



Faris Bostandzija

Nationality: Bosnian-Herzegovinian **Date of birth:** 06/08/1996 **Gender:** Male

Phone number: (+387) 61740581 **Email address:** farisbst1921@gmail.com

Home: 71000 Sarajevo (Bosnia and Herzegovina)

ABOUT ME

Motivated and proactive person with extensive experience in manual and automation testing. Seeking to leverage this expertise in the IT industry to drive innovation and create value.

WORK EXPERIENCE

QA Automation Engineer

Virgin Pulse/Personify Health [06/2023 – Current]

City: Remote | **Country:** Bosnia and Herzegovina

Currently working directly for Virgin Pulse, which has been rebranded to Personify Health after merger with HealthComp probably becoming largest healthcare and wellbeing company in the world.

I have been promoted to Automation engineer where my daily tasks include WEB, mobile and API testing. Tools which I use:

- Jira (Scrum)
- IntelliJ IDEA (Java and Kotlin)
- Postman and Insomnia (REST, GraphQL API testing)

Our testing process is organized that we first manually test stories and later we are writing test cases with steps to reproduce and in the end writing automation tests using Kotlin. Our most important tests are API tests and I have to take care that every new endpoint is not only returning correct responses but also safe and authorized properly.

Besides regular manual testing, I am testing accessibility (WCAG compliance) and WEB responsiveness. We have three environments, while 2 of them are for testing purposes (QA and Staging). Even though I have real devices, usually for Android and iOS comparison I use BrowserStack.

My other duties were taking care of Regression, Smoke and Beta testing each 2 weeks for our regular mobile app release process.

QA engineer

Softray Solutions, LLC [11/2021 – 06/2023]

City: Sarajevo | **Country:** Bosnia and Herzegovina

Softray Solutions is an IT company working for some of the largest companies in United States of America as contractor.

Worked on a complex toll system project in Los Angeles, ensuring reliability through rigorous testing and automation. Also contributed to a social network project, focusing on performance, security, and user experience. Collaborated with developers and stakeholders to improve product quality and streamline testing processes. Also participated in creating BI data warehouse with several different databases in MySQL and MongoDB.

I am using Azure for board and ticketing system, Jira for time tracking, Postman for API testing and Cypress with Mocha framework for automation tests and report creation.

Technical support specialist

Lenovo [09/2020 – 11/2021]

City: Remote | **Country:** Bosnia and Herzegovina

Had privilege to work for Lenovo as technical support for Ideapad line of devices and servers. Working for global giant was great experience to learn constantly and understand how business scale and operate internationally.

One work day includes real-time communication with customers and potential customers as well as working on a high priority cases which need fast and efficient solutions. Besides regular customers, this role included working with IT departments of largest UK companies and assisting with the servers configuration.

Customer experience manager/QA Analyst

Glovo [01/2019 – 09/2020]

City: Sarajevo | **Country:** Bosnia and Herzegovina

Glovo is a Barcelona based start-up that is transforming the way consumer access local goods, enabling anyone to get nearly any product delivered in less than 60 minutes. It is currently European leader in food-delivery business.

In 2019 after expanding in EMEA region, Glovo decided to enter Bosnian market as a first food-delivery company. Challenging and fast-paced environment hungry for success gave me experience in startup environment where I've learned that everything is possible when you want it enough.

Delivery business is specific and it's including multiple stakeholder so customer satisfaction is priority while taking care that technical part is running smooth. I was working with Development team from Spain in order to adapt current code for Bosnian market and also had several QA tasks involved like translations, payment processing, orders testing, couriers assignment and all others which were market specific.

Sales and marketing specialist

AvaTrade [02/2017 – 01/2019]

City: Sarajevo | **Country:** Bosnia and Herzegovina

AvaTrade is globally recognized online trading platform with focus on digital assets and cryptocurrencies. AvaTrade was one of the sponsors of Manchester City, famous English football club.

I was working in a sales department of AvaTrade where my main daily tasks included business communications with prospects and potential clients and active users of the platform.

My main target was to promote potential of investing in cryptocurrencies. In that period Bitcoin was still thing which was relatively suspicious to customers, however with trainings organized by company I have managed to successfully hit my monthly targets and close deals.

EDUCATION AND TRAINING

Energy and high-voltage technician

High school of electrical power engineering Sarajevo [2011 – 2015]

Address: Zmaja od Bosne 37, 71000 Sarajevo (Bosnia and Herzegovina) | **Website:** <http://etssa.edu.ba/>

Bachelor of business administration

Faculty of economics and business [2015 – 2018]

Address: Trg Oslobođenja 1, 71000 Sarajevo (Bosnia and Herzegovina) | **Website:** <https://www.efsa.unsa.ba/ef/en>

LANGUAGE SKILLS

Mother tongue(s): Bosnian | Croatian | Serbian

Other language(s):

English

LISTENING C2 READING C2 WRITING C2

SPOKEN PRODUCTION C2 SPOKEN INTERACTION C2

German

LISTENING A2 READING A2 WRITING A2

SPOKEN PRODUCTION A2 SPOKEN INTERACTION A2

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

VOLUNTEERING

[2014 – Current] Sarajevo, Europe

Project manager & volunteer

Since I was in a high school, I gave my best to actively participate in NGO and charity activities.

I participated in several projects, preparing project documentation for Erasmus projects sponsored by European Union, but also working as a volunteer directly involved in project implementation.

Projects I always love to mention are:

1. SOS Kinderdorf Children's village activities
2. Youth4Work - Erasmus project held in Rogoznica, Croatia
3. Understanding diversity - Erasmus project held in Vienna, Austria

Volunteering helped me to implement skills which I've gained through formal education, to meet new people and to help youth and those who need help.