

07-Nov-2024

Dear HR Manager,

**Subject: Applying for Manual QA Analyst (Islamabad) Role.**

I am excited to apply for the **Manual QA Tester** position. With a Master’s degree in Information Technology and over 15 years of diverse experience in the IT field, I am well-prepared to ensure the quality and functionality of your software products through rigorous testing processes.

In my previous role as In-Charge of the MIS & Communications department at MAROOF International Hospital, I led a team of 18 staff members while managing and troubleshooting ERP systems, including Production and UAT environments. This hands-on experience honed my analytical and problem-solving skills, enabling me to identify, document, and track defects effectively. My background in healthcare IT has provided me with a solid understanding of software requirements, user expectations, and the critical need for precision—qualities I know are essential for a successful Manual QA Tester.

I have a proven track record of developing, documenting, and maintaining comprehensive test plans and test cases, ensuring that software functionality meets specified requirements.

What truly excites me about this opportunity is the chance to be a dedicated quality advocate, ensuring our products meet the highest standards. I thrive on the challenge of making life a bit difficult for developers—scrutinizing every detail to ensure no defect goes unnoticed. My strong attention to detail, combined with my effective communication skills, allows me to provide clear and actionable feedback that contributes to delivering exceptional software.

Additionally, my basic understanding of SQL and familiarity with web technologies enable me to validate software from a user perspective effectively. I am passionate about quality assurance and committed to continuous learning and improvement in the QA process.

I am actively looking for a new opportunity and can join immediately. I look forward to the possibility of discussing how my background, skills, and enthusiasm for quality assurance can contribute to the success of your team at the company.

Thank you for considering my application. I am eager to discuss my qualifications in more detail and learn more about your team and vision.

I am actively looking for a job and can join immediately. Thank you for considering my application. I look forward to the opportunity to discuss my qualifications in more detail and learn more about the position and your organization.

Sincerely,

Rahat Gulshan  
0332-5251486

**Enclosure: Resume**

# Rahat Gulshan

(Former MIS & Communications Manager | Healthcare | ERP Implementation Manager | Oracle Database Administrator | HIS Administrator)

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## Summary Statement

IT Professional with a Master's degree in Information Technology and total 15+ years of experience. My experience includes **Oracle Database Administration, ERP Administration, ERP Implementation, Technical Support, User Acceptance Testing (UAT), System Monitoring, Troubleshooting, Data Analysis (Data Collection / Processing / Cleaning / Manipulating) | Data Mining / Web Scraping and team leadership. Successfully led a team of 18 members, provided 24/7 online support.** Extensive experience working with worldwide clients on freelance platforms. Seeking to leverage proven leadership and technical expertise in a challenging position at a company in the Information Technology field that offers an open and performance-driven working environment.

## Work Experience

### **Freelancer**

26 AUG 2015 to date

- Website Design, WordPress with Elementor, Website Speed Optimization
- Web Scraping Data Mining Data Collection Data Cleaning Data Processing, processed raw data and convert it to meaningful ready to use data for various purposes.

### **Freelancer**

Datassential, Chicago, IL, United States

19 Apr 2017- to 11 Mar 2020

- Web Scraping Data Mining Data Collection Data Cleaning Data Processing, processed raw data and convert it to meaningful ready to use data for data analysis purposes.

### **In charge of MIS & Communications & Database Administrator, MIS & Communications Department**

MAROOF International Hospital, F-10 Markaz, Islamabad

27 May 2012 to 25 Aug 2015

- Managed Databases (Production & UAT)
- Managed Applications - Health Information System – HIS (Production & UAT)
- **Conducted UAT, Training and Deployment of Health Information System (HIS)**
- **Implementation of Health Information System (HIS)**
- Managed teams (MIS | Communications | Appointment Center)

### More Details About the Tasks:

#### **Managed Database**

- Performed Oracle cold backups when the database is shut down to ensure consistency of the data
- Performed Oracle hot backups while the database is operational
- Performed Oracle import/export as a method of recovering data or individual objects
- Provided adjustment and configuration management of Parameter files.
- Adjusted extent size of rapidly growing tables and indexes
- Administered database-management software and related utilities
- Determined and set critical thresholds for disk, table spaces, extents, and fragmentation
- Monitored the database
- Prepared queries & Generating reports from DB on demand using toad.
- Responsible for "Year End Activity"

#### **Managed Application (Health Management Information System – HMIS/HIS)**

##### **Managed HMIS/HIS & Responsible for:**

- Application Servers
- Troubleshooting the HMIS/HIS Problems (On call 24 hrs).
- Coordinate with Netsol/SKMCH for major error fixing in application.

- Maintenance & other schedule tasks of Application Server.
- Execute the “Attendance and Payroll Process” every month along with HR & Finance /Accounts.
- Open/Activate Financial Year Month & Duty Roster Month
- Granting & Revoking Privileges for the HMIS /HIS users
- Providing help & training the staff of HMIS / HIS users

### **Testing, Training and Deployment of Health Information System (HIS)**

#### **Participated in:**

- Installation and Configuration of HIS (WebLogic Server)
- Configuration of HIS DB
- Managing HIS & DB
- Deployed Releases on HIS DB.
- Preparing User Role for HIS
- Organizing HIS UAT activity y (module wise)
- Prepared release documentations

#### **Extra Assigned Task:**

- Taking backup of all servers (Hot Backup) daily & burn DVDs periodically
- Maintenance & Updating of MAROOF website.
- Providing help & training the staff.
- Prepared Tutorials/Presentations of HMIS modules
- Monitoring the OPD Appointments Screens, IPD & Attendance (Card Swipe) machines.
- To Create Abuzar (Pharmacy Software) users & Responsible for Granting & revoking privileges as per instructions by Pharmacy in-charge.
- Supervise the staff of MIS & Communications.
- Duty Roster/Leave Management of staff
- Conducting meetings of MIS & Communications.
- Prepared Meeting Agendas & Minutes of Meetings
- Visiting Member of **MIH Operational Committee Meeting (OCM)**

### **Personal Performance and Achievements during the period**

#### **Participated in:**

- “HMIS Source Code Handing / Taking Activity” and “Year End Activity”.
- SKMCH Visits for Gap Analysis.
- Activity of HIS Setups / Definitions, Data Gathering from various Departments
- Server Room Re-Designing (Online Support)
- Preparation of MIS Strategic Plan
- Propose for upgrading Hardware to Management
- Design of Departmental Job Descriptions (JDs) with departmental chart
- Design of MIS SOPs
- Preparation of departmental work flows/forms of Equipment Repair / Asset Movement / Complaint Registration / MIS New Joiner Orientation (Team Work)
- Domain Controller Installation (400 Users) (145 Computers)
- Preparation of additional live application Server to reduce down time.
- In-house Troubleshooting of HMIS Minor Issues
- Prepared User Manuals of various HMIS Screens
- On demand restore of DB for Testing
- Training on HMIS Modules / General to staff
- Online Support for the last 3 years in Off Duty Hours
- Completed 5 Years at MIH
- Testing, Training and Deployment (Releases) of Health Information System (HIS)

**Assistant DBA (MIS), MIS & Communications Department**

MAROOF International Hospital, F-10 Markaz, Islamabad

04 Jan 2010 to 26 May 2012

- Managed Databases (Production & Testing)
- Managed Applications - Health Management Information System – HMIS (Production & Testing) HMIS Testing & Training

**Assistant Accounts, Accounts & Finance Department**

Multiline Estates Silver Oaks, F-10, Islamabad

15 Nov 2008 to 01 Jan 2010

- Maintained Silver Oaks Apartments Booking Records using ERP
- Prepared Receipts & Booking Confirmation Letters
- Posted Various Vouchers
- Managed Various Files Hard & Soft

**Internee**

United Bank Limited, Blue Area Jinnah Avenue, Islamabad

26 Sep 2007 to 25 Nov 2007

- Worked related to ATM Cards Section, Locker Section, Customer Desk, Foreign Exchange Department

**Awards & Certifications**

- Received Appreciation Letter for Participating in Year Close activity and handing over source code of Health Management Information System (HMIS) between Shoukat Khanum Memorial Hospital and NETSQL at MAROOF International Hospital.

**Education**

- **B. A** (Economics & Maths) from Punjab University (P.U) in 2002
- **Post Graduate Diploma** in IT (PGD\_IT) from Skills Development Council Lahore in 2003
- **Master of Information Technology** (MIT) from Punjab University (P.U) in 2007
- **Oracle DBA** (Training) from Techno Ed (Authorized By Oracle USA)

**Skills**

- ERP Implementation | Oracle Database Management | ERP Management | UAT | Data Analysis (Data Collection / Processing / Cleaning / Manipulating) | Data Mining / Web Scraping.
- HTML 5 | CSS3 | Tailwind | Bootstrap | MySQL | WordPress with Elementor
- MS Office (Advanced User) | Open Office
- English | Urdu | Punjabi – All professional Proficiency or above

**References:**

*Available if required.*