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CAREER OBJECTIVE

Looking for a challenging role in a reputable organization to utilize my technical, database, and management skills for the growth of the organization as well as to enhance my knowledge about new and emerging trends in the IT sector.

SKILLS

Software: Office • WireShark • Putty • IBM ClearQuest • HP QC9.2 • VMware ESXi • Burp • MSSQL Profiler • Kitty • MTM • Citrix XenDesktop/App • Fiddler • SoupUI • PowerShell

Operating Systems: Windows Server 2003, 2008, 2012 • SPLAT Windows 7/8 • Vista • Linux • XP

Environments: High Availability • VPN Site2Site • IIS • DC • Proxy • AD • DNS • DHCP • Cisco (VPN Concentrator) • DMZ • Apache Tomcat • Trust DC • CA IFrame • Microsoft CA

Networking: TCP/IP • UDP • ICMP • HTTP/S • FTP • SSL • SSH • NAT • VPN • Telnet • etc

Programing languages: Python • Java • HTML • XML • JavaScript • CSS

EXPERIENCE

IT support, ERP Integrator & Account Manager

2016 – 2020

LOKA FASHION CO., Ltd.



- Provide full IT support to company employees
- Develop, Design & maintain company website / Social media pages
- Integrating the ERP system in the company in all of its modules
- Corporate with a local Chinese sales team
- Assured account satisfaction through maximum service and personalized customer care.
- Tracking and Involving at all phases of each order life cycle

QA Manager / Scrum Master

2012 – 2016

ObserveIT



- Develop, Execute & Monitor new employee training programs
- Manage team of 6 QA Engineers members
- Coordinated Weekly/Monthly team & 1-on-1 meetings
- Effectively involved in bug tracking, reporting reviewing and analyzing test results
- Partner with Development Manager in collaborating between engineers and QA
- Develop and execute formal test plans within schedule constraints
- Responsible to release final product and publish it on company website
- Create different lab environments to simulate real-life scenarios
- Acting as Scrum Master in several company projects.
- Working alongside with Support / Sales team to receive feedback on each version release.
- Performed: Sanity, Regression, Performance, UI/UX, Localization, Security, Compatibility
- Develop tools & automations by using: PowerShell / AutoIT / Batch
- Prepared training Labs: Hands-on / Remote presentations / Demo environment.
- Executed Manual & Automated tests
- Develop / Design team's SharePoint portal page

QA Engineer of Endpoint Products

2010 – 2012

Check Point Software Technologies, Ltd.



- Design / Write / Execute tests using QC9.2
- QA Owner of Endpoint Client blades: Compliance, Media Encryption & Port Protection
- Maintenance and operation of Lab equipment: VMware ESXi, Routers, Switches etc.
- Project Owner of 'Microsoft Driver Signature' environment
- Executed Security Tests on all Endpoint Client features
- Executed Sanity, Regression, UI/UX, Beta & Performance tests on an E2E environment
- Build a mixed of Physical & Virtual tests environments
- Reporting Bugs / Change Requests using ClearQuest
- Designing & adding content to the team Wiki page using HTML, JS & CSS.

Information Technology Support

2007 – 2010

Exent



- Perform Data Backups & Disaster Recovery using Symantec Norton Ghost / Acronics
- Assisting the network manager with support requests
- TCP/IP networking and hardware maintenance and repair
- Installing, Configured & deploy new PCs & Servers
- Configure and maintain Web servers (IIS)
- Configuration and testing of any new hardware and software.
- Managing printer setup, configuration and problem resolution.

QA Engineer of Games-On-Demand Player

2006 – 2007

Exent



- Test Preload Player of 'Verizon Games OnDemand', 'FreeRide Games' & More.
- Design / Write / Execute tests using Excel documents
- Executing Beta, Functionality, Performance, UI/UX, Localization tests on Client side.
- Reporting bugs using an A4 documents
- Developed a Batch scripts that helped to reduce environment preparation time.