

MOHAMMAD ALAWNEH

+(962)0795986312 · Alawneh1994@icloud.com · <https://www.linkedin.com/in/atella>
Ibn Huzaymah St., Amman, Jordan

QUALITY ASSURANCE ENGINEER

Passionate quality assurance engineer seeking to engage in the perfect challenge to utilize my skills and put my learning in practice and contribution

Also a Quality Assurance with a keen eye for detail when it comes to developing managing and performing various quality assurance activities. Committed to ensuring that all established quality standards are followed. with a knowledge in evaluating the quality of manufactured products and the processes with which such products are created.

STRENGTHS AND EXPERTISE

Analytical Skills	Test Execution	Team Leadership
Attention to Detail	Defect Reporting	Communication
Effective Test Case Design	Client Relationship Management	Defect Tracking

PROFESSIONAL EXPERIENCE

HYBRID SOLUTIONS

FEB 2019 - SEP 2019

Technical Support Engineer

Plays a crucial role in ensuring the smooth operation of technical products or services for end-users or clients. Also, responsible to assist customers with technical issues, troubleshoot problems, and provide solutions to ensure optimal performance.

Accomplishments:

- Achieved customer satisfaction rate by promptly resolving complex technical issues, ensuring minimal downtime for clients.
 - Implemented proactive monitoring systems, ensuring a more stable and reliable product/service for clients.
 - Reduction in average issue resolution time and improved overall team efficiency.
 - Reducing support tickets and empowering users to resolve common issues independently..
 - Actively leading to the enhancement of features and improvements in the overall user experience..
-

Bayt.com

QUALITY ASSURANCE ENGINEER

SEP 2019 - DEC 2022

Experienced SQA specialist proficient in manual testing. Collaborates with cross-functional teams to develop and execute testing strategies, ensuring the delivery of high-quality software products. Expert in defect identification, tracking, and detailed test reporting.

Accomplishments:

- Manage large releases.
- Handle upload requests.
- Apply many types of testing procedures.
- Apply verification process for the new tasks.
- Generate status reports and test cases documentation.

TESTCERW / SAHAB
QUALITY ASSURANCE ENGINEER

DEC 2022 - June 2023

Performing various quality assurance activities. Committed to ensuring that all established quality standards are followed. with a knowledge in evaluating the quality of manufactured products and the processes with which such products are created.

Accomplishments:

- Work on the client environment / Ministries of tourism, telecommunications of Saudi Arabia .
- Daily meetings to cover the any issues/client requests.
- Testing any new changes/ Fixes on the mobile app.
- Testing any new changes/ Fixes on the website.

AppsWave

Sep 2023 - PRESENT

QUALITY ASSURANCE ENGINEER

As a Quality assurance engineer, I performe manual testing to conjure seamless software experiences. Collaborating across teams, I craft and execute potent testing strategies. My experince lies in defect discovery, tracking bugs, and weaving intricate test reports.

Accomplishments:

- Defect Minimization: Successfully reduced the number of critical defects by implementing a comprehensive testing strategy, resulting in a more stable and reliable software projects.
- Successful Test Plan Execution: Developed and executed detailed test plans that ensured thorough coverage of system requirements, resulting in a higher quality and more reliable end product.
- Cross-Functional Collaboration: Facilitated effective communication and collaboration between development and testing teams, fostering a seamless workflow and reducing misunderstandings that could lead to defects.
- Testing Process Optimization: Successfully optimized testing processes, resulting in resource savings, increased productivity, and a more streamlined testing lifecycle.

EDUCATION

Jordan University Of Science and Technology

Graduate Bachelor of Software Engineering graduated in 2 0 1 8

- Google club member / JUST University
- Worked as a research assistant for the University laboratory

CERTIFICATIONS

- Network academy (routing and switching) C I S C O 2 0 1 7
- Selenium WebDriver with Java -Basics to Advanced + Frameworks
- Advanced Selenium Framework for CI/CD - Parallel & Reporting

AREAS OF EXPERTISE

- Working in Agile environments
- JIRA Software
- In-depth knowledge of hardware and software.
- Strong customer service ethos.
- Field Research
- Responding to breakdowns
- Enthusiasm for continual learning
- Data Analysis
- User-oriented perspective
- Requirement Analysis