

Muhammad Umer Akram

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Lahore, Punjab

Summary

Highly skilled QA professional with extensive experience in software testing and quality assurance. Exceptional analytical and evaluative skills, coupled with meticulous attention to detail, enable rapid and accurate identification of bugs and issues. Strong communicator, adept at collaborating with testers and developers to clearly articulate and resolve defects. Ambitious and energetic, driven to make a significant impact on every project.

Experience

Software Quality Assurance Engineer

MailMunch • Lahore, Punjab

12/2022 - Present

- Monitor Flow of data from front-end to database and mixpanels.
- Data Extracting Using MySQL from database.
- Generating Reports of different data gathered by different Queries.
- REST API testing using Postman
- Design test plans, scenarios, or procedures.
- Identify, analyze, and document problems with program function, output, online screen, or content.
- Participate in product design reviews to provide input on functional requirements, product designs, schedules, or potential problems.
- Collaborated with cross-functional teams to develop and maintain comprehensive test plans, resulting in a 95% success rate in finding critical bugs prior to product launch.
- Retest fixed defects and perform regression testing to ensure that new changes do not introduce new bugs.
- Document test procedures to ensure replicability and compliance with standards.
- Monitor bug resolution efforts and track successes.
- Report any defects or issues found during testing using a bug tracking tool. e.g., JIRA
- Developed and documented basic local setup instructions for testing environments and protocols on Confluence, improving onboarding efficiency and standardizing testing processes. (Confluence)

Cypress Automation

- Designed and implemented a comprehensive Cypress test framework using Page Object Model (POM) architecture for maintainable and scalable test code
- Created 20+ test suites with 100+ test cases covering critical user flows, including authentication, site settings, user management, and email verification processes
- Integrated Cypress testing with GitHub Actions for daily automated test execution at 10:00AM PST, reducing regression testing time by 70%
- Implemented test reporting with AWS integration for video recording storage and automated Slack notifications
- Developed custom commands and utility functions for test data generation, improving code maintainability
- Created network request interception patterns to validate API responses and ensure data integrity
- Implemented email verification testing using Gmail API integration for end-to-end user flow validation
- Reduced manual testing effort by 60% through strategic automation of critical user journeys
- Achieved over 80% application test coverage through automated testing

Education

BS Computer Science

MNS University of Agriculture, Multan • Multan, Punjab

05/2019

- Scored CGPA of 3.31

Tools

- Postico
 - Github Desktop
 - Visual Studio Code
 - Basic Linux Scripting
 - Loom Desktop
 - Docker
 - Jira
 - MySQL
 - Command Line
 - Confluence
 - Slack
 - TestFlight
 - Cypress
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Skills

Website Design, Critical Thinking, Problem Solving, Multi-Tasking, Postman, Communication skills, Reporting, Documentation review, Confluence, Mobile App Testing, Web Application Testing, Time management, Cypress Automation, Github Actions

Professional Development

Microsoft Learning

- **Completed Module:** Build end-to-end test with playwright
 - **Transcript:** Available upon request
 - **Date of Completion:** July 2024
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Projects

Android Projects:

Farm Data Analytical System

A smart application system based on a relational database used to collect the survey information and sampling data that can be further analyzed for the pattern identification so that future planning and research can be done to improve the productivity of agricultural lands and to improve the farming practices that are affecting from the soil and ground water in the region. Proposed system will offer efficient data record management and crystal reporting capabilities with dual API's (i.e. web and android) sharing a common repository. The Android API is only used for collecting GPS location based survey data and sampling data from the fields. Web API is designed for the administrator where he can create new users, manage the recorded data and perform analyses on the data generating graphs and data reports.

Web Projects Tested

- Mailmunch
- Appflows
- The Funnel HQ
- Autoscale
- Whalehero
- Hatch Buck
- Marketing Milk
- and More

Mobile Apps Tested

- Shopbae App (IOS/Android)
- Familiarized ourself with the different user flows and functionalities of the app, such as browsing products, adding items to the cart and user account management.
- Developed a detailed test plan outlining the scope, objectives, resources, and schedule of the testing activities.

Executed test cases manually to verify each functionality of the Shopbae app. This includes:

- **User Registration/Login:** Testing user sign-up, login, and logout functionalities.
- **Product Browsing:** Ensuring users can browse products, view details, and search for specific items.
- **Chatbot:** Testing our AI-based chatbot with different scenarios to study the AI Responses
- **User Account:** Testing profile management, order history, and wishlist features.
- **Performance Testing:** Conduct performance testing to evaluate the app's responsiveness, load times, and scalability.
- **Usability Testing:** Assess the app's user interface and user experience to ensure it is intuitive and user-friendly.

Certificates

Playwright by Microsoft

Languages

English, Urdu