

Minar Mahmud Rafi

✉ minarmahmudrafi@gmail.com | 📞 +880-1745004059

[in linkedin.com/in/mmrafi47](https://www.linkedin.com/in/mmrafi47)

Objective

SQA Engineer with 1+ years of experience in web and API automation testing for SaaS and AI projects. Eager to expand expertise in advanced automation and explore diverse domains to drive software quality and innovation.

Skills

Testing Proficiencies: Manual Testing and Automation Testing (**Web, API**)

Automation & Testing: **Playwright**, Cypress, **Postman**, JMeter

Infrastructure & CI/CD (Familiar): Docker, CI/CD

Monitoring & Debugging Tools (Familiar): **Sentry**, **ModHeader**

Content Management & API (Familiar): Strapi, SendGrid

Version Control Systems: : **Git**, Bitbucket

Programming Languages (Familiar): **JavaScript**, Python

Work Experience

Strativ AB, Dhaka

Mar 2024 - Present

Junior Software Quality Assurance Engineer

Project Name: Resemolnet (SAAS Project)

Project Introduction: Resemolnet is a Swedish-based SaaS platform providing a complete tour management system with AI integration for customer support. Key features include Global Distribution System (GDS) integration, flight and hotel management, and an in-house payment solution, designed to optimize operations for travel agencies and tour operators.

Responsibilities:

- Prepared and maintained Test Cases, Test Scenarios, Test Reports, Release Notes, Feature Documentation, User Manuals, and Localization Testing Reports.
- Reviewed Figma designs collaboratively with the UI/UX team before feature development began, resolving 85% of design-related issues and suggesting improvements.
- Conducted manual API testing using Docker and Postman, ensuring that 90% of API issues (e.g., field validation, error messages, response accuracy) were resolved during the development phase.
- Identified and reported multi-language support related issues in API responses, enabling early fixes before deployment and reducing post-deployment issues by 70%.
- Developed automation scripts for API testing using JSON schema validation and API chaining to establish workflows, reducing API downtime by 90% through automated monitoring.
- Performed manual feature testing at the branch level using Docker and Git, providing quick feedback and ensuring a 95% faster resolution of development issues.
- Automated stable features using Playwright, reducing repetitive manual testing efforts by 80% and increasing test coverage.
- Planned and implemented an automation testing strategy for features requiring regular regression tests, increasing regression test efficiency by 75%.
- Acted as a customer support lead, managing a small team to resolve client inquiries, fix bugs, and handle customer improvement requests, resulting in a 60% faster resolution of customer issues.
- Created automation scripts with Playwright (JavaScript) utilizing the Page Object Model (POM) approach, improving script maintainability by 50%.
- Collaborated with cross-functional teams (Project Managers, Architects, Team Leads, Product Owners, and UI/UX teams) to define and refine feature requirements, optimize workflows, review Figma designs for usability and technical accuracy, and analyze the impact of new features on the platform.

Key Achievements:

- Work on features like GDS integration such as Amadeus and Sabre.
- Work on features like Hotel and Flight management feature which have GDS support.
- Tested AI chatbot, Julia, focusing on knowledge base accuracy, response quality, and data reliability during AI Chatbot Testing.
- Tested integrations with Swedish cloud-based services (Fortnox, Power Office) for finance and administration management in Financial Systems Integration.
- Worked on integration of payment method such as ALTA PAY, Trustly, Klarna, and the in-house Resemolnet Pay system.
- Proactively monitored errors using Sentry, reducing customer complaints by 80%.

Strativ AB, Dhaka

December 2023 - February 2024

Intern Software Quality Assurance Engineer

- Onboarded onto a SaaS tour booking management project and gained a thorough understanding of it.
- Learned API testing, both manual and automated, as well as Playwright and Cypress for web automation.
- Reviewed Figma designs and other documents to understand the entire system.
- Conducted exploratory testing, regression testing, and full end-to-end testing for system maintenance.

Upwork

December 2023 - February 2024

Freelance Software Quality Assurance Engineer

- Worked on an AI-based video caption generation project named Storyline as QA.
- Worked on an AI-based FAQ Chatbot project, testing both the backend API and frontend integration of the chatbot.
- Supported an email campaign platform, primarily for testing emails' accuracy and layout.
- Responsible for writing and automating test cases for the QA team.

Education

BRAC University

October 2023 - Present

M.Sc. in Computer Science and Engineering

University of Liberal Arts Bangladesh

January 2018 - December 2022

B.Sc. in Computer Science and Engineering

Project: Crowd Vision: A Deep Learning System for Real-time Crowd Density Estimation.
Description: Crowd Vision is a deep learning-based model developed for real-time crowd counting. Utilizing convolutional neural networks (CNNs), it processes video feeds or images to accurately estimate the number of people in various environments, aiding in public safety, event management, and urban planning.

Publications

- **Performance Analysis of Deep Learning YOLO Models for South Asian Regional Vehicle Recognition**
DOI: <https://thesai.org/Publications/ViewPaper?Volume=13&Issue=9&Code=IJACSA&SerialNo=100>
- **Automatic Recognition and Categorization of Tomato Leaf Syndrome of Diseases Using Deep Learning Algorithms**
DOI: https://link.springer.com/chapter/10.1007/978-981-19-9304-6_5

References

Md. Kamruzzaman Shoibal	Senior Software Test Engineer RedDot Digital Limited Email: kmshoibal@gmail.com
Mohammad Zishan Tareque	Principal Software Architect SELISE Digital Platforms Email: zishantareque@gmail.com
Sakib Uddin Ahmad	Lead SQA Engineer Strativ AB Email: sakib.uddin@strativ.se

