



RIZWANA ZAHOOR

PROFESSIONAL SUMMARY

Results-driven **Software Quality Assurance Leader** with **over 10+** years of experience in QA and **product release management**. Expertise in delivering **top-tier software quality** across various industries, including **healthcare** (84.5% bug-free rate) and **real estate** (25% defect rate reduction). Proven success in **insurance, airline and aviation, fintech, banking, transportation, e-commerce, and B2B/B2C solutions**. Strong background in **technical client support** and strategic consultancy, with skills in Big Data, SAP, SaaS, ERP, CRM, and AI technologies to **optimize QA processes** and ensure project success.

CONTACT

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CERTIFICATION

Scrum Fundamentals Certified (SFCTM) by Scrum Study | 2021

EDUCATION

MS in Software Engineering, 2011
BS (IT) Hons, 2008

TECHNICAL SKILLS

- **AI Model Testing**
- **Manual Testing**
- **Mobile Automation**
- **API Testing**
- **Performance Testing**
- **Security Testing**
- **UAT**
- **Integration Testing**
- **Agile Methodology and Scrum Framework**
- **Defect Management**
- **Test strategy Development**
- **Technical Client Support**

WORK HISTORY

PRINCIPAL SOFTWARE QUALITY ENGINEER

CLUSTOX

2019 – 2024

Project 1: Quantified Communications | Domain: Telecom | Role: Principal SQE

Skills: Security Testing, Bot Scaling, AI model Testing, Mentoring Cloud watch logs, Kibana Logs, Sentry I/O logs to measure performance, SQL, Manual Testing, Test Management, JMeter, End-to-end Testing, API Testing, Load Testing, and Test Cases.

- 1- Empowered customers to effective solutions by VOIP and **AI simulation** with strong communication, **debugging**, and **SQL skills** in addition to **data validation** skills in order to improve data platform efficiency and to maintain standards that assure **quality**.
- 2- Introduced simulations for VOIP and **AI** that enhanced clarity of calls by **35%** and reduced call drops by **25%** within six months.
- 3- Used VOIP and **SQL** for data validation to shorten the process time by **40%**, increase system reliability by **25%**, and ensure accurate **voice messaging solutions**.
- 4- Managed **release cycles**, supervised **testing phases**, and coordinated with teams to ensure **on-time delivery** of quality software.
- 5- Provided **customer success** support by ensuring the **quality** of products, **problem resolution** promptly, and **collaboration** with clients to enhance their **experience and satisfaction**.
- 6- Managed performance monitoring and analysis with **AWS CloudWatch**, **Sentry I/O Logs**, and **Kibana** logs to ensure system optimization, quick detection, and resolution of issues by performing comprehensive log analysis and proactive **problem-solving**.
- 7- Used **SQL** to analyze data from **AI simulators** and coaching systems, ensuring accurate testing and validating algorithm performance.
- 8- Define **project scope** and timelines, develop **cybersecurity strategies**, and select tools for the analysis of closed protocols.
- 9- Managed **technical standards** of skilled reverse engineering teams and collaborated with **testers and DevOps** on ensuring that deliverables are of high quality and compliant.

Project 2: Telbee | Domain: Telecom | Role: Sr. SQA

TOOLS

- Jira with X-ray, Trello, GitHub, Test trail
- POSTMAN
- JMETER
- APPIUM
- Test NG, JUnit
- Browser Stack
- Burp Suite, and Net Sparker
- AWS (Cloud Watch)
- Sentry I/O Logs
- Kibana Logs
- ANDRIOD STUDIO
- ECLIPSE IDE
- PG Admin, DB Weaver
- Languages (Java)
- JENKINS

SOFT SKILLS

- Team Work and Collaboration
- Leadership
- Time Management
- Process improvement
- Strong communication
- Adaptability

COURSES & TRAININGS

- Mobile Automation
- API Testing
- Security Testing
- Selenium Automation
- AI Testing

ACHIVEMENTS & AWARDS

- 1st Prize for **Best Tester** | Testhaton Event | AROURA SOLUTIONS
- 1st Prize for research paper "**Progressive Mining Scheme for Estimating Developer's Effort through Bug Fix Activity**" | collaboration with CUST | CBICS
- Certificate of Attendance "**IT Soft Skills Training**" | PSEB
- **STAR Candidate** | PSEB
- **Precious Gem** | Clustox

Skills: Stress Testing · Manual Testing, Test Management, · JMeter, End-to-end Testing, API Testing, Load Testing, and Test Cases., Cross- browser Testing, UI Testing, and SQL,

- 1- Led **QA** for a fully integrated voice messaging application to enhance customer engagement with podcasts, sales, and feedback channels.
- 2- Designed detailed **test plans** covering **functional, stress, and load** testing for all aspects of the application.
- 3- Conducted detailed **manual testing** for defect detection and high-quality standards; performed **automated load** and **stress** testing in **JMeter** to validate system **performance** under peak conditions.
- 4- Performed **integration** end-to-end testing with any applications on all kinds of platforms and devices; conducted large-scale **API testing** for seamless and reliable communication with the backend services.
- 5- Build the entire **test management life cycle**, from planning to reporting activities to stakeholders.

Project 3: MYPT | Domain: Health & Fitness | Role: Sr. SQA

Skills: Mobile Testing · Manual Testing, Test Management, End-to-end Testing, API Testing, and Test Cases.

- 1- Conducted in-depth testing of the **mobile application** for top-class fitness services regarding performance, **usability**, and **reliability**.
- 2- Involved **manual testing** to discover and fix problems to ensure a smooth **user experience** and **functionality** of the app on all devices.
- 3- Managed **test planning**, execution, and **reporting for quality** and comprehensively evaluated apps.
- 4- Controlled **test planning, execution**, and reporting for quality standards, working with development teams to resolve and improve app performance.
- 5- Conducted detailed **functional**, performance, and **usability** testing on a mobile personal fitness app from the **UAE** to ensure a **high-quality** and seamless **user experience**.

Project 3: MIST | Domain: Academia | Role: Sr. SQA

Skills: Data Driven Testing, Cross Platform Testing, User Experience, Manual Testing, Test Management, End-to-end Testing, API Testing, and Bug tracking and development, Test Strategy Development, and Test Cases.

- 1- Designing and executing **test strategies** for the event management systems that ensure **integration and performance**, maximize participant collaboration, and enhance creativity.
- 2- Coordinated with teams to ensure timely, **high-quality solutions** that support MIST's student engagement and growth goals.
- 3- Conducted **end-to-end and user-acceptance testing** to enhance the user experience and ensure the successful execution of events.

QUALITY ASSURANCE ANALYST

INTELLIGENTSIA PVT Ltd.

2012 – 2019

- 1- Performed full-cycle **QA testing** using **Agile methodologies** and test management tools by collaborating with on-site and offshore teams.

- **Certificate of Appreciation** | ISL

LANGUAGES

- English (Fluent)
- Urdu (Fluent)

- 2- Developed **QA artifacts** in a collaborative environment with very good **time management** and documentation skills.
- 3- Functional and **non-functional testing** of mobile applications was done using **Postman and test suites**.
- 4- Participated in R&D to keep updated about industry progress and remained proficient in **BDD and TDD**.
- 5- Improved credit advisory services and **mobile banking applications** by ensuring **data integrity**, following **regulatory requirements**, and **seamless integration**.
- 6- Developed and maintained automatic **test scripts using Appium**, then integrated them into the Continuous Integration (CI) process on **GitHub**.

FAUJI FOUNDATION

Software Quality Control Intern

Apr,20212 - Jul,2012

- 1- Conducted System, Integration, Performance, and **Regression testing** to ensure comprehensive software quality.
- 2- Functional Testing of various **ERP modules** was carried out with the **Oracle Application Testing Suite (OATS)**. The validation of business requirements was done with SQL and data validation techniques.
- 3- Reported daily tasks and progress to the Project Manager. **Bug tracking** and issue management have been done using Team Spira.

MOBILINK

IT SPECIALIST

2007-2008

- 1- Designed and developed detailed **test strategies** and plans for telecommunication **products** and **services**.
- 2- Made sure the telecommunication software and systems are aligned to the regulated environment and **industry standards**.
- 3- Provided constant support for **telecommunication software** by addressing issues and applying fixes in the shortest **timeframe**.
- 4- Managed and optimized **performance testing** to meet SLAs and **customer expectations**.
- 5- Carried out **functional** testing to see that telecommunication software and applications work according to predefined specifications.

FREELANCE

- 1- **Enhanced AI Performance**: Improved Certa's AI platform by 25% with advanced testing frameworks, boosting customer satisfaction.
- 2- **Reduced Defect Rates**: Achieved a 40% reduction in defects and 20% increase in software stability for telecom releases.
- 3- **Executed Full Cycle Testing**: Developed and implemented detailed test plans, cases, and scripts to ensure software quality.
- 4- **Resolved Issues Efficiently**: Identified and tracked defects, coordinating with developers and stakeholders for timely resolution.
- 5- **Boosted Agile Efficiency**: Improved sprint efficiency by 15% through active Agile/Scrum participation and detailed test reporting.