Nejmeh Jarjoura

📍 Zouk Mosbeh Lebanon
📞 +96176519314
✉️ nejmehjarjoura@gmail.com

- Six years plus experience in Software development utilizing advanced techniques and tools.
- Strong knowledge of Agile Software Development Life Cycle.
- Experience in Software Quality Assurance

Work experience

Software Quality Assurance Analyst
Jun 2016 - Jun 2020

Omega Software

- Assessed requirements and specifications to determine test objectives and design and execute test cases.
- Conducted cross browser and platform testing to validate consistency of performance and quality.
- Responsible for releases sign-off.
- Collaborated with team members on JIRA Atlassian to resolve bugs, errors, and system failures on a project-by-project basis.
- Issued technical documentation describing new releases and software modifications.
- Designed and developed reports using JasperSoft and Crystal Reports.

Customer Support specialist
Feb 2016 - May 2016

Omega Software

- Efficiently responded to internal and external customer requests via phone, chat and email.
- Responsible for creating new support tickets for users and seeing those tickets through to the end.
- Performed troubleshooting on software system problems and delivered accurate technical solutions.
- Installed software, configured and tested customer PC's.
- Instructed and trained end-users.

Programmer/Analyst
2010 - May 2015

Professional Computer Services

- Worked on all phases of application design -- from coding and prototyping through system testing, integration and deployment.
- Modified computer programs and designed programming logic.
- Implemented coding changes and analyzed current systems.
- Reviewed system inquiries and resolved end user issues.
- Executed procedures for responding to user tickets regarding data and program problems.
- Assisted in requirement analysis and designing of customer request and projects.

Education

Bachelor of Science in Computer Science

Arab Open University - Lebanon

Skills

Software Development	Machine Learning	User Training & Support
Object Oriented Programming	Software Testing	Time management
Web development	Quality Assurance	Team Working
Cross-browser compatibility	Responsive layout	

Technologies

- Sass / LESS
- HTML5 / CSS3
- PHP / Laravel
- Javascript / JQuery
- Bootstrap / Angular 3
- NodeJs
- Python / Jupyter Notebooks
- SQL / MySQL
- Jasper Reports / iReport Designer
- Crystal Reports
- APIs / Postman
- Java
- Visual foxpro
- GIT