Maryam Sarabian

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Skills Summary

HTML CSS SASS(basic) JavaScript JQuery C++	Agile Methodology Requirements Analysis Test Planning Test Coverage & RTM Software Testing & Bug Tracking Troubleshooting	SQL(Basic) TFS MTM MicroStrategy Platform BI

Education & Certificates

Front End Web Development Course – General Assembly   September 2015 – Dec 2015
- Received 60 hours of instruction.
- Completed weekly assigned projects.
- Designed and built the AirVoz website as my final project.

MS Mathematics (Operations Research) – University Putra Malaysia, Malaysia   Jul. 2007 - May 2010
BS Applied Mathematics – Razi University, Iran   Sept. 2002 - Nov. 2006
ASTQB Certificate – Fundamental Level   Aug. 2013
MicroStrategy Certified Developer (MCD)   July 2014

Professional Experience

Technical Support Engineer- MicroStrategy Inc. , VA   May 2014 – May2015

- Provided complex and challenging support for MicroStrategy's Business Intelligence product suite and its underlying technologies.

- Developed strong relationships with MicroStrategy customers and partners through daily interactions during customer project development and production system maintenance.

- Found creative and sophisticated solutions to problems reported while using MicroStrategy's product suite through analytical talent and strong troubleshooting abilities.

- Worked in a team environment to provide unparalleled support to customers in a wide variety of industries.

- Prioritized and communicated product defects and enhancements to development teams.

- Learned about Business Intelligence and MicroStrategy platform along with database structure and SQL.

Certified Quality Control Engineer – Pyramid Systems Inc. (FDIC Subcontractor), VA   **Sept. 2012 – May 2014**

- Analyzed relevant documents (e.g. Use Cases, Design Documents, Business Rules and other requirements) and delivered test cases with clear steps which enhanced the efficiency of the deliverables.

- Executed test cases (e.g. UI, functional, Regression, smoke test, end to end and etc.) using testing tools (MTM**).**

- Logged and reported bugs, along with clear descriptions and steps.

- Worked closely with developers in order to make sure that the fixed bugs have been completely resolved and ensured that the system followed the requirements.

- Trained some of the junior quality engineers on the overall framework of the project as well as tools and techniques for writing and executing test cases.

- Performed several test case peer reviews in order to enhance the quality of the test cases.

- Learned about Agile Methodology, RTM.

Operation Research Analyst - Data Dimension Tek, VA   **May 2012 - Aug. 2012**

- Designed Mathematical Models for planning and scheduling problems.

- Applied various OR techniques Such as LP, IP, GA and other local search algorithms to optimize the problems.

Research/Teaching Assistant – University Putra Malaysia, Malaysia   **Jul. 2007- Jul. 2009**

- Carried out a research project on Improving the Multicrossover Genetic Algorithm for Two-dimensional Rectangular Bin Packing Problem.
- Taught mathematics and statistics recitation classes for undergraduate students of Mathematics and Economics.

Math Teacher – Girls Scientific Institute, Iran   **Mar. 2004 - Feb. 2007**
- Taught math and statistics courses to high school students.