

KARIM BOUGHANNAM

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Lebanon, Mount-Lebanon.

PROFESSIONAL SUMMARY

With a degree in Administration Business Computer and a robust background in Quality Assurance, technical support, and customer service quality control, I am eager to leverage my diverse skill set to make a meaningful contribution to the industry. My motivation stems from a combination of technical expertise, strong business acumen, and effective interpersonal skills, all of which I am ready to deploy to drive success and innovation in any professional setting.

SKILLS

- Proficient in Quality Assurance testing, with a focus on engineering automated tests using Python, Pytest framework, Jenkins and Selenium, ensuring robust and efficient software development
- Advanced proficiency in Python, JavaScript, HTML/CSS, AI, SQL, Oracle Database, MySQL, and Microsoft SQL Server for versatile software development.
- Skilled in troubleshooting, quality assurance, deployment, implementation and process improvement to ensure seamless system functionality.
- Strong analytical skills with expertise in data analysis tools like Microsoft Excel and Tableau for informed decision-making.
- Effective communication and problem-solving skills with both end-users and team members, fostering a collaborative work environment.
- Exceptional time management, consistently delivering high-quality projects on time and within budget.
- In-depth knowledge of finance, accounting, and marketing from comprehensive business coursework.
- Proficient in providing team support for ERP, CRM, and ticketing systems, Jira, DevOps, specializing in troubleshooting, technical support, and efficient ticket management.

EXPERIENCE

Quality Assurance Analyst Vocantas

January 2024 – Current

- Spearheading the engineering of automation tests utilizing Selenium, Python, Pytest framework, and seamlessly integrating with Jenkins and GitHub for robust test automation workflows.
- Proficiently generating comprehensive automation reports, detailing test success and failures, to provide clear insights into the quality of the software.
- Conducting meticulous software manual testing across diverse domains, including Webservers, IVR, Database, UI, Website and applications
- Effectively leveraging Jira and DevOps to raise bugs to the development team, ensuring swift issue resolution and continuous improvement.
- Adept at creating thorough documentation for both automation tests and manual testing processes, fostering clear communication and knowledge sharing within the team.
- Leading the deployment and implementation of software builds using web servers and TeamCity, ensuring seamless integration and functionality in the production environment

QA Engineer Journey Mentor

Part Time, June 2024 – Current

- Conducted comprehensive testing across multiple airline and payment gateway sites within the Journey Mentor portfolio, employing various API testing techniques to ensure data accuracy and integrity.
- Utilized both manual and automated testing methods, with a strong emphasis on Python, to deliver reliable and efficient software solutions.
- Collaborated with the UI/UX team to validate and refine a robust, modern design, ensuring an optimal user experience.

- Worked closely with the DevOps team to establish and maintain automated pipelines using Jenkins and AWS, enhancing the deployment and delivery process.
- Direct Communication with Clients and Stakeholders to confirm product Quality and Expectations

Technical Support Agent

Vocantas

January 2023 – January 2024

- Diagnosed and resolved client issues related to company software, network and 3rd. party issues, by employing strong analytical and problem-solving skills, ensuring a swift and effective resolution process.
- Effectively managed a variety of communication channels, including support calls, chats, emails, and other forms of inquiry, to deliver prompt and proficient technical support to users.
- Demonstrated leadership by taking the Lead in various team projects, such as creating and managing the Knowledge Base, conducting customer audits, overseeing offboarding procedures, and maintaining team security vaults... consistently delivering organized and timely results.
- Orchestrated customer software maintenance and upgrades, guaranteeing users remained current with the latest software versions and features.
- Stayed updated on technology innovations and industry trends, proactively identifying opportunities for improvement and innovation.
- Assumed a crucial role in onboarding and training new hires in support and system processes.
- Maintained the highest customer satisfaction rating on the team and assisted team members in improving their customer-focused procedures with the goal of enhancing overall customer satisfaction

CS Quality Control

Maids.cc

April 2022 – June 2023

- 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
- Supervised customer service agents through chats and calls, providing guidance and support to ensure high-quality customer service
- 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, January 2024
- **Customer Focus**
Harvard Business Review, October 2023
- **Microsoft Certified: Azure Fundamentals**
Microsoft, October 2023
- **Google IT Support**
Google, July 2024