**Ameer Hamza**  
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**SUMMARY OF QUALIFICATIONS**

* Highly motivated self-driven Software Quality Assurance Engineer with 2.5 years of experience in testing (manual, automated, mobile and web application).
* Software Applications Domain Knowledge in hospitality and banking industries.
* Expert in managing projects and product testing using Agile methodologies.
* Hands-on experience in cross-browser testing, Black Box, automation testing, system/integration tests, installation and maintenance support.

**TECHNICAL SKILLS**

* **Methods:** Black box testing, regression testing, retesting, sanity testing, smoke testing, cross browser testing, manual testing, load testing, user acceptance testing, functional testing, test case management, test scenario documentation, alpha/beta testing, usability testing, Integration testing, mobile testing, bug logs, automation testing
* **Tools:** Microsoft Team, Azure DevOps, Asana, Slack, Jira, Selenium, Cucumber, Katalon Studio, JMeter
* **Programming:** SQL, C/C++, Python, Java
* **Microsoft Office:** Excel, Word, PowerPoint

**PROFESSIONAL EXPERIENCE**

**IT Help Desk Support and Software Quality Assurance** December 2019- Present

*FNF Canada, Mississauga ON*

FNF Canada is an industry leader in new and innovative Appraisal Management solutions, providing national lenders, insurers and brokers with full-service solutions for residential commercial appraisal services including Full, Desktop, Drive By, Progress Inspections, Mobile home Inspections, 3rd party (AVM), and Hybird Appraisals. Their national network of over 2,500 appraisers ensures that local appraisers are always used, and valuations are representative of local market knowledge.

***SQA Responsibilities***

* Review requirements, specifications and technical design documents to provide timely and meaningful feedback
* Create detailed, comprehensive and well-structured test plans and test cases to ensure product is thoroughly analyzed
* Estimate, prioritize, plan and coordinate testing activities within department to ensure all deadlines are met
* Identify, record, document and track bugs for website and mobile applications
* Perform thorough regression testing when bugs are resolved to ensure the product is functioning properly
* Develop and apply testing processes for new and existing products to meet client needs
* Investigate the causes of non-conforming software and train users to implement solutions
* Stay up to date with new testing tools and test strategies to further enhance FNF products and services
* Identify bugs by performing smoke, sanity, functionality, retesting, regression, and user interface testing on website and mobile application
* Perform load, stress, and performance testing on JMeter tool to ensure the application can handle a large volume of data

***IT Support Responsibilities***

* Provide exceptional customer service to internal and external inquiries to ensure customer needs are met
* Monitor and assign tickets to staffs/ departments to ensure quality and efficiency of support
* Identify, evaluate, and prioritize clients’ problems and complaints to ensure that inquiries are resolved appropriately
* Ensure that clients’ expectations are met and are in line with the clients’ service level, policies, practices and procedures
* Handle escalated calls, complaints and issues or direct to the appropriate person or departments
* Creating, updating and disabling FNF employees and clients in Active Directory and Portals
* Troubleshooting access to files on FNF Connect Portals
* Administration including account updates, password reset and password unlocking
* Prepare reports, correspondence, emails, spreadsheets and other documents
* Assist in translation for the Portals and User guides
* Responsible for management card process, including administration of new requests
* Prioritize and manage own workload to ensure quality and efficiency (i.e. meet deadlines; be flexible in adjusting to changing work priorities)
* Take initiative to identify and recommend improvements in the process, research and/or investigate issues to increase efficiency of tasks

**Software Quality Assurance Engineer** October 2017- August 2019

*Cuddly Nest, Pakistan, Lahore*

Cuddly nest is a market-place Web-based application for renting accommodations with properties located globally. The platform provides homeowners a user-friendly experience where they can upload their accommodation details to the website in a few minutes. It provides a similar user-friendly experience for potential renters to obtain immediate bookings.

* Tested desktop and mobile versions of web applications in production environments while focusing on testing all possible user personas such as Owner, Renter, Administration etc.
* Worked closely with developers to ensure that technical specifications are well defined and conducted cross-bowser testing to ensure compliance
* Monitored, analyzed and reported bugs that resulted from testing the application
* Utilized bug tracking system and performed bug fix verification testing to ensure the product was error free
* Utilized WebDriver, Java and Junit to create test cases to ensure product was user friendly
* Managed and executed test processes, analyzed system requirements and developed test plans and test scenarios to ensure function requirements were met
* Ran functional and non-functional testability on desktop and various mobile devices

**Software Quality Assurance Engineer** April 2016- July 2017

*D-Voyage (Banking Software), Pakistan, Lahore*

Deployed at Allied Bank Limited Head Office Lahore for the implementation of Cheque Truncation System.

* Created, recorded and ran test procedures based on business requirements for a web-based banking software
* Collaborated with peers and development team on test reviews
* Examined and provided test status reports, including progress, defects, risk, and potential impacts
* Performed black box testing to ensure banking software was ready for end-user
* Provided support on system configuration, management and installation
* Evaluated applications through debugging and troubleshooting technical issues on App Server and DB Server
* Coordinated with customers to develop, migrate and debug application issues
* Completed analysis and presented periodic reviews of application performance and provided solutions and training of final products to customers
* Developed and executed test plans, test cases, and new patches for QA

**EDUCATION**

**Bachelor of Computer Science**  September 2011*-*April 2015

* *University of South Asia, Lahore, Pakistan*