# 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.
- Assisted in optimizing customer support processes by identifying recurring issues, documenting solutions, and collaborating with the development team for continuous improvement.

## PROJECTS

### 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**                                                     2019- 2024

AftabNagar, Block-A, Dhaka
Bachelor of Science in Computer Science

**Mohammadpur Govt Collage**                                                 2017- 2018

Mohammadpur, Shath Masjid Road, Dhaka
Higher Secondary School Certificate

## 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 (Ongoing)**
**Platform: OSTAD**

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

## PROFESSIONAL SKILLS

- Strong analytical thinking with excellent problem-solving capabilities, essential for identifying, analyzing, and resolving software issues.
- Solid understanding of the Software Testing Life Cycle (STLC) and Bug Life Cycle, enabling structured and efficient testing processes.
- Skilled in manual testing techniques including test case design, test execution, and defect reporting to ensure software quality.
- Enthusiastic about learning new technologies and continuously improving technical knowledge, especially in the QA domain.
- Hands-on exposure to automation tools like Selenium and Postman, with ongoing learning in Cypress and advanced automation testing.
- Familiar with bug tracking and test management tools such as JIRA, enabling effective team collaboration and test reporting.
- Strong communication and teamwork skills with the ability to multitask and perform well under pressure, developed through technical support and documentation experience.

## REFERENCES

**Md. Azfar Inan**                                                           +8801683647696
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