

Quality & Acceptance Engineer



Fast learner

Creative thinker

Energetic

Deadline led

Innovative

With nearly 7 years of solid experience in the field of information systems, I specialize in quality assurance and testing issues. My professional background is detailed as follows:

Network Engineer for 1 year, where I acquired fundamental technical skills.

Functional Tester for 4 years, allowing me to develop expertise in functional testing.

Test Referent for 2 years on projects focused on the web and e-commerce, where I strengthened my skills in project management and team coordination.

My experiences have allowed me to develop comfort in international contexts and remarkable adaptability in the face of change. Having significant experience in the e-commerce and consumer packaged goods (FMCG) sector, I am effective as a point of contact between various stakeholders, facilitating communication and project success.

📍 Geneva Area

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EXPERIENCES

Quality & Acceptance Engineer

Crédit Agricole Titres - Since July 2021 - Consultant - Archamps - France



The context at CA Titres is characterized by a fairly large and complex information system in the stock market environment, where I act as functional QA to ensure continuous acceptance and non-regression testing of the various web and mobile deliveries, thus supporting the arrival of the C2 flagship project: the integration of a new member into the CA group.

- Release manager: Support for all release projects for web and mobile versions in coordination with all services (New projects, NRT, Patch, hotfix, etc.)
- Coordination between all stock market services interconnected with the CAT web/mobile platform in order to prepare the necessary configuration and JDD in the environment
- Functional recipe on the different platforms of clients, advisors and collaborators (Web, Nemo, Nemo Pucc)
- Monitoring of patch delivery schedules and management of patch receipts
- Functional tests and web service with API manager and Postman
- Training of new joiners
- Update of test repositories on Confluence and improvement of methodologies/quality processes in order to sustain the work of the test unit
- Evolutionary maintenance of the NRT perimeter on Tosca
- Creation and execution of test cases on Tosca according to the evolution of the platform web stock market
- In-depth training in the stock market and its fundamentals

Technical environment: Backoffice GEODE, broker simulator, SQL Developer, Postman, API Manager, Jira, TOSCA, Confluence, Splunk

Functional Administrator

Korian - September 2020 to May 2021 - Consultant - Lyon - France



Customer context: Continuous deployment of a new healthcare establishment management application - Reported to the Risk and Quality DSI

- Administration of the new health software: PELIKAN
- Ensure corrective and evolutionary maintenance of the application in conjunction with the publisher
- Formalization and updating of administration and operating procedures
- Updating production databases for software deployment for establishments
- Preparation of statistics on the use of the new application
- Processing level 2 and 3 user requests (rights, settings, uses, etc.)
- Maintenance of the old KGED application and handling of application incidents

Tools used: PELIKAN, KGED, Customer reference, Excel, GLPI

Test Analyst

Groupe Seb - May 2019 to August 2020 - Consultant - Ecully - France



Simultaneous multi-project international context, in e-commerce, CRM, and IOT projects, in an agile framework and in a V-cycle

Single customer reference: Test referent on the RCU project

- Management of the RCU project with the various stakeholders (PM, business, dev)
- Analyze general and/or detailed specifications
- Writing test plans and validating the costing with the PM
- Design and create test recipes on Salesforce (configuration, report generation, etc.)
- Produce test reports and reports
- Ensure follow-up with an external Bordeaux team for the outsourcing of a specific testing scope
- Continuous improvement of the testing process with external dev teams (REX, workflow, database, etc.)

WEB - e-commerce

- Support for testing and testing of several international multi-device e-commerce projects (Rowenta-dtc)
- Participate in the design of the test strategy with the PM: Test scope, planning, analysis and US challenge (User Stories).
- Design of test plans and validation of costing
- Preparation of associated datasets in the backoffice (media configuration, cronjobs content...)
- Writing and execution of test cases (back, front, multi device)
- Management and monitoring of tickets, anomalies, NRT campaigns (non-regression tests)
- Reporting

APPS

- Creation of test plans for the IOT PURE AIR project (new features + data tracking)
- Risk management linked to IOT products
- Planning, execution and reporting of test campaigns of the PURE AIR application with the IOT product using the SEBANA tool
- Regular exchanges with on-site development teams

DCP: Digital Cooking platform

- Participation in the framing of projects in agile mode: Test plan and drafting of CTs
- Analysis of US and planning of the test effort during sprint planning
- Carrying out SAT and NRT using the DCP backoffice and the POSTMAN tool
- Support for the implementation of agility in the project

Environment: Jira, Squash TM, Trello, Hybris, CMS cockpit, Postman, Kibana

QA Test Lead

Nestlé Nespresso - March 2018 to March 2019 - Consultant - Rabat - Morocco



Context: Responsive B2B e-commerce project referent in an international, English-speaking context, and in agile mode. Complete overhaul of the e-commerce site for all Nespresso markets on web and mobile platforms.

TESTING

- Participation in sprint planning design workshops and the writing of user stories, business demonstrations/presentations
- Monitoring of project management (quality, deadline) and estimation of costs (planning, budgets, preparation of the environment, JDD)
- Development of test plans and test cases in HP ALM
- Management of acceptance phases (document test benchmarks, manage executions, analyze gaps, etc.)
- Monitor developments and delivery schedules for new batches
- Collect, analyze and prioritize requests for developments from the business
- Writing test campaign execution reports via a weekly newsletter
- Organize a KT knowledge transfer session to the offshore team located in India (the team responsible for NRT)
- Management of the UAT / MAT phases:
 - Provide test cases on HP ALM
 - Ensure that the necessary configurations are present in the test environment
 - Provide support to the business during execution
 - Qualification and monitoring of anomalies reported by the business under JIRA and HP ALM.
- Ensure Dry Run tests including all features going into production on a pre-production environment
- Manage the completion of projects and ensure their deployment (Cutover)
- Perform Sanity checks before Go live

- Training on BDD methodology

COORDINATION

- Regular travel to Lausanne and Vienna to ensure the smooth running of MAT sessions
- Coordination with the various project stakeholders: BA, PM, Developers, Configurators, webmaster, business, Testers (build/integration tester/NRT/Deploy) in Morocco, Lausanne, Barcelona, Romania and India.
- Organization of backlog prioritization meetings with the PM and lead dev
- Coordination between the market and webmasters during MAT sessions
- Training of new testers (on the testing process, testing tools, the organization...)
- Attend the Agile project management point (Daily, Weekly, retrospective sprint, Kickoff, etc.)
- Coordination with configurators, webmasters, business, the environment team and the ERP team during the dry run.
- Coordination with the offshore team in India for NRTs

Technical environment: Jira, HP ALM, Hybris, Nessoft (ERP), CMS Cockpit, CMS Product, Google Analytics

Quality & Acceptance Engineer

Nestlé Nespresso - March 2017 to March 2018 - Consultant - Rabat - Morocco



Multi-project context, functional tests and web service in an agile testing process

TESTING

- Development of the test plan and test book
- Test load estimation and scope validation
- Coordination of test environments and data
- Writing and execution of validation tests (build and integration tests)
- Ensure automated tests are maintained and evolve with the application

COORDINATION

- Organization of functional updates
- Monitoring and management of bugs and anomalies with developers and customers
- Attend sprint planning and stand up meeting
- Lead the Demos presented to the client
- Coordination of execution and support of the business/client during the UAT and MAT phases

Technical environment: Jira, HP ALM, Hybris, Nessoft (ERP), CMS Cockpit, Charles Proxy, SOAP UI

PS Core Engineer

Huawei Technologies - February 2016 to January 2017 - Temporary Work - Rabat - Morocco



- Study of 2G/3G/4G networks (SGSN, GGSN entities)
- Study of technical specifications (HLD, LLD)
- Analyze of KPI and specification of the new PS Core network
- Attend functional meetings with the client.
- Configuration of interfaces
- Dimensioning of PS core network

Engineering Degree in Telecommunication and Information Technologies

NATIONAL INSTITUTE FOR POSTAL AND TELECOMMUNICATION STUDIES (INPT)
February 2013 to February 2016

Renowned for being one of the leading engineering schools of the kingdom, it offers a versatile training in the field of information technology and communication. Since 2008, the Institute is a member of "Conférence des grandes écoles" (CGE) which is a French association of institutions of higher education and research created in 1973 by twelve French higher schools (eleven engineering schools and one business school). Its role is to promote the development and the influence of its members, in France and beyond, with the aim of improving notoriety, in liaison with the actors of the economy and the civil society.

ISTQB fondation certification

Since July 2020

Qualification TCLS-1 (Certificate LTE Specialist)

TEKONSULT
June 2015

Preparatory classes

IBN GHAZI RABAT
February 2011 to February 2013
MP option

Scientific Baccalaureate degree

IBN ROCHD HIGH SCHOOL TEMARA
February 2010

SKILLS

Testing

- HP ALM 
- Jira 
- Hybris 
- CMS Cockpit 
- Tosca 
- POSTMAN 
- Kibana 
- Squash 

Languages

- English: Professional working proficiency
- French: Fluent
- Arabic: mother tongue
- Tamazight: mother tongue

Information Technology

- Data Mining
- IBM SPSS MODELER

INTERESTS

Travel

Travels and discovery of new culinary flavors

Volunteer

Vice-president of the Association « Great Debaters Morocco »