

# Masaid Zeb Software Quality Assurance Engineer

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## 👤 Profile

ISTQB® CTFL-certified QA Engineer with over 2 years of experience solving critical software reliability issues in web, mobile, and AI applications through leading end-to-end manual testing with strategic automation integration using tools like Cypress, Selenium, and JMeter. Excel in identifying edge cases, optimizing performance, validating APIs with Postman, and aligning QA with business goals via proactive defect management, shift-left testing, and Agile/Scrum collaboration. Delivered measurable impact, including 40% improvement in sprint efficiency and 30% faster response times for high-stakes online exams supporting 5,000+ users.

## 💼 Professional Experience

**QA Engineer** Feb 2025 – Present | Islamabad, PK  
AI Mark Labs

- Owns end-to-end QA as solo engineer across multiple projects under tight deadlines, aligning testing with business objectives through stakeholder meetings, introducing shift-left strategies to reduce late-stage testing costs, enhance early defect detection, and identify missing flows and requirements before development.
- Reduces post-release defects by 30% through proactive manual testing of AI-powered web and mobile applications, including chatbots and intelligent agents, ensuring seamless integrations and accurate localization.
- Improves sprint efficiency by 40% by designing comprehensive test cases in JIRA Zephyr for system, integration, UAT, and AI behavior testing in Agile cycles, while identifying complex edge cases to maximize coverage.
- Optimizes QA efficiency and product quality by cutting defect turnaround by 25% through structured root cause analysis, boosting test coverage by leveraging Generative AI during STLC phases, and enhancing user satisfaction via WCAG accessibility checks and close collaboration with UI/UX teams.

**QA Engineer** Jan 2024 – Jan 2025 | Islamabad, PK  
Pakistan Engineering Council (PEC)

- Ensured seamless performance for PEC's first nationwide online EPE exam serving 5,000+ examinees by conducting targeted performance testing with JMeter and BlazeMeter, identifying bottlenecks and optimizing response times; designed test data, executed mock exams, and collaborated with Codistan Ventures to resolve issues before the live event.
- Expanded test coverage and accelerated release cycles by automating critical workflows in Selenium (Python) for the PEC Engineer Registration Portal, significantly reducing manual effort and improving overall system reliability for thousands of registered engineers.
- Improved accessibility, navigation, and functional accuracy across PEC portals by conducting comprehensive system, UI, UX, and end-to-end testing, validating WCAG compliance, verifying critical integrations, and ensuring full alignment with functional specifications through requirement analysis, static testing, and Agile defect resolution within sprint timelines.

**Software Tester** Jul 2023 – Dec 2023 | Islamabad, PK  
Mexil Software solutions

- Ensured flawless performance for an Android application serving 50,000+ active users by executing comprehensive manual and exploratory testing across multiple devices, guaranteeing functional accuracy, stability, and an uninterrupted user experience.
- Elevated accessibility and user satisfaction by performing in-depth UI, usability, and localization testing, validating designs in Figma to ensure cultural adaptability, compliance with regional standards, and a consistent, intuitive interface across all supported devices.

## 🧠 Skills

### QA & Testing Expertise

Manual Testing, Automation Testing, Functional & Non-Functional Testing, Regression Testing, Integration Testing, System Testing, UI/UX Testing, User Acceptance Testing (UAT), Exploratory Testing, Smoke Testing, Sanity Testing, Usability Testing, Cross-Browser Testing, API Testing, Performance Testing (Load, Stress), Mobile Application Testing, A/B Testing, Black Box Testing, Boundary Value Analysis (BVA), Equivalence Partitioning, State Transition Testing, Decision Table Testing, Error Guessing, Use Case Testing, Risk-Based Testing, Static Testing, Dynamic Testing.

### QA Processes & Methodologies

Agile (Scrum, Kanban), Software Development Life Cycle (SDLC), Software Testing Life Cycle (STLC), Shift-Left Testing, Test Strategy Development, Test Planning & Execution, Acceptance Criteria Definition, Test Data Creation & Validation, Behavior-Driven Development (BDD), Quality Assurance (QA) & Quality Control (QC), Root Cause Analysis, Defect Lifecycle Management, Bug Tracking & Reporting, Requirements Traceability Matrix (RTM), Test Documentation, Test Metrics.

### Tools & Technical Skills

Cypress (JavaScript), Selenium (Python), JMeter, BlazeMeter, Postman, Git, TestRail, MySQL, MongoDB, DBeaver, Visual Studio Code, JIRA, Zephyr, Bugzilla.

### Soft Skills

Analytical Thinking, Problem-Solving, Effective Communication, Proactive Collaboration, Attention to Detail, Time Management, Teamwork & Mentorship, Adaptability.

## 📜 Certificates

ISTQB® Certified Tester Foundation Level (CTFL) v4.0 – License No. 24-CTFL4-1433-PK

Scrum Fundamentals Certified (SFC™) – SCRUMstudy™.

## 🎓 Education

**BSc Electrical Engineering** Oct 2018 – Jan 2023 | Lahore, PK  
University of Engineering and Technology, Lahore  
2.80 CGPA