

KARIM BOUGHANNAM

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SUMMARY

Dynamic Quality Assurance Analyst with comprehensive experience in test automation and manual testing across diverse platforms. Spearheaded automation testing development which resulted in a 95% defect detection rate, improving software quality pre-production. Seeking the Quality Assurance Engineer position to enhance software quality and improve testing efficiency through advanced automation strategies and collaboration.

SKILLS

Quality Assurance testing, engineering Manual and automated tests using Python, Playwright, Selenium, Pytest testing framework and CI/CD pipelines as Jenkins, GitHub Actions, Azure Pipelines and API functional and Load testing.

Python, JavaScript, HTML/CSS, AI, SQL, Oracle Database, MySQL, Microsoft SQL Server

Project Management in SDLC using Agile, Kandan and waterfall methodologies

Troubleshooting, quality assurance, deployment, implementation, and process improvement

Soft Skills: Teamwork, Communication, Leadership, Decision Making, Time Organization

EXPERIENCE

Quality Assurance Analyst

Vocantas

January 2024 – Current, Canada

- Spearheading automation test development with Selenium, Playwright, Python, and Pytest, seamlessly integrating workflows with Jenkins and GitHub Actions.
- Designed and executed 200+ test cases monthly, achieving a 95% defect detection rate pre-production using Selenium and Jira.
- Generating detailed automation reports to provide clear insights into software quality, highlighting test successes and failures.
- Conducting manual testing across Webservers, IVR, Database, UI, websites, and applications, with a focus on SMS and mobile load testing.
- Raising and tracking bugs in Jira and DevOps, enabling swift resolutions and driving continuous improvements in development.
- Creating detailed documentation for automation and manual testing, ensuring clarity and knowledge sharing across the team.
- Leading software deployment and implementation using web servers and TeamCity, ensuring smooth integration into production.

QA Engineer

Journey Mentor

June 2024 - Current, Cyprus

- Enhanced quality deliverables across Agent Mentor, Trip Mentor, Money Mentor, Luxury Mentor, and Client Demo systems by implementing rigorous QA methodologies and utilizing robust testing tools.
- Conducted comprehensive testing across multiple airline and payment gateway sites within the Journey Mentor portfolio, employing various API testing techniques to validate data accuracy and integrity.
- Utilized both manual and automated testing methods, emphasizing Python, to deliver reliable, efficient, and scalable software solutions.
- Collaborated with the UI/UX team to validate and refine modern, user-centric designs, ensuring an optimal and engaging user experience.
- Maintained direct communication with clients and stakeholders to align on product quality and ensure all expectations were met.

Project Manager (Internship)

Xpertbot

July 2024 – January 2025, Lebanon

- Led a team of 10+ members to deliver real-world software projects successfully within established deadlines, ensuring high-quality outcomes.
- Implemented agile project management methodologies, enhancing team efficiency by 20% and improving delivery timelines.
- Communicated project milestones, progress, and outcomes to stakeholders, ensuring alignment with organizational objectives.
- Coordinated cross-functional teams, with collaboration among developers, designers, and QA, reducing project bottlenecks by 15%.

Technical Support Agent

Vocantas

January 2023 – January 2024, Canada

- Diagnosed and resolved client issues related to company software, networks, and third-party integrations using strong analytical and problem-solving skills for swift resolutions.
- Managed diverse communication channels, including calls, chats, emails, and inquiries, to provide prompt and proficient technical support.
- Demonstrated leadership by spearheading team projects, including creating and managing the Knowledge Base, conducting customer audits, overseeing offboarding, and maintaining team security vaults.
- Played a key role in onboarding and training new hires on support workflows and system processes.
- Consistently maintained the highest customer satisfaction rating on the team, mentoring colleagues to enhance customer-focused procedures and improve overall satisfaction.

CS Quality Control

Maids.cc

April 2022 –June 2023, Abu Dubai

- Monitored services to ensure compliance with production standards and identified areas for improvement.
- Evaluated messages and calls handled by customer service agents for quality assurance purposes and provided feedback to agents as needed.
- Recommended adjustments to services based on customer feedback and report analysis of customer service interactions to improve overall customer satisfaction.
- Developed and implemented training programs for customer service employees to improve their chat etiquette, business knowledge, and overall performance..

EDUCATION

Bachelor of Science in Administration Business Computer

Lebanese Official University Faculty of Technology • Alay, Mont Lebanon • October 2019 - September 2022

CERTIFICATIONS

Project Management, Google

Google • January 2024

Microsoft Certified: Azure Fundamentals, Microsoft

October 2023

Customer Focus, Harvard Business Review

October 2023

Google IT Support, Google

July 2022