

DHOuha TLIG

QA automation Engineer

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WORK EXPERIENCE

Telnet Holding & SoftAtHome

QA Engineer

Tunis, Tunisia

October 2020 – January 2025

- Execute and analyze automated test results.
 - Automate network features test plans (WAN, DHCP, QoS, WiFi, VOIP, IPTV, MQTT, DNS, DSLite, VPN, NTP ...) for different projects.
 - Maintain and review automated tests based on customer specifications and requirements.
 - Automate WEBUI and API tests using Python, Robot Framework, and Selenium, covering 95% of the required tests based on priority.
 - Reduce execution time for existing WEBUI tests to 30% by improving the implemented test environment and frameworks.
 - Identify, report, and track bugs and work closely with developers to resolve issues.
 - Analyse and debug scripts' issues based on generated reports.
 - Analyse and troubleshoot automation setup issues.
 - Assure coverage of 90% of the automated tests for different projects on main features and over 70% of supplemental ones.
 - Support the analysis team to have 100% of the test results analysed and reported before delivery.
 - Analyze customer requirements.
 - Write and execute test plans (WAN, Wireless, VoIP, QoS, Performance, WEBUI, auto Diagnostics ...).
 - Design and write 25% of new tests for different test plans monthly.
 - Configure specific network environments on test setups (Switches, Routers, ISAM, Linux Servers (PPP, DHCP, DNS, FTP, VOD, IPTV, VOIP SIP...)).
 - Communicate issues and bugs to development and management teams.
- Team management and follow-up:
- Mentor junior team members on common projects and ensure proper coordination within the team.
 - Suggesting process improvements and test strategies..

On-site Customer Support Missions: (Switzerland, Netherlands, France):

- Execute sanity, regression, and functional tests within the customer premises.
- Collaborate with the QA team, the Dev team, and the project managers to understand product requirements and testing needs to perform detailed testing across multiple environments.
- Report defects and ensure software reliability and functionalities.
- Create, maintain, and update test cases and test plans based on customer specifications.

Telnet Holding

Network Engineer Intern

Tunis, Tunisia

February 2020 - August 2020

- Design and development of a support platform for the HGW Quality Assurance.
 - Building and maintaining a CI/CD pipeline using DevOps open-source tools on which the platform should be run.
 - Ensure that execution time is improved by 15% at least compared to the existing solution.
- Using: Python, Django, Docker, Kubernetes, Minikube, Jenkins, Git, PostgreSQL.

EDUCATION

Tunis El Manar University, Higher Institute of Computer Science

Engineering Degree in Information and Communication Technology

Tunis, Tunisia

Graduation Date: September 2020

- Organizations: IEEE ISI Student Branch, Creative Lab

Tunis El Manar University, Higher Institute of Computer Science

Bachelor's Degree in Information Technology

Tunis, Tunisia

Graduation Date: June 2016

SKILLS & INTERESTS

Skills: Python | TCL | Shell | Robotframework | Selenium, Postman, Playright, Cypress | Jira, Jira Xray | Jenkins | Docker | GitLab, GitHub | Kanban | Confluence | Regression testing | API & WEB test | Functional tests | Test automation | Networking | SQL

Trilingual: Arabic, English, French

Interests: Reading, Exercising, Painting, Cooking