


Muhammad Rameez Hassan

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ABOUT ME:

I am a Software tester with one year of experience in IT support, and I am enthusiastically seeking An opportunity to make a valuable contribution to the success of a software development team. My track record demonstrates a strong ability to troubleshoot and resolve technical issues, compose and execute Comprehensive test cases, and collaborate effectively with cross-functional teams.

EDUCATION:

BS-CS

July 2017- Sep 2021

Government College University Faisalabad

PROJECT:

Website Testing for PAK CULTURE PRODUCT

- Developed and executed comprehensive test cases for the PAK CULTURE website.
- Successfully identified and resolved multiple critical defects, enhancing the website's performance and quality.

WORK EXPERIENCE:

Working as IT Support Specialist in MTBC Care Cloud Islamabad [Sept 2021 – Present]

Key responsibilities:

- Collaborate with stakeholders to address technical issues and work closely with the Development team to resolve them.
- Efficiently handle and resolve escalated user complaints, ensuring customer satisfaction.
- Escalate issues in adherence to service level agreements.
- Documenting, troubleshooting, and problem-resolution steps.
- Communicate functionality requests and software change requests to the development team.
- Provide proactive communication to the development team project manager and stakeholders.
- Demonstrate strong problem-solving skills in identifying swift solutions and proficiency in Debugging.

SKILLS:

Functional Testing

Write required traceability Matrix

Jira

Usability Testing

Performance Testing

Agile methodology (including scrum and Kanban)

Identify Test Scenarios and Test Cases

SQL

Log Rocket

Jmeter

User Acceptance testing

Solar Winds