

SYED ASIF ZAHIR

QA | SOFTWARE SUPPORT | SFPC™

Experienced QA Engineer with a strong background in manual and automation testing across web, mobile, and desktop systems. Skilled in developing and executing comprehensive test plans, test cases, and test scripts, with expertise in identifying and tracking defects. Adept at collaborating with cross-functional teams to ensure high-quality deliverables. Passionate about continuous improvement, staying updated on industry trends, and enhancing product quality through innovative testing strategies.

+92 347 8063931

sasifzahir@live.com

Karachi, Pakistan

CAREER HIGHLIGHTS

- Co-founded and played a key role in establishing the Level 2 Application Support team - TimeXperts Pvt. Ltd.
- Spearheaded the implementation of Microsoft Test Manager (now Azure Test Plans) as the standard tool for test case preparation, execution, and bug reporting – Datasoft Solutions Pvt. Ltd.
- Contributed as QA Analyst on a major release that went bug-free into production, with no valid issues raised during UAT – SSG Consulting Pvt. Ltd.
- Partnered with top international clients throughout my career, driving the delivery of successful solutions.

WORK HISTORY

TimeXperts Pvt. Ltd. (September 2018 – Present)

Senior Software QA Engineer | Application Support Analyst

- Led and mentored QA team in requirement analysis, gap identification, test intent definition, and test case reviews to ensure high-quality deliverables.
- Performed comprehensive manual testing, including functional, regression, smoke, database, API, usability, and accessibility testing, on both web and mobile applications to ensure high-quality user experiences and system functionality.
- Wrote and executed automation test cases using Playwright for web applications, enhancing testing efficiency and coverage.
- Prepared Gherkin test scripts for automation, aligning with team standards and improving test maintainability.
- Participated in Agile (scrum) meetings, providing constructive feedback to drive continuous improvement and team collaboration.
- Investigated CI/CD test case failures, identified root causes, and coordinated timely resolutions with responsible teams.
- Collaborated with product owners, solution architects, and developers to clarify requirements, ensuring alignment and quality outputs.
- Utilized JIRA for bug reporting and requirement tracking, and Helix and X-Ray for test case management and execution.
- Resolved level 2 support issues by collaborating with SMEs, performing configuration analysis, database verification, and providing solutions via Salesforce.

BariTechSol (August 2017 – September 2018)

Senior SQA Engineer

- Performed extensive SOAP API testing to ensure seamless integration and functionality of services provided to international courier companies.
- Utilized JIRA for effective tracking, management, and resolution of client-side issues, ensuring timely and accurate issue reporting and resolution.

Datasoft Solutions Pvt. Ltd. (November 2015 – July 2017)

Senior SQA Engineer

- Tested finance-based web and desktop applications, performing functional, regression, smoke, system and API testing.
- Utilized Azure DevOps for bug tracking and reporting, and leveraged Azure Test Plans for test case management and execution.

SSG Consulting Pvt. Ltd. | Swiftem (January 2013 – November 2015)

Senior SQA Engineer (started as Trainee SQA Engineer)

- Worked on a complex loan origination system web product, conducted requirement gap analysis and coordinated with business analysts for clarifications, performed functional, regression and sanity testing, maintained and executed test cases using Azure Test Plans, reported bugs using Azure DevOps, triaged and investigated incoming UAT issues and participated in agile ceremonies.

DOMAINS

Workforce Management | Finance | Loan Origination System | Capital Market | Logistics and Supply Chain Management

SKILLS

Testing Platforms: Web, Native Mobile, Desktop & API

Static Testing: Requirement Analysis, Test Plan Management, Test Case Design & Review, Test Environment Setup, Test Data Management

Dynamic Testing: Functional, Regression, Integration, System, Automation, Database, Reports, Sanity, Smoke, Exploratory, Accessibility, Usability & API Testing

Application Support: Defect Triage, Root Cause Analysis, Issue Investigation, Formal Response Preparation, Client Meetings & Customer Feedback Handling

Personal Traits: Critical Thinking, Curiosity, Attention to Details, Time Management, Adaptability & Quality-Driven Mindset

SOFTWARES

Test Management: Jira, X-Ray, Azure DevOps, Azure Test Plans & Helix

API Testing: Postman & SOAP UI

Automation Tools: Playwright, Selenium WebDriver & Selenium IDE

CI/CD & Version Control: Jenkins, Bitbucket & Perforce

Cross-Browser & Mobile App Testing: Browser Stack

Database Tools: SQL Server, MySQL Workbench & DB Visualizer

Accessibility Testing Tools: NVDA, JAWS, Accessibility Insights & tab11y

Development Tools: Visual Studio Code & IntelliJ

Communication: Salesforce, Teams, Outlook, Zoom, Slack & Retrium

Password Managers: Crypt-O & Vault

ACHIEVEMENTS

- Scrum Foundation Professional Certification - SFPC™
- Certificate of Excellence for outstanding performance as a QA and Level 2 Application Support Analyst - TimeXperts
- Won multiple competitions at Bug Smash event organized by parent company Workforce Software, demonstrating strong problem-solving skills - TimeXperts

EDUCATION

2014 – 2017 **Institute of Business Management, Karachi**
MBA | CGPA 3.25

2009 – 2012 **NED University of Engineering & Technology, Karachi**
BE – Computers & Info. Systems Engineering | 1st Division