Osman Hassan

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PROFILE

- 5 years of experience as a Quality Assurance Analyst: identified requirements, created and executed test cases, logged defects and effectively communicated with the development team.
- Experienced in developing and maintaining overall test methodology and strategy, documenting test plans, test cases, creating/editing plans, and reviewing requirements.
- Solid experiences in Software Development Life Cycle (SDLC)
- Great experiences in Testing of client-server, web, Applications and Windows based applications.
- Knowledge of application Lifecycle management tools; HP Quality Center/ALM12 and Jira

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EMPLOYMENT HISTORY

TDX Tech   **May 2017 – Present**
Technical Project Coordinator
- Responsible for overseeing the operation, performances, and capacity of POS system
- Partner with technicians and vendors to gather best practice recommendation and to develop, coordinate and maintain an installation process
- Provide support to vendors, diagnose, and remotely troubleshoot issues
- Document and report all customer issues and product problems in database.
- Provide direct consultation on products and work on ad-hoc projects

Vivonet
QA Analyst   **April 2014- April 2017**
- Identified and gathered requirements with the assistance of the business and project team
- Responsible for developing, maintaining and creating test cases, executing test cases, logging defects and communicating any defects back to the development team for SAP, Workday and web applications
- Created, updated and maintained test data and test report
- Strong problem solving skills with the ability to think through multiple scenarios and outcomes
- Conducted daily audits on web pages and accessibility
- Created SQL query to find test runs and execution status for previous releases
- Performed various types of testing such as Functional, API, Regression, UAT, Unit test, Integration, and Validation testing
- Tracked and managed defects in JIRA
- Security, Sanity, Usability, Functionality, and Performance as well as Smoke and Regression testing
- Attended weekly Scrum meetings

CompuGlobe
Senior Technology Support Analyst   **July 2010- March 2014**
- Planned, assembled and installed computer systems in designated networks as per specifications
- Installed and configured IT network components and assisted in the implementation of designed IT network configuration

- Performed services on different firms' departments such as hardware replacements, upgrades and new installations required; maintained records of hardware issues, performance and supplies.
- Resolved hardware and software technical problems in the system elements after detailed analysis, including computer failures and software malfunctioning.

Shaw Communications
Technology Support Specialist   **June 2008- June 2010**

- Updated and implemented new technologies and completed daily tasks assigned by team leads and analysts within given time constraints
- Review documentation in the form of standard letters, technical manuals and traning information
- Created and send out status reports to both team leads and support staff and updated inventory and documentation
- Worked on upgrade project; assisted in the installation and configuration of systems. Resolved billing and general technical issues
- Resolved cable and internet issues; followed up with customers and ensured satisfaction
- Travelled for pre-deployment; responsibilities included: providing appropriate contacts with information/status report, advice, and recommendations regarding appropriate use of technologies to enhance business procedures and practices
- Coordinated, managed work generated by Client service requests; worked on Client projects that require LAN changes**.** Conducted administration activities, such as scheduling and managing distribution lists. Created personal and shared directories in SharePoint

Repair and Installation Technician
ATI Telecom   **February 2005- May 2008**
- Managed rolling out of lines and all remote testing of digital systems, ranging from T1 to OC48.
- Coordinated with customers and central office staff in order to troubleshoot problems that arise providing ad hoc reporting
- Worked on network diagram in Visio and prepared documentations
- Provided excellent research and analytical skills required to resolve unique and unusual business requirements while protecting the integrity, accessibility, privacy and confidentiality of information, where all solutions must adhere to the Shared ICT Infrastructure guidelines
- Demonstrated responsiveness to customers, efficiency, professionalism and innovation, and managed work generated by Client service requests
- Provided technical assistance on the use of Systems, Applications, and worked with IT representatives of different ministries to handle customer requests
- Acted as backup support for our data centre and worked with different stakeholders; racked and configured servers; ran cables and updated inventory

EDUCATION

Vancouver Community College, *Vancouver, BC*
Associates Degree, Advanced Telecommunications Technician
University of Minnesota
Certificate: Full Stack Developer- 09/2018-03/2019
Metropolitan State University
Computer Science BS starting 2019

SUMMARY OF TECHNICAL SKILLS:

HP Quality Center/ALM12, and Jira

Agile, Scrum, Waterfall, V-Model
SQL, Oracle
MS Windows and MAC
Java
SAP, Salesforce, Workday, ClearQuest, Jira, SharePoint,, Microsoft Office, Visual Basic, Microsoft Project, Viso, SQL server, Global Service Management (GSM), HPE Services Manager