deliverables, functional specifications, user cases & stories, workflow/process diagrams & data flow/data model diagrams.
- Oversea quality control over the design, implementation and final delivery process.
- Leading maintenance/review of software requirements, ensuring effective alignment with functional & technical objectives.
- Focal point for collaboration with other Compliance Testers & Software Developers in software launch testing.
- Facilitating the project coordinator in SCRUM stand up meetings & providing a detailed testing report during SCRUM retrospective.
- Providing assistance to stakeholders located around the world (UK, Germany, Austria, Mexico, India).
- Leading the team to achieve project deadlines and rectify any challenges faced during final (UAT) testing.
- Managing Product Roadmap to efficiently utilize resources.
- Collaborating with Product/Game Design Manager, Arts Manager and Sound artists to assist with design changes and updating the specifications accordingly.
- Coordinating with the Testing Manager & assisting the new Testers with their training activities with the testing tools & Defect management systems.

### **Test Analyst**

- Managing/gathering data & analytics, outlining test specification documentation, creating high-level test scenarios for testing functional & regression requirements.
- Creating detailed product/game specification from Mockups.
- Updating software assets on Revision control systems (SourceTree & Git).
- Oversea quality control over the design, implementation and final delivery process.
- Focal point for collaboration with other Compliance Testers & Software Developers in software launch testing.
- Effectively logging & estimating defects, working with development teams to fix defects & devising a plan to retest the issues quickly.
- Creating new feature and improvement implementation issue for development and updating the specifications accordingly.
- Porting software/game specification to different formats for international markets.

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**Westfield Chermside-Australia** 2013-2017

**Senior Customer Service Representative**

- Provided services to customers in different departments; concierge, valet, car park & security across the organization.
- Assisted in increasing sales & promoting customer satisfaction.
- Effective & timely resolution of pertinent customer issues & enquiries.
- Provided effective hospitality to the customers.
- Provision of first aid to customers as and when required.

**NayaTel Pvt Ltd-Pakistan** 2011-2013

**Service Desk Analyst**

- Led effective trouble shooting of network issues as per customer requests, informed customers of outcomes & collected feedback.
- Focal point for servicing of e-mails, Web Content Management System, other communication, requests & documented outputs.
- Maintained good ticket management in-line with ticket management philosophy.
- Managed effective & professional communication with 3rd Party Field teams.
- Recorded Incidents, problems and change request configuration data into the NayaTel Service Management software.

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**SKILLS**

- Agile and Waterfall delivery • Software QA Testing & Methodologies • Regression & Smoke Testing
- Test Plans, Cases & Processes • User Interface & Compatibility Testing • Defect/Bug Discovery, Tracking & Testing • Functional Requirements. • Test Strategies & Coverages • Managing Roadmap

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**SOFTWARE SKILLS**

- JIRA • Bamboo • BitBucket • Confluence • SourceTree (Git) • SVN Tortoise • Test Complete • QA Complete
- Active Directory • SQL (Basic) • Python (Basic) • JSON

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**EDUCATION**

- **Masters of Information Technology (Information Systems)** 2014 - 2015  
Griffith University-Brisbane, Australia
- **Masters of Engineering (Engineering Management)** 2013 - 2014  
Griffith University-Gold Coast, Australia
- **Bachelors of Electrical Engineering (Electronics)** 2006 - 2010  
Air University-Islamabad, Pakistan  
**Accredited by Engineers Australia**

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**REFERENCES**  
(Available on request)

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