

Shahzaib Iftikhar

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SUMMARY

Enthusiastic professional with expertise as a Software Quality Assurance Engineer and Client Facing roles, bringing proven ability to promote organization and availability through effective schedule development. Positive and upbeat team player with keen attention to details and strong decision making skills to manage multiple, concurrent tasks. Having worked extensively in roles requiring deep problem-solving, cross-functional collaboration, and client training, I bring strong interpersonal and organisational skills suited to providing one-on-one support.

EXPERIENCE

Zuub, **Software QA Engineer**

Aug 2024 - Present

Enhanced product reliability through regression testing and continuous integration practices.
Reduced manual testing time with robust automation frameworks, optimizing resource utilization.
Managed defect tracking process using bug-tracking tools, providing timely updates to stakeholders.
Design and execute queries to validate data integrity, accuracy, and consistency across relational and non-relational databases.
Collaborate with development teams to ensure seamless integration between applications and databases, preventing data loss or corruption during releases.

Deets, **Software QA Engineer**

Jun 2023 - Jul 2024

Conducted functional and usability testing on various platforms including Windows, Mac, Android, and iOS devices to ensure product quality.
Documented testing procedures for future reference and provided valuable insights to developers for bug resolution.
Evaluated product function, performance, and design compliance against design standards and customer needs.
Developed defect databases to track known issues and supported Agile and Scrum frameworks for release completion.
Design and execute end-to-end test cases for web and mobile applications, ensuring functionality, performance, and responsiveness across multiple devices, operating systems, and browsers.

Jobcase, Inc., **Software QA Engineer**

Jan 2022 - May 2023

Implemented and executed test case designing for software quality assurance at Jobcase, Inc Web and Mobile Applications.
Identify and report UI/UX inconsistencies, API failures, and platform-specific defects while collaborating closely with developers to ensure seamless integration and optimal performance.
Conducted regression, system, sanity, functional, environment, and UAT tests during project life cycle.
Collaborated with development team to integrate testing into SDLC and address quality issues promptly.
Identify and resolve performance bottlenecks by performing load, stress, and optimization testing on database queries, stored procedures, and triggers.

edX, **Technical & Financial Support Specialist**

Jan 2020 - Dec 2021

Guided individual enrollments for financial assistance procedure to help them ensure an equal learning experience.
Developed scripts, FAQs, and knowledge base articles to address common student inquiries.
Approved financial support for deserving cases and students to accomplish their academic ambitions.
Analyze, troubleshoot, and resolve hardware, software, and network-related issues by applying expert knowledge and systematic problem-solving techniques.
Provide real-time solutions through various support channels (phone, email, chat) while adhering to established SLAs to minimize business disruption.

EDUCATION

The University of Law

MSc • Computer Science • Jun 2025 - 2026

SKILLS

Jira • Cypress.io • Test Planning • Test Strategy • Test Suites • Asana • Trello • Bug Tracking • End-to-end Testing • UI Testing