SAKI AL AMIN

SQA INTERN | SOFTWARE QUALITY ASSURANCE

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Passionate about Software Quality Assurance (SQA) and eager to embark on my journey as a QA professional. Currently developing expertise in manual and automation testing, test case design, defect tracking, and Agile methodologies to ensure software reliability and performance. Adaptable and quick to learn new technologies, I am highly motivated to gain industry-level experience and apply my skills in a real-world environment. My background in Technical Support has strengthened my problem-solving abilities, communication skills, and attention to detail, enabling me to identify, analyze, and troubleshoot software issues effectively. I am now seeking an opportunity to grow, contribute, and refine my skills in a professional SQA role, where I can learn from experienced professionals and make a meaningful impact.

EXPERTISE

Technical Support	Software Testing	WordPress
Data Entry	Web Development	Video Editing

WORK EXPERIENCE

EXECUTIVE, TECHNICAL SUPPORT ENGINEER
October 2024 - March 2025

Leadswin Limited, Uttara Sector-11

- Conducted in-depth research and contributed to the development of the company's Education Management System (EMS) products—Eduman, Educare, and Valueplus—enhancing functionality and performance based on market needs and user feedback.
- Designed and created comprehensive product video tutorials, simplifying complex features to improve usability and reduce support inquiries.
- Customized and maintained WordPress-based company websites and landing pages, ensuring responsiveness, user-friendliness, and integration with EMS products where applicable.
- Provided end-to-end technical and customer support by addressing client inquiries, troubleshooting issues, and ensuring a smooth user experience.
- Managed, organized, and maintained accurate system data, ensuring integrity, security, and optimal performance.
- Actively engaged with customers, offering guidance on system usage, onboarding users, and resolving technical and functional challenges for maximum satisfaction.

PROJECTS

Automation Testing Project: SauceDemo with Pytest & Allure

Designed and implemented an automation testing suite for SauceDemo using Selenium, Pytest, and Allure with modular test cases and detailed report generation.

Inventory Management System - SQA Testing

Conducted unit, integration, and system tests using Java and JUnit in Eclipse to ensure system reliability and performance.

Manual Testing Project – OpenCart

Tested core features of the OpenCart eCommerce platform using manual testing techniques. Created test cases, test scenarios, bug reports, and RTM to ensure functionality and coverage.

Manual Testing of E-Commerce Search and Checkout Functionality

Tested dynamic search and checkout functionality, executed UI and API tests with Postman, logged defects, and reported findings using Postman and bug-tracking tools.

SSL Certificate Cyber Security Setup for Ubuntu Linux

Implemented SSL certificate setup for secure communication, including access control, flood attack simulation, port modification, and SSH security

Machine Learning for Automated Software Fault Detection

Leveraged ML and feature selection techniques using the NASA MDP dataset to improve software fault detection. Skills: Python, Data Modeling, Data Science, Custom Tool Development.

EDUCATION

East West University
AftabNagar, Block-A, Dhaka
Bachelor of Science in Computer Science

2019- 2024

Mohammadpur Govt Collage
Mohammadpur, Shath Masjid Road, Dhaka
Higher Secondary School Certificate

2017- 2018

EXPERTISE & TECHNICAL SKILLS

Programming & Scripting
Proficient in HTML5, CSS3 and JavaScript for developing dynamic and efficient software solutions.

Software Testing
Manual Testing (Functional, Regression, UI/UX, UAT), Defect Tracking & Test Reporting, Basic Automation Testing (Selenium WebDriver with python, Cypress—Learning), Test Case Design, Execution, and Review.

Testing Methodologies
SDLC, STLC, Agile (Scrum) and Waterfall models.

API Testing & Bug Tracking Tools
Postman, Selenium, Jira.

Database
Experienced with SQL for managing and querying relational databases to support web applications.

Web Technologies
Skilled in WordPress (theme customization and plugin development) and WooCommerce for building and customizing eCommerce websites.

CERTIFICATIONS & TRAINING

Software Quality Assurance – Manual & Automation
Platform: OSTAD

- Learning test case design & reporting, STLC, Selenium basics, Postman, Automation (in progress)

PROFESSIONAL SKILLS

- Strong analytical thinking with solid problem-solving skills is crucial for identifying, analyzing, and resolving software bugs effectively during the QA process.
- Thorough understanding of Software Testing Life Cycle (STLC) and Bug Life Cycle, ensuring a systematic and efficient approach to manual and automation testing.
- Proficient in manual testing with experience in test case design, test execution, and defect reporting, supported by hands-on practice with tools like Selenium, Postman, and JIRA.
- Quick learner with high adaptability, always eager to explore new tools, technologies, and processes to stay up to date in the fast-evolving QA and tech industry.
- Collaborative team player with strong communication skills and the ability to multitask and perform well under pressure, honed through technical support and customer-facing roles.
- Dedicated to long-term professional growth, passionate about building a meaningful career in software quality assurance by consistently learning, improving, and contributing to team success.
- Detail-oriented with a passion for quality, always focused on delivering reliable, bug-free software through meticulous testing and continuous process improvement.

REFERENCES

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