Ishtiaque Islam Khan

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Professional Summary

Detail-oriented and proactive Software Quality Assurance Engineer with proven experience in manual and automated testing, performance optimization, and continuous integration. Passionate about delivering robust, user-centric software solutions and driving quality initiatives.

Core Skills

- **Testing:** Selenium WebDriver, Cypress, Postman, Apache JMeter, Manual & Automated Testing

- **Test Management:** Jira, ClickUp, Confluence

- **Automation/CI:** GitHub Actions, Jenkins, GitLab CI, Fast-Check Deployments

- **Programming:** Java, JavaScript (Node.js), Python, SQL

- **Methodologies:** SDLC, STLC, BDD/TDD, OOP, Agile/Scrum

- **Soft Skills:** Client Engagement, Stakeholder Coordination, Effective Communication, Analytical Thinking

Professional Experience

Software Quality Assurance Engineer (Intern) *Jan 2025 – Apr 2025*

W3 Engineers Ltd., Dhaka

- Conducted functional, regression, and UI testing for the Vacation Rental Services (VRS) web and mobile platforms, ensuring high-quality releases

- Designed and executed 500+ end-to-end test cases, identifying and documenting 100+ bugs for early resolution and enhanced user experience

- Coordinated and deployed hotfix releases within strict SLAs, maintaining zero downtime for critical production issues

- Performed rapid smoke and sanity checks post-deployment to verify system stability and core functionality before sign-off

- Collaborated directly with clients to gather business requirements and translate them into clear test plans and acceptance criteria

- Managed test environments and data, and maintained CI pipelines for Fast-Check Deployments in both staging and production

- Monitored application performance logs and error reports, triaged issues, and provided actionable feedback to the development team

- Facilitated Agile ceremonies (stand-ups, backlog grooming, retrospectives) to drive clear communication and timely project delivery

[Certificate Link]

Business Development Executive   *Sep 2023 – Dec 2024*
Gigabyte Technologies Ltd., Dhaka

- Led client requirement analysis and translated business needs into clear, testable specifications

- Developed QA dashboards to track defect metrics and test coverage, improving team visibility

- Coordinated with IT, product, and marketing teams to expedite issue resolution and project delivery

Key Projects

- **Load Testing with JMeter:** Designed and executed comprehensive load tests using Apache JMeter to evaluate and optimize the performance of a sample e-commerce website under varying user loads [GitHub Link]

- **API Testing with Postman:** Created and executed automated API tests using Postman collections to validate endpoint functionality and response accuracy [GitHub Link]

- **E-Passport Contact Form Test Cases:** Developed detailed manual test cases to validate the functionality and user input handling of the E-Passport contact form [GitHub Link]

- **Java Desktop App: Let us fight COVID:** Developed a Java desktop application with MS SQL integration to manage COVID kit purchases and display real-time data [GitHub Link]

Education

B.Sc. in Computer Science and Engineering   *2019 – 2023*
Ahsanullah University of Science and Technology
CGPA: 3.19/4.00

Higher Secondary Certificate (HSC)   *2016 – 2018*
Dhaka Residential Model College
GPA: 4.42/5.00

Certifications & Training

- Software Quality Assurance Course, Bug Resistance (May–August 2023) [Certificate Link]

References

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