To Whom It May Concern

Let me briefly explain how I can contribute to your organization.

 Over 15 years of experience in **Software Planning & Development, Test Automation, AI-driven solutions, and Product Management**, with a strong record of leading cross-functional teams to deliver high-quality software across web, mobile, desktop, and cloud platforms. **ISTQB® Certified Tester and AWS Certified Developer,** with a Master's in Software Project Management. Skilled in building AI-powered applications, defining product roadmaps, and managing end-to-end lifecycles on platforms including AWS and Salesforce. Recognized for combining technical expertise, product vision, and leadership to drive innovation, scalability, and customer success.

Currently, I am working with Elixir Technologies® the **first AI and Machine Learning powered customer communications management product** and HIPAA-compliant environment as a "Principal QA Engineer". Elixir's cloud-based #ComOps platform takes the friction out of customer communications, bringing everyone involved in #CCM into one platform for an efficient, integrated process. Combined with Professional Services aimed at getting your org self-servicing, Elixir makes everyone's life easier. Design, review, and then reach your members with regulated and real-time communications through Elixir, how and where they want to be reached: print, email, SMS, and even WhatsApp. Its technology is used globally in banking, telecommunications, travel, hospitality, insurance, and healthcare, among other industries with large, consumer-facing operations. Elixir is a global company with offices in Asia, Europe, the Middle East and headquarters in the United States.

Being a " Principal QA Engineer", at Elixir®, my task list includes: leading and overseeing the quality assurance activities for testing Cloud Native Solution; ensuring the delivery of high-quality software solutions, providing counsel and advice to top management on significant Q&A, Consults with clients and staff throughout the project life cycle, assists and supports the design, development, and implementation of effective systems, designs and implements comprehensive test strategies, methodologies, and frameworks to effectively validate software applications, bench-work the testing activities and write down their test specifications, and writes automation scripts using **Selenium WebDriver** and **RestAssured API using BDD along with the TestNG** framework. I love to share my knowledge, expertise and ideas by coaching the junior employees.

All the above-mentioned activities require and involve high motivation, polished interpersonal communication skills, and proven analytical ability. If you are interested in a dedicated professional with the required credentials, confidence, strong communication skills, and a positive attitude, please give me a call.

Thank you for taking the time to review my resume, and I look forward to a favorable reply.

Best Regards,
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GitHub: https://github.com/ProfessionalTiger

Summary

- **Leadership:** Lead, mentor, and oversee QA teams of up to 15 members, promoting a culture of excellence and continuous improvement.
- **Streamlining QA Operations:** Design and establish processes to enhance QA workflows, ensuring efficient and high-quality deliverables on time.
- **Automation:** Create and sustain automated test scripts with suitable testing frameworks and tools plus establish CI/CD processes to integrate automated testing into the build and deployment pipeline.
- **Quality Assurance:** Manage the planning, execution, and reporting of all QA activities, ensuring compliance with industry standards and best practices.
- **Collaboration:** Collaborate closely with development teams, product managers, and stakeholders to ensure alignment and resolve quality-related issues.
- **Innovation:** Regularly assess and enhance QA methodologies using **AI tools** and incorporate latest testing methodologies, keeping up-to-date with industry trends and advancements.
- **Unit Testing and Code Reviews:** Encourage unit testing best practices and work with development teams to incorporate unit testing and code reviews, ensuring timely issue detection and maintaining superior code quality

Tools& Technologies

- ISTQB Certified Tester - Foundation Level
- AWS Certified Associate Developer
- AWS Device Farm (Mobile App Testing)
- Jenkins, Maven and CI/CD pipeline automation
- Selenium with frameworks like TestNG
- Appium, Selenium Grid with Zalenium (Docker Implementation)
- Apache JMeter
- Git and GitHub
- Postman, Fiddler
- RestAssured with BDD framework
- Docker & Ansible and Ansible Tower
- ManageIQ and OpenStack
- Bug Tracking Tools like Mantis, Bugzilla
- JIRA, Trello, Zephyr, MS TFS and MTM, Bit Bucket, Confluence
- Microsoft Project, Vision and all Office Tools
- Java, XML, YAML, HTML5, AngularJS, CSS3 and JavaScript

Professional Experience

Elixir Technologies®. – USA
August 2023- Up to date
https://elixir.com/
Principal QA Engineer

Elixir Technologies:

First AI and Machine Learning powered customer communications management product. Elixir Technologies provides technology and services that help organizations improve communications to their members and customers by streamlining processes and reducing operational costs. Founded in 1985, we have consistently provided state-of-the-art technology for creating and delivering correspondence. Elixir's cloud-based #ComOps platform takes the friction out of customer communications, bringing everyone involved in #CCM into one platform for an efficient, integrated process. Combined with Professional Services aimed at getting your org self-servicing, Elixir makes everyone's life easier. Design, review, and then reach your members with regulated and real-time communications through Elixir, how and where they want to be reached: print, email, SMS, and even WhatsApp. Elixir is a global company with offices in Asia, Europe, the Middle East and headquarters in the United States.

Responsibilities:

- Design and execute with expert-level proficiency manual and automated test suites for front-end and/or back-end components based on requirements & specifications from product management and engineering teams.
- Develop and maintain expert-level proficiency test procedures and toolsets at all levels to ensure optimal and efficient test coverage.
- Set up and maintain with expert-level proficiency test environments/test beds used in both manual and automation test cycles, collaborating with DevOps and Engineering Teams in the process.
- Track and communicate test run results in a timely and effective manner. Establish and maintain test metrics/reports around our key performance indicators (KPIs) as well as participate in defect tracking and triage procedures.
- Assist QA Automation Team in continuously improving our auto test coverage by building new tests and/or converting existing manual tests at a reasonable rate with quality results. Also help in any maintenance initiatives around existing automation frameworks and CI/CD pipelines.
- Adopt, maintain, and continuously improve our best practices & processes around development, testing, and maintainability of our QA assets.
- Collaborate with expert-level proficiency among product and engineering teams to improve the overall design, testability, and quality of our software systems.
- Be on top of the latest industry trends, technologies, methodologies, frameworks and toolsets relevant to our work and practice.
- Help investigate with expert-level proficiency customer issues referred by the technical support team and assist with diagnosis and troubleshooting of these incidents.
- Maintain any training or certification as required; including but not limited to compliance, annual refreshers, policy, or job-specific training.
- Embrace and sustain a work environment that supports Elixir's core values: Community,
- Learning Culture, Integrity, and Pioneering.

Afiniti®. – USA
Sept 2020- May 2023
https://afiniti.com/
Lead Automation QA Engineer

Afiniti:

Afiniti Ltd., also called Afiniti, is an American multinational data and software company. Founded in 2005, Afiniti is focused on developing artificial intelligence for use in customer call centers. With over 150 patents, Afiniti's technology examines data and commercially available information tied to customer identity to determine patterns of successful behavioral interactions and applies these patterns in real time to drive improvements in health, enterprise profitability, and customer satisfaction. Afiniti has helped clients in healthcare, telecommunications, travel, hospitality, utility, insurance and banking, among other industries with large, consumer-facing operations. Geographically, we have paired individuals in the United States, United Kingdom, Canada, Brazil, Mexico, France, Spain, Hungary, Portugal, Turkey, Germany, Italy, Australia, South Africa, Philippines, India, Nicaragua, Jamaica, Senegal, and Pakistan.

Responsibilities:

- Leading the team Avaya Switch for developing existing systems by analyzing and identifying areas for modification
- Communicate at all levels, handle multiple projects and work on business-critical solutions
- Design, develop and work on existing frameworks for test infrastructure
- Currently working on developing Framework in Selenium Java Automation in order to make regression testcases automated
- Review and publish test cases on requirements gathering sessions
- Train the junior teammates regarding automation test concepts, providing guidance and direction as per need
- Design the workflow between development and Testing department as per Agile standards
- Working closely with other CCSS associates, such as project managers, UI / UX, systems analysts, DevOps and sales and marketing professionals
- Responding promptly and professionally to bug reports. Creating technical specifications and test plans as per requirement
- Create and maintain automation test scripts with the object-oriented approach
- Hands-on experience working on CI/CD tools
- Manage QA environment on build and release management
  Research, recommend and implement tools as needed with the goal of increasing automation
- Attend clients calls and actively participate in the sprint meetings
- Contribute toward predictable delivery of quality releases
- Demonstrate initiative, ownership, and customer-service skills, with the motivation and ability to function independently or as a team member
- Professional manners, demonstrated ability to take initiative and interact with all levels of management and adapt to business needs
- Constantly updating technical knowledge and skills by attending in-house and/or external courses, reading manuals and accessing new applications

GoRbyR Inc. **– USA**
Nov 2019- August 2020
Remote Product Manager

RingBing(Mobile-Platform):

RingBing is a mobile app with secure and private messaging service that works by setting a unique encryption key for each conversation. The app *is tied to a* phone *number and uses data, rather than SMS, to send information between contacts*. *Plus, it also has a request and offer mechanism that allows users to offer and accept pick and drop services for passengers and goods.*

Responsibilities:

- Lead the team to envision, implement, launch, and market new product.
- Collaborating with remote teams and try to bridge gaps between design, engineering, marketing, customer support, and our users
- Create feature stories through wireframes and mockups
- Build, and maintain product backlog.
- Develop, and maintain Appium scripts.
- Enhancements for short- and long-term product releases
- Communicate the progress toward daily and weekly goals to management
- Communication with remote clients for requirement understanding, understand their pain-points, plus figure out if we're on track or need to adjust course
- Participate in all phases of SDLC
- Identify testing requirements from specs prior to development
- Setting up dashboards/alerts for reporting test results in real time
- Work closely with various remote teams to complete product deliverables
- Enhancements for short- and long-term product releases
- Communicate the progress toward daily and weekly goals to management
- Coordinate development team members for task completion
- Time estimation and sizing effort for assigned projects
- Support process improvement and optimization including elimination of existing gaps in process, and improve through continuous review and frontline feedback

Cirusslabs – USA

Oct 2018- Nov 2019
https://www.cirruslabs.io/
Cloud Product Manger

Cloud Newton:

CloudNewton is a cloud management platform for hybrid and multi cloud deployments. An integrated solution for cost management, governance, DevOps enablement, monitoring, security, and compliance.

Responsibilities:

- Review existing QA processes and production implementations
- Monitoring Quality Assurance activities and processes
- Work closely with various teams to make business decisions and create product strategies

- Communication with remote clients for requirement understanding and, understand their pain-points, plus figure out if we're on track or need to adjust course
- Create feature descriptions to provide guidance to Business Analysts and contribute and approve the product-related Business Requirements Documents
- Prepare, maintain, and evangelize the product roadmap which defines product
- Enhancements for short- and long-term product releases
- Communicate the progress toward daily and weekly goals to management
- Coordinate development team members for task completion
- Participate in all phases of SDLC
- Working with an active R&D and QA team of local and remote staff
- Good understanding of code repositories

CLEAResult – USA

April 2017- Sep 2018
https://www.clearesult.com/
Software Quality Assurance Analyst

ComEd's:

*An energy efficient program based on "**Salesforce**" world best CRM software. ComEd's Home Energy Assessment program provides customers with a free-of-charge assessment of their home. These assessments are performed by CLEAResult's field staff and include installations of direct install measures at no cost to the customer. Thermostats are also available for customer purchase during the assessment. These assessments aim to lower energy consumption and educate customers about the opportunities for energy efficiency specific to their home.*

*When the assessment is complete, the CLEAResult field technician leaves a copy of an energy report that details various opportunities and savings available to the customer. Specific opportunities are identified as **recommendations**; potentially feeding into ComEd's other EE programs. This program is offered through CLEAResult to ComEd and Nicor Gas customers, though ComEd does partner with other gas providers as well.*

Renasince:

*A copy of ComEd program and it is also based on "**Salesforce**" world best CRM software. It involves customers and other business partners to schedule, cancel and reschedule assessment appointments for energy devices replacement program.*

Apco/IPL:

*Apco/IPL is an extension on ComEd program that involves industry trade allays in energy efficient program and also based on "**Salesforce**"world best CRM software.Apco/IPL has different types of devices replacement programs for customers and other business partners.*

Responsibilities:

- Co-ordination among various remote locations (USA, Pakistan, India) for QA activities
- Communicate the progress toward daily and weekly goals to the management team
- Coordinate development team members for task completion
- Test cases writing using element locators, WebDriver methods and Test NG Annotations
- Perform Regression testing using Selenium WebDriver
- Cross browser testing using TestNG and Selenium Grid
- Automate deployment process using Ansible
- Responsible for updating and maintaining Selenium scripts

- Participate in all phases of SDLC
- Assist in Risk Management Planning
- Have conducted software compatibility tests with programs, hardware, operating systems, or network environments and designed test plans, scenarios, scripts, or procedures with strong auditing skills
- Preparation, communication, and execution of Test Plan
- Review existing QA processes and production implementations
- Time estimation and sizing effort for assigned projects
- Monitoring the deployment process
- Communication with remote client for requirement understanding
- Provide operational production support to reported issues by triaging, troubleshooting and resolving issues and provide coverage to other technical teams as needed

RCAPPS Lahore – Pakistan

Dec 2016- March 2017

http://rcapps.co/
Lead Quality Assurance Engineer

heyfit:

heyfit was started in 2015 by three young kiwis looking to create a social. physical. better world. the objective was simple; create a resource for people to connect using exercise as the excuse. we believe that in order to create positive lifelong exercise habits, it is vitally important to have a support network to make exercise enjoyable above everything else. coming from backgrounds in professional team sport both in New Zealand and overseas, we understand the importance of dedication and hard work in getting results, but we also appreciate more than anything the ability to love what you do because of the relationships you make through sport and physical activity. this is the essence of what we do. we want to give all people the chance to be passionate about physical activity, together. from lawn bowls and Sunday strolls to personal bests and physical tests, sport is better when it's made social.

Responsibilities:

- Communicate the progress toward daily and weekly goals to the management team
- Coordinate QA team members for task completion
- Test cases writing using element locators, WebDriver methods and Test NG Annotations
- Perform Regression testing using Selenium WebDriver
- Cross browser testing using TestNG and Selenium Grid
- Communication with remote client for requirement understanding
- Participate in all phases of SDLC
- Have conducted software compatibility tests with programs, hardware, operating systems, or network environments and designed test plans, scenarios, scripts, or procedures with strong auditing skills
- Preparation, communication, and execution of Test Plan
- Review existing QA processes and production implementations
- Time estimation and sizing effort for assigned projects

Mermaid Technologies- Denmark

http://www.multiq.com/

Nov 2014- Nov 2016
Senior Quality Assurance Engineer (Team Lead)

CDM:

The new innovative iBus display product portfolio from Mermaid brings a new dimension into public transport information. Real-time information services can now be afforded over larger areas, bringing up to date information to all the places where it has previously not been economical feasible to implement real-time information services.

Responsibilities:

- Manage department goals, strategy and delivery schedule
- Supervise QA team members
- Leading Customer Support Team
- Member of the Change Control Board
- Participate in all phases of SDLC
- Assist in Risk Management Planning
- Have conducted software compatibility tests with programs, hardware, operating systems, or network environments and designed test plans, scenarios, scripts, or procedures with strong auditing skills
- Preparation, communication, execution and monitoring of Test Plan
- Review existing QA processes and production implementations
- Time estimation and sizing effort for assigned projects
- Monitoring of Quality Assurance activities
- Monitoring the deployment process
- Communication with remote client for requirement understanding
- Provide training to team members as required
- Providing technical customer support
- Perform debugging procedures by reviewing configuration files, logs, or code pieces to determine breakdown source

Media Experts, Lahore – Pakistan

July-2009 - Sep 2014
Software Quality Assurance Engineer

vTouch Pro:

vTouch pro is a digital signage product with a network of displays which can be customized and modified on a real time basis. This allows content management to be done remotely in a hassle-free and efficient manner. It is used to control the displays of LCDs, LEDs, Plasma Displays, Projected images and almost every form of display available. vTouch components are developed in .Net, C++ and Flex.

Responsibilities:

- Responsible for testing of assigned projects including writing and executing the test cases

- Review and Analyze Product Requirements Specification
- Defect management which includes logging, reviewing tracking the bugs
- Maintaining and keeping up to date all the testing related documents
- Have conducted software compatibility tests with programs, hardware, operating systems, or network environments and designed test plans, scenarios, scripts, or procedures with strong auditing skills
- Preparation, communication, execution and monitoring of Test Plan
- Handle Product & Project Life Cycle Activities and QA Artifacts
- Time estimation and sizing effort for assigned projects
- Monitoring the deployment process
- Communication with remote client for requirement understanding
- Providing technical customer support

Education

- **Fast National University, Lahore**
  MS(SPM) (2015-2017) – CGPA 3.57
- **University of the Punjab, Pakistan**
  M.Sc. (IT) (2009) – CGPA 3.69

Achievements

- Certified AWS Associate Developer
- Certificate of appreciation for "Programming Competition 2007"
- Certificate of appreciation for "Gaming Competition 2008"
- Member of Software Testing Club (Online QA and Software Testing Community).
- Scholarship holder in MIT
- Scholarship holder in FSC
- Scholarship holder in Matric

References

- *References can be furnished on demand.*