

TIHRAQUA AHMED

Senior Quality Assurance Engineer

Riyadh, Saudi Arabia

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Summary

ISTQB® certified Software Quality Assurance Engineer with 6+ years in fintech, telecom, government, and insurance, specializing in API and regression testing. Expertise in test plans, Selenium Webdriver, and performance testing using JMeter. Proficient in Agile/Scrum methodologies, delivering high-quality software solutions across diverse industries.

Professional Experience

Council of Health Insurance

Apr 2024 – Present

Senior Quality Assurance Engineer

Riyadh, Saudi Arabia

- Developed and executed test plans and checklists, ensuring thorough coverage of QA activities. KeyWord: Test Plan
- Performed functional, integration, regression, system, and cross-platform testing, identifying and resolving critical issues. KeyWord: Regression testing
- Participated in developing and maintaining Selenium Automation Frameworks in Java using TestNG, improving testing efficiency by 15%. KeyWord: Selenium
- Collaborated closely with development and project teams to investigate, debug, and triage issues back to their root cause, utilizing diagnostic tools and problem-solving skills. KeyWord: Debugging

Zain Sudan

Aug 2022 – May 2024

Applications QA & Testing Specialist

Khartoum, Sudan

- Spearheaded the development and execution of manual and automated testing strategies for IT applications and digital services, increasing user satisfaction by 20%. KeyWord: Test automation
- Orchestrated test design and implemented risk-based testing methodologies to proactively identify potential issues, reducing critical defects by 25%. KeyWord: Risk-based Testing
- Played a pivotal role in conducting performance testing using JMeter to ensure application and e-services performance aligned with expectations, handling up to 10,000 concurrent users. KeyWord: Performance testing
- Actively participated in the strategic upgrade of application releases, contributing to maintaining business systems and mitigating risks of operational disruptions. KeyWord: Application release
- Developed and enforced a dynamic quality plan aligning system quality with requirements, enhancing overall compliance and performance standards. KeyWord: Quality assurance
- Ensured that existing services remained unaffected by the introduction of new services and products, maintaining operational continuity and customer satisfaction. KeyWord: Service continuity
- Applied advanced quality engineering principles throughout the Agile product lifecycle, elevating product standards and efficiency. KeyWord: Agile
- Conducted detailed post-release testing, providing critical feedback for continuous improvement and reducing post-release defects by 18%. KeyWord: Post-release testing

Electronic Banking Services Co. EBS

Aug 2021 – Aug 2022

Quality Assurance Engineer II

Khartoum, Sudan

- Masterminded and executed a comprehensive test strategy encompassing test plans, scenarios, and cases derived from product and software requirements, ensuring thorough coverage and product integrity, covering 100% requirements. KeyWord: Test Strategy
- Reviewed and refined test cases and reports generated by junior engineers, fostering team skill development and ensuring high-quality outputs, improving team performance by 15%. KeyWord: Test cases
- Facilitated certification processes and coordinated seamlessly with vendors and various departments, enhancing cross-functional collaboration, reducing certification time by 10%. KeyWord: Certification process
- Ensured that applications adhered to software quality, security, and payment industry standards, upholding the company's reputation for excellence. KeyWord: Software quality
- Played a key role in planning core system upgrades, including scrutinizing release documents, refining test cases, and overseeing execution, ensuring seamless integration and functionality. KeyWord: System Upgrade
- Initiated and implemented process improvements and introduced tools to streamline workflows, boosting team productivity and effectiveness by 20%. KeyWord: Process improvement
- Engaged in knowledge transfer activities, mentoring junior staff and promoting a culture of continuous learning and improvement. KeyWord: Mentoring

Electronic Banking Services Co. EBS

Feb 2020 – Feb 2021

Quality Assurance Engineer

Khartoum, Sudan

- Executed meticulously crafted test cases to identify and report software anomalies, contributing to the development of robust and reliable software solutions, reducing defect rate by 12%. KeyWord: Test execution
- Developed test cases from product and software requirements under senior supervision, ensuring comprehensive coverage and alignment with project objectives. KeyWord: Test development
- Ensured strict compliance of developed applications with established software quality standards, reinforcing the company's commitment to excellence. KeyWord: Compliance
- Conducted thorough reviews of product documentation, including software installation, configuration guides, and user manuals, ensuring accuracy and user-friendliness. KeyWord: Documentation
- Assessed new product release documents, providing insightful feedback for continuous product enhancement. KeyWord: Product release
- Involved in core system upgrades, including review release documents, updating test cases and executing test cases. KeyWord: system upgrade

Electronic Banking Services Co. EBS

Feb 2019 – Feb 2020

Applications Technical Support Engineer

Khartoum, Sudan

- Managed and maintained vital product support and maintenance contracts with clients, ensuring high levels of customer satisfaction and retention, achieving 95% retention rate. KeyWord: Product support
- Delivered first-level application support, adeptly resolving user issues and enhancing overall system usability and reliability. KeyWord: Application support
- Ensured prompt resolution of problem and root cause tickets in accordance with Service Level Agreements, maintaining high standards of service delivery. KeyWord: SLA
- Collaborated with cross-functional teams to maintain operational efficiency and consistency, contributing to successful application implementations. KeyWord: Cross-functional collaboration
- Took ownership of complex technical issues, demonstrating problem-solving prowess and commitment to customer success. KeyWord: Problem-solving
- Created and maintained functional design documents and other essential user resources, simplifying application usage and enhancing user experience. KeyWord: Documentation

Education

University of Khartoum

Jan 2017 – Jan 2018

MSc. Master of Science, Industrial and Computational Mathematics

Khartoum, Sudan

University of Khartoum

Jan 2010 – Jan 2015

BSc. Bachelor of Science, Mathematics and Computer Science

Khartoum, Sudan

Skills

Technical Skills

Selenium Webdriver (Expert) — Appium (Proficient) — JMeter (Expert) — Java (Proficient) — SQL (Proficient) — API Testing (Expert) — Regression Testing (Expert) — Test Planning (Expert) — Test Scripting (Expert) — JIRA (Expert) — TFS (Proficient) — Postman (Expert) — RestClient (Proficient) — SOAPUI (Proficient) — Playwright (Proficient) — CI/CD (Intermediate)

Soft Skills

Troubleshooting — Problem Solving — Leadership — Tests Design — Teamwork — Communication — Analytical Skills — Agile Methodologies — Scrum Methodologies

Certifications

ISTQB® - FL Certificate

ISTQB® - Mobile Application Tester Certificate

Languages

English

Native

Arabic

Native