

H. M. FAIZAN

Karachi, Sindh / Pakistan | +92 304 0208189 | hmfaizanp@gmail.com |
www.linkedin.com/in/hmfaizan | www.github.com/hmfaizan

SUMMARY

I am an SQA Engineer with 3 years of experience, specializing in manual testing and ensuring high-quality releases. I have led detailed test planning and execution that consistently identified critical issues early, reducing post-launch defects. My strong attention to detail and ability to collaborate cross-functionally have driven successful project outcomes. I am dedicated to delivering flawless user experiences through thorough validation.

TECHNICAL SKILLS: Manual Testing, Test Case Design, Test Execution, Defect Reporting, Bug Tracking Tools (JIRA, Trello, Clickup, TestWorthy), Test Documentation (Test Plans, Test Cases, Test Scripts), Web and Mobile Application Testing, Functional Testing, Regression Testing, User Acceptance Testing (UAT), Agile and Scrum Methodologies, SQL for Data Validation, Cross-browser and Cross-platform Testing, SDLC (Software Development Life Cycle), Version Control (Git).

PROFESSIONAL EXPERIENCE

Crony Softwares SQA Officer

Karachi, Sindh/ Pakistan
December 2022– Present

As an SQA Officer at Crony Softwares, I have led efforts to ensure the quality and functionality of both mobile and web applications, playing a pivotal role in delivering seamless user experiences. My contributions have directly impacted product quality, client satisfaction, and project timelines.

Key Responsibilities & Achievements:

- Spearheaded functional and responsiveness testing for Flutter-based applications, ensuring smooth cross-platform functionality across both Android and iOS.
- Conducted extensive testing for mobile (Android & iOS) and web applications, identifying and documenting over 200 bugs and contributing to a 30% improvement in application performance.
- Led regression testing for multiple application releases, streamlining testing cycles and reducing post-release defects by 25%.
- Managed defect tracking and bug reporting via Trello, ensuring transparent communication between development and testing teams, improving the time-to-resolution for high-priority issues by 40%.
- Collaborated closely with the development team to refine test cases and identify edge cases, which improved test coverage and reduced critical issues in production.

Project 1: B2B Hardware Sales Platform (Mobile & Web)

I've been integral to ensuring the quality and functionality of both the mobile and web applications for a B2B hardware sales platform. These applications, built on Flutter with a .NET backend, are critical for streamlining day-to-day business operations such as inventory management, purchases, reports, and user/customer management.

- **Led** functional and responsiveness testing for both mobile and web applications used for managing price books, daily entries, purchase records, and customer data.
- **Enhanced** test coverage and accuracy by developing and executing comprehensive test suites for critical business features such as inventory management, reports, and attendance tracking.
- **Optimized** regression testing processes, reducing defects related to price book and purchase entries by **30%**, improving product stability.
- **Reduced** the time-to-resolution for high-priority bugs by **40%** through proactive collaboration with the development team, improving overall development timelines.
- **Validated** key reports (sales, attendance, and financial) to ensure accurate data presentation, directly impacting **client satisfaction** and decision-making processes.
- **Documented** over **500 critical bugs**, successfully tracking and reporting them on Trello, leading to faster issue resolution and better communication across cross-functional teams.
- **Increased** test efficiency by automating repetitive testing tasks, contributing to faster release cycles without compromising product quality.

Project 2: Customer & User Management System

- **Tested** user and customer management features to ensure proper data synchronization and integrity across both Android, iOS, and web platforms.
- **Improved** user experience by identifying and reporting critical bugs related to customer profile creation, data tracking, and user permissions, reducing errors by **25%**.
- **Validated** attendance management functionalities, ensuring they were in compliance with business requirements and supported smooth workflow operations for clients.
- **Collaborated** with developers and business teams to refine test scenarios based on evolving requirements, ensuring better alignment between business logic and software functionality.
- **Ensured** the robustness of user profiles and role-based access, preventing unauthorized access and enhancing system security.

DigiTechIO

SQA Intern

Karachi, Sindh/ Pakistan

April 2022–November2022

As an SQA Intern at DigiTechIO, I contributed to the quality assurance of various WordPress websites, web applications, and e-commerce sites. My work focused on ensuring high-quality user experiences across multiple platforms, including performing functional, GUI, cross-browser, and API testing.

Project 1: WordPress Websites & Web Applications Testing

- **Performed** comprehensive testing on multiple WordPress websites, focusing on functionality, cross-browser compatibility, and user interface issues.
- **Executed** manual and automated test cases for e-commerce websites, identifying critical issues related to user navigation, product search, checkout processes, and payment gateway integrations.
- **Enhanced** the testing process by conducting cross-browser testing, ensuring websites functioned seamlessly across Google Chrome, Firefox, Safari, and Edge, improving overall user accessibility.
- **Validated** API endpoints of web applications to ensure accurate data exchange and smooth user interaction, improving app reliability and performance.
- **Reported** defects and tracked progress using Zephyr in Jira, improving issue tracking and resolution efficiency.

Project 2: E-Commerce & Functional Testing

- **Tested** functionality of various e-commerce sites, including user registration, product selection, cart functionality, and order processing, ensuring flawless end-to-end user experiences.
- **Created** detailed test cases for manual testing in Zephyr (Jira), improving the test coverage and reducing the time to catch defects.
- **Performed** GUI testing on web applications to ensure consistency in layout, color schemes, and overall design, ensuring that the user interface aligned with client specifications.
- **Tracked and documented** bugs through Jira, ensuring clear communication between development and QA teams to resolve issues quickly and accurately.

EDUCATION & OTHER

Master of Science (MS) in Project Management (PM)

Babaria University — Karachi, Sindh, Pakistan

September 2023 – January 2025

CGPA: 3.9

Bachelor of Engineering (BE) in Electrical Engineering

NED University of Engineering & Technology — Karachi, Sindh, Pakistan

August 2018 – August 2022

CGPA: 3.6

Intermediate in Pre-Engineering

Adamjee Government Science College — Karachi, Sindh, Pakistan

May 2016 – March 2018

Grade: A+

TECHNICAL SKILLS:

Testing & QA Tools:

- Functional Testing
- Android/iOS Testing
- Regression Testing
- Manual Testing
- Test Case Design
- API Testing (Postman, JMeter)
- JJI/JJX Testing
- Defect Tracking & Reporting (Trello, Jira, Qase)
- Test Management (TestWorthy)

Methodologies:

- Agile/Scrum Methodologies

Programming & Scripting Languages:

- Python
- JavaScript
- SQL

LANGUAGES:

- Urdu — Native or Bilingual Proficiency
- English — Professional Working Proficiency

OTHER EDUCATION:

- API Testing with JMeter — February 2023 – March 2023
- SQL - Basic — January 2023 – February 2023
- Cucumber with Selenium Java (Basic) — December 2022 – January 2023
- Test Case Management with Testworthy — October 2022 – November 2022
- JMETER from Scratch - Performance Testing — September 2022 – December 2022
- NFIP Training - Frontend Development — September 2022 – December 2022
- QA Fundamentals — August 2022 – September 2022
- Python Basics — May 2020 – July 2020