

Hafsah Rafique

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SUMMARY

- Achieved a 95%+ post-release success rate and saved an estimated 60% in development efforts by proactively validating production bugs and enhancements.
- Developed and maintained automation scripts using **Cypress**, reducing manual testing efforts by over 50%.
- Skilled in manual, functional, and regression testing across complex web, iOS, and Android applications, ensuring cross-platform compatibility and optimal user experience.
- Gained hands-on experience with a comprehensive tech stack, including **Jira**, **Postman** (API testing), and **JMeter** (performance testing), while working within Agile (Scrum/Kanban) environments.

WORK EXPERIENCE

Software Quality Assurance Engineer – Cache Cloud (Islamabad)

Jan 2024 – Present

Project: BigTeams (USA)

BigTeams provides software solutions for high school athletics, serving **3,000+ schools** across the U.S. With **1.5M+ users** on its flagship platform *Student Central* and over **58 years in the market**.

- Achieved a 95%+ post-release success rate with zero major functionality or UI bugs reported by end-users or the Customer Support team, validating the quality of complex web applications.
- Automated key medium-complexity application flows using **Cypress**, which helped reduce manual regression testing efforts by over 50% and accelerated release cycles.
- Collaborated closely with the Customer Support team to validate production bugs and feature enhancements, which helped save development efforts by approximately 60%.
- Executed manual testing across web, Android, and iOS applications, including full-site regression, responsive using **browser stack**, smoke, and sanity testing across development, staging, and production environments.
- Conducted API testing using **Postman** to validate endpoints, ensuring data integrity and correct responses for core application functionalities.
- Communicated directly with project managers, product owners, and clients in the United States to review scope documents, clarify requirements, and provide input on the feature roadmap, streamlining the development process.
- Actively participated in feature planning meetings from the initial stages to identify potential issues and ensure early bug detection.
- Identified, documented, and tracked bugs in **Jira**, providing detailed reports with annotated screenshots and loom videos to facilitate faster resolution.
- Logged weekly hours and submitted timesheet to project manager using **Tempo**.

Software Quality Assurance Intern – Cache Cloud (Islamabad)

Sept 2023 – Dec 2023

- Authored and executed comprehensive test cases, test plans, and other critical QA documentation for core projects including Codi Care and Prosurety, working under the supervision of the QA Lead.
- Executed and learned basic automation scripts using **Cypress**, performed API testing with **Postman**, and assisted with load testing using **JMeter** to support a robust testing environment.
- Executed responsive testing on web and mobile applications to ensure cross-platform compatibility and optimal performance.
- Contributed to the verification and validation of software applications, applying core Quality Assurance concepts throughout the SDLC.
- Gained practical experience with Agile methodologies, actively participating in Scrum and Kanban ceremonies to align testing efforts with sprint objectives.
- Collaborated effectively with senior QA engineers, assisting in the execution of complex testing tasks and contributing to a high-quality product delivery.

QUALIFICATION

BS Software Engineering | **Szabist University, ISB**

2024

Tech stack: Cypress | Swagger & Postman | TestRail | JIRA | Trello | Bitbucket & Git | Tempo | REST APIs | Chrome DevTools | Figma, Lambda Test, & BrowserStack | Loom | Slack & Lotus

Expertise: Manual & Automation Testing | Agile Methodologies | Test Automation Framework | Bug Tracking Tool | Sprint Planning & QA Ownership | Cross-Platform Testing (Web, iOS, Android) | Regression & Exploratory Testing | API Testing | Mobile App Testing | UAT & Production Sign-Off | Test Case Management | Client Communication