

Hiring software engineer as easy as calling a taxi.

# Jean M.

## Automation QA

### SUMMARY

- 6 years of experience in the IT industry
- Automation testing with Java and Selenium + TestNG Framework, Python, C#
- Fluent English and French
- Available ASAP

### SKILLS

<b>Main Technical Skills</b>	QA Automation, C#
<b>Programming Languages</b>	C++, Java, JavaScript, Python
<b>UI Frameworks, Libraries, and Browsers</b>	CSS, HTML5
<b>Databases &amp; Management Systems / ORM</b>	Oracle Database, SQL
<b>Cloud Platforms, Services &amp; Computing</b>	Azure
<b>Azure Cloud Services</b>	Azure
<b>Methodologies, Paradigms and Patterns</b>	Agile, Scrum
<b>QA, Test Automation, Security</b>	Appium, Selenium Webdriver, TestNG
<b>Collaboration, Task &amp; Issue Tracking</b>	Atlassian Trello, Jira
<b>Scripting and Command Line Interfaces</b>	Bash
<b>Operating Systems</b>	Linux, Unix
<b>SDK / API and Integrations</b>	ServiceNow API
<b>Other Technical Skills</b>	BMC Remedy ITSM, HP QC ALM

## EXPERIENCE

### Test and Analysis Engineer August

2019 - February 2021

- Industry experience in Software Testing with Technologies: SQL, Jira, Qlik Sense, HP ALM/ Quality Center and solid understanding of Test Planning, Test Design, Test Execution, and Defect Management
- Automation testing with Java and Selenium + TestNG Framework, Python, CSS, HMTL, XML, JSON
- Development of Dashboards on Qlik Sense and deploying on GCP

### IT Engineer/IT Analyst March

2019 – August 2019

- Application Support with different technologies such as LanDesk, SQL, Linux, Windows, Outlook, Service now
- Troubleshoot technical issues using personal skills, knowledge base, and collaboration with team members

### Software Development Engineer

March 2016 - November 2018

- Analysis and approval of project technical documentation
- 3DES keys applications for calculation of plain PINs and PIN Blocks for testing
- Personalization of Smart Cards for Banks which require Data Encryption with technologies such C++, JavaScript, or other script languages
- Analysis of Smart Card transactions after testing in the dedicated reader
- KMS (Key Management Server) Administration
- Data processing involved different levels of encryptions, in order to handle securely the data from banks dedicated to the smart cards
- Preparation of test plans and software validation design and security analysis of software
- Communication with Technical consultants from the EMEA region

### IT Support Specialist

January 2016 - March 2016

- Register and track all incoming incidents and questions in a Case Management Tool
- Remote Support with remote connection tools: LanDesk, Windows Remote connection, PuTTY for Linux
- Close in-call or escalate cases where necessary and follow up on open cases
- Work with the other Helpdesk Front technicians and other support personnel



- Troubleshoot technical issues using personal skills, knowledge base, vendor literature, and communication with team members

### **EMEA IT Support Specialist**

August 2015 - November 2015

- Global support for all Software troubleshooting, Microsoft Exchange 2013, Microsoft Outlook and AD (Active Directory) for English and French Users.
- Monitor, solve and escalate all Incidents according to agreed service levels and IT Service Delivery ITIL procedures and processes

## **EDUCATION**

### **University of Vistula, Warsaw, Poland Master's Degree in Computer Engineering (Specializing in Mobile Technology)**

2021 - now

### **University of Rwanda Bachelor's Degree in Computer Engineering and Information Technology**

2008 - 2011

