

Omar Alkhalili

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TECHNICAL SKILLS

- ◆ Strong knowledge of **HTML**, **CSS**, **JavaScript**, **Chrome/Firefox Developer Tools** and **Fiddler web debugging proxy**
- ◆ Extensive **automated** and **manual QA** experience including test automation with **Java**, **Selenium Web Driver** and **Jenkins**
- ◆ Experience with **AWS (Amazon Web Services)**, **Linux** command-line and writing **SQL** queries
- ◆ **CompTIA Security+** certified and knowledgeable of fundamental security topics
- ◆ Client-facing **technical support** and **troubleshooting** experience in advertising, non-profit and enterprise software industries
- ◆ **Agile** software development experience including the use of **JIRA** and **Confluence** for issue tracking and documentation

PROFESSIONAL EXPERIENCE

BrainPOP - New York, NY

Quality Assurance Engineer

February 2019 – Present

- ◆ Develop Java-based test automation scripts using Selenium Web Driver and JUnit
- ◆ Perform manual testing of the BrainPOP site before and after releases
- ◆ Maintain internal team documentation relevant to automation and processes

Undertone - New York, NY

Senior Support Engineer

June 2018 – February 2019

- ◆ Investigated and resolved post-production technical issues and reporting discrepancies
- ◆ Collaborated with the development team to identify platform issues/bugs and prioritize their resolution
- ◆ Monitored all back-end services and communicated service outages to technical teams and external users

Technical Client Support Specialist

January 2016 – May 2018

- ◆ Performed manual testing and provided troubleshooting for creative issues
- ◆ Developed and maintained Java-based test automation scripts using Selenium Web Driver, TestNG and BrowserStack
- ◆ Maintained QA documentation and periodically trained teammates on testing practices

AvePoint - Jersey City, NJ

Technical Analyst

November 2014 – December 2015

- ◆ Provided technical support to enterprises using AvePoint software solutions for Microsoft SharePoint

SEEDCO - New York, NY

Operations Associate

October 2013 – November 2014

- ◆ Provided technical assistance to users of the EarnBenefits Online web application

International Advanced Materials - Spring Valley, NY

Sales and IT Assistant

March 2012 – October 2013

- ◆ Offered formal product quotes to customers and addressed office technical issues

CERTIFICATIONS

CompTIA Security+

February 2021

Microsoft Office Specialist - SharePoint 2013

September 2015

EDUCATION

Montclair State University

Fall 2019 – Present

- ◆ Master of Science in Information Technology, GPA 3.8

Ramapo College of New Jersey

Fall 2010 – Spring 2013

- ◆ Bachelor of Arts Degree in Political Science, GPA 3.9