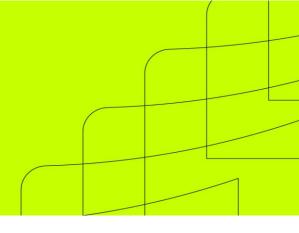# FDM

Jubin Raj Nirmal

Software Engineering | QA Developer

Profile

Jubin is a detailed oriented software engineer with a Master's in Information Security, currently expanding his focus in Quality Assurance and Testing. With a strong foundation in IT operations and systems administration, he applies analytical problem solving, process awareness, and a security focused mindset to QA projects. Currently upskilling in manual testing and pursuing ISTQB, he is well versed in Agile methodologies, test planning and defect management and is known for his collaborative approach and commitment to delivering high quality solutions. His familiarity with DevOps tools and CI/CD pipelines support efficiency, scalability and continuous improvement in high-availability environments.

Key skills

- Manual & Automation Testing
- Java & Python for QA Automation
- Cloud Platforms & Services
- Infrastructure as Code

- Test Case Design & Test Execution
- Containerization and Orchestration
- CI/CD & DevOps Practices
- Agile Workflows & Team Collaboration

FDM Skills Lab

Software Engineering | QA

FDM Skills Lab | Jul 2025 – Current

- **ISTQB and Manual Testing:**
  Applied ISTQB standard testing concepts to create artifacts including test plans, test cases, defect reports and test closure documents. Practiced structured manual testing approaches aligned with project quality goals.

- **Automation Testing and API testing :**
  Gained exposure to building test automation frameworks using Java, Selenium, and Cucumber (BDD/TDD) with Page Object Model design. Managed regression testing using Jenkins and Github, and validated APIs using Postman and RestAssured to support CI/CD pipeline integration.

IT Operations

FDM Skills Lab | Mar 2025 – Current

- **Agile IT Service Management**
  Utilized Agile methodologies (Scrum and Kanban) and IT Service Management practices in ServiceNow to create Change requests, resolve Incidents, create knowledge articles for Knowledge Management, and convert incidents to Problems.

- **Linux Administration**
  Utilized commands and shell scripting to automate tasks, and to administer and maintain reliability of Unix/Linux systems.

- **Interfacing AI with Python**
  Used Python scripting for automation and to interface with AI through conditionals and control statements, data structures, functions, file handling, and conducted prompt engineering through API calls to LLMs like GPT.

- **Windows Server and Networking Administration**
  Managed Active Directory accounts and automated policy enforcement using PowerShell and Group Policy Objects. Configured Cisco routers/switches, applying ACLs and VLANs for secure network segmentation.

- **Cloud and Database Management**
  Provisioned and managed Azure compute, storage, and network resources with built-in monitoring, logging, and identity tools. Used ER diagrams and SQL operations to manage Azure MySQL databases and backups.

- **Information Security**
  Focused on Vulnerability Scanning and Management, Identity and Access Management, Threat Modelling, Attacker Tactics Techniques and Procedures, IDS/IPS, SIEM solutions, firewalls, and EDR tools.

- **Infrastructure as Code (IaC) and Containerization**

Utilized Terraform for cloud-agnostic infrastructure as code (IaC) automation, covering state management, modules, and dynamic blocks while leveraging Docker for containerization, handling image creation, networking, storage, and efficient deployment of containerized applications across environments.

- **Containerization and Orchestration**
  Automated CI/CD pipelines with Jenkins, integrating source control for efficient application delivery. Optimized Kubernetes deployments with namespace and resource management, implementing RBAC for secure access, and configured Nginx Ingress Controller for automated scalability, load balancing, and reliable external traffic handling.

Experience

Financial Care Representative

Alorica, Canada| Nov 2024 – Feb 2025

Managed payments, account queries, and disputes while ensuring compliance. Documented calls accurately and collaborated with teams to enhance customer experience.

- Achieved 100% customer satisfaction by resolving issues efficiently using Genesys Cloud and Salesforce CRM.
- Ensured compliance with call protocols and collaborated across teams to resolve fraud and account-related concerns.

Cybersecurity Intern

Vosyn AI, Canada | Sep 2024 – Dec 2024

Led SOC compliance by developing policies, performing gap analysis, and implementing security controls and logging to enhance audit readiness.

- Enforced SOC 1 and SOC 2 policies and developed a centralized RBAC logging system to strengthen compliance.
- Streamlined incident response by co-developing remediation playbooks and managing collaboration through the Notion platform.

Education

Master of Engineering in Information Systems Security

Concordia University, Canada | Jan 2023 – Sep 2024

- Network Security and Architecture
- Malware Defence and Application Security
- Cybercrime Investigations
- Software Quality Assurance

Bachelor of Technology in Computer Science and Engineering

SRM Institute of Science and Technology, India | Jul 2018– Jun 2022

- Computer Architecture and Automata
- Programming and Debugging
- Software Development Lifecycle
- Computer Networking

Achievements and additional skills

- Microsoft Applied Skills: Deploy and Configure Azure - May 2025
- CompTIA Security+ - Aug 2024
- (ISC)² Certified in Cybersecurity - May 2024
- Microsoft Applied Skills: Migrate SQL workloads to Azure SQL Database – May 2025
- Microsoft: Azure Fundamentals - Jul 2024
- Fortinet Certified Associate Cybersecurity -Mar 2024