



SARA ABDALLAH

Results-driven Operations Team Leader in a career transition toward software testing and cloud computing, with 5+ years of experience in team management, CRM, and customer service for English-speaking markets. ISTQB Foundation Level certified, with hands-on projects in secure cloud applications and cloud testing. Fluent in English and French, with strong analytical and cross-functional collaboration skills.

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🏡 Cité Ennozha Ariana, Tunis

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✈ Tunisia

Links

GitHub :

<https://github.com/Saraabdal-new>

Portfolio:

saraabdal-new.github.io/portfolio-sara

LinkedIn:

<https://www.linkedin.com/in/sara-abdallah-922192389>

Skills

Leadership & Team Management.

Problem-Solving & Analytical Thinking.

Time Management & Organization.

Computer skills

Software Testing:

SDLC & STLC, Test Planning & Design, Risk-Based & Maintenance Testing, Test Management, Defect Tracking, Agile Testing

Cloud & Infrastructure:

Cloud Fundamentals (AWS/Azure), Cloud Application Testing, Scalability & Availability Testing, Infrastructure as Code (Terraform – basics)

Security & Quality:

Basic Security Testing, Cloud Misconfiguration Detection, Compliance & Quality Control Concepts

Testing Tools:

Postman (API Testing), JMeter/k6 (Performance Testing – basic), Git & GitHub, GitHub Actions (CI/CD – basic)

Languages

English

C1

French

B2

Education

National Engineering Degree

ESPRIT, Tunis, TU, Tunisia Since September 2024

Specialization in Cloud Computing (Night Shift).

Software Testing Certificate – ISTQB Course

GOMYCODE , Tunis, TU, Tunisia From March 2024 to August 2024

Brights (Certificate & Badge)

Applied Bachelor's Degree in Dental Prosthetics.

ESSTM, Al Munastir, MS, Tunisia From 2014 to 2017

Baccalaureate.

Cité High School, Gafsa, GF, Tunisia From September 2012 to June 2013

Projects

Secure Cloud Web App

- Built cloud web app; performed functional & security checks
- Created and executed ISTQB-based cases; reported defects
- Applied cloud security basics and risk assessment

Work experience

Agent Leader – Call Center (UK Market)

Ningen, Garden of Carthage, Tunisia From January 2025 to June 2025

- **Team Leadership & Supervision:** Supervised a team handling B2B.
- **Operations & SLA Management:** Managed schedules, SLA adherence, and quality control.
- **Performance Optimization:** Created tracking sheets and action plans to boost efficiency.
- **Coaching & Quality Assurance:** Led coaching, training, and quality reviews.
- **Reporting & Analysis:** Prepared KPI reports and management presentations.

Owner & Operations Manager

DENTAL ART LAB, Gafsa, GF, Tunisia From August 2020 to February 2024

- **Operations Management:** Oversaw lab operations, scheduling, quality control, and finances.
- **Team Leadership:** Supervised and trained technicians, boosting efficiency and quality.
- **Client Relations:** Managed client communication and delivered tailored solutions.
- **Project Management:** Coordinated multiple projects, meeting deadlines and standards.
- **Reporting & Analysis:** Monitored KPIs and produced performance reports.

Dental Technician

ROUACHED MEDICAL CENTER, Gafsa, GF, Tunisia

From October 2017 to March 2019

- Designed and manufactured customized dental prosthetics