



Arif Waheed

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Objective

To develop a sound professional career and profound experience, to enhance expertise in my professional field and groom my personality for the benefit of organization and my own self.

Education

BCS (CGPA 3.5)

Premier College, Lahore

DAE (Diploma of Associate Engineer in Computer)

Lahore Poly Technique Institute, Lahore

Matriculation

BISE Lahore

Current Work

Freelancing

Previous Job Experience:

July, 2022 to April, 2023

Hawklogix

QA Lead

Following are the Responsibilities:

- Manage team.
- Take follow up of team members tasks.
- Communication with the PM and other stack holders.
- Review functional, integration and regression testing.
- Client feedback review.
- Conducting Review Meetings within the Team.
- Meet Deadlines.
- Test Scenario Review.
- Perform Testing.

Worked Project: Telecare, MD Route, Telecare 2

Skills: Testing of Web, Mobile, Desktop Applications, Data Migration Testing, API Testing, Data Base Testing, Test Case writing, Test Case Execution, Smoke, Sanity, Regression Testing, Ability to learn quickly, Accept challenges, Goal oriented person and excellent team player, Have good problem-solving abilities and can work under pressure and tight deadlines.

Previous Job Experience:

May, 2018 to June, 2022

Sixlogics

QA Lead

Following are the Responsibilities:

- Test Scenario Writing.
- Executing the test scenarios.
- Perform functional, integration and regression testing.
- Defect Tracking in Trello.
- Giving mandatory information of a defect to developers in order to fix it.
- Communication with the PM.
- Conducting Review Meetings within the Team.
- Client feedback review.
- User Manual Preparation for Client.
- Manage team.

Worked Project: Fan challenge football, Cricket Fantasy, Park4u, Ticket Hunt, Pitchstarter, Cooker, Ataliq.

Achievements: I have been selected "Employ of the Month" for the month of April, 2019.

Previous Job Experience:

Jan, 2015 to Jan, 2018

Systems limited

Senior Quality Engineer

- Test Scenario Writing.
- Executing the test scenarios.
- Perform functional, integration and regression testing.
- Defect Tracking.
- Giving mandatory information of a defect to developers in order to fix it.
- Communication with the PM.
- Conducting Review Meetings within the Team.
- Client feedback review.
- User Manual Preparation for Client.

Achievements: I have been selected "Employ of the Month" for the month of November, 2016.

Previous Job experience

Mar, 2013 to Dec, 2014

Cure MD

Quality Engineer

Following are the Responsibilities:

- Test Case Writing.
- Review the Test Cases prepared by other team members.
- Executing the Test Cases.

- Perform functional, integration and regression testing.
- Defect Tracking.
- Giving mandatory information of a defect to developers in order to fix it.
- Preparing Suggestion Documents to improve the quality of the application.
- Communication with the Team Lead / Manager.
- Conducting Review Meetings within the Team.
- Prepare test reports.
- Live issues verification on regular basis.

TOOLS:

- Trello
- Postman
- SnagIt 12
- TFS (Team Foundation Server for Defect Reporting).
- Quality Center 9 (QC).
- Client Requirement Management (CRM) for client defects reporting.

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| Previous Job experience | Feb, 2012 to March, 2013 |
| Kabot International | Quality Engineer |

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- Test Case Writing.
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- Perform functional, integration and regression testing.
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| Previous Job Experience: | Nov, 2007 to Feb, 2012 |
| Warid Telecom (Pvt.) Ltd. Lahore, Pakistan | Customer Support |

I have been hired in Contact center which comes under Customer Services Department, in which we are providing the best Possible assistance to our esteem customers over the phone and emails.
We have some set targets to achieve here in inbound, so that we can deliver the best possible service level in order to maintain the quality services, also responsible to maintain good PSM (Performance Scoring Module) for my own good and to stand in the Topper’s list. Issues escalation related to the customer complaints for better & swift resolution with the relevant departments also falls in my responsible.

Following are the duty performances.

- Marketing and Consumer Research focus by conducting surveys.
- Developing and formulating strategies to make the incentive attractive to win back porting out (MNP) customers to generate more revenue.
- Worked in Service outbound department to handle all kinds of PTA / Cellular and GSM related complaints by providing best follow up to offer best customer care.

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| Previous Job Experience: | May, 2006 to Nov, 2007 |
| Mobile Zone | Mobile Hardware and Software Engineer |

Professional Skills

- Have good problem-solving abilities and can work under pressure and tight deadlines.
- Goal oriented person and excellent team player.
- Research-oriented in nature.
- Accept challenges.
- Ability to perform analytical tasks.
- Ability to learn more quickly.