

Jean M.

Senior 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

TECHNICAL SKILLS

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

