

AMR MOSTAFA

ISTQB®-Certified QA Engineer | Manual Testing | Automation Testing | API | DB |

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PROFESSIONAL SUMMARY

QA Engineer with 4+ years of experience across software quality assurance, application support, and system validation. Skilled in manual and functional testing, test case design and execution, API testing (Postman), and Selenium automation within Agile/Scrum teams. Strong in defect lifecycle management, regression and smoke testing, SQL-based data validation, and root cause analysis. certified ISTQB Foundation Level (v4), with a track record of improving system reliability and collaborating across Engineering, DevOps, and QA to ship dependable software on time.

TECHNICAL SKILLS

Testing Types: Manual & Functional, Regression, Smoke & Sanity, Integration & System, UAT, Mobile Application Testing

Automation & API: Selenium (Java), Postman, Swagger, REST API Testing

Performance: Apache JMeter, Load & Performance Testing

Programming & Data: Python, Java, SQL & Database Validation

Process & Tools: Agile/Scrum, SDLC & STLC, Defect Lifecycle, Jira, GitLab CI/CD, Test Planning & Quality Reporting

Methods: Root Cause Analysis, Bug Tracking & Triage, Cross-functional Collaboration

PROFESSIONAL EXPERIENCE

Application Support Specialist

Jun 2025 – Present

Pixelologic Media — Full-time

- Act as an escalation point for complex application issues across internal and customer-facing systems.
- Reproduce reported defects and perform root cause analysis using logs, SQL queries, and workflow tracing.
- Document detailed findings, including steps to reproduce, expected vs. actual results, and environment details.
- Log and track defects in Jira, ensuring proper classification of severity and priority.
- Validate bug fixes and enhancements before production deployment.
- Perform regression and smoke validation after releases to ensure system stability.
- Support UAT activities by validating user-reported issues and confirming resolutions.
- Collaborate with Engineering, DevOps, and Security teams within Agile sprint cycles.
- Contributed to reducing incident response time by 50% through structured troubleshooting and process improvements.

Technical Support Engineer

May 2024 – May 2025

Jovitronix — Part-time

- Executed system testing, integration validation, and performance tuning for security and analytics platforms (EAS, people counting, traffic analytics).
- Verified functional accuracy of hardware and software against defined specifications and client requirements.
- Partnered with technical and client teams to validate system configurations and ensure end-to-end functionality.

IT Helpdesk Engineer

Feb 2023 – Feb 2025

Aramex — Full-time

- Managed IT incident resolution through Freshdesk ticketing, reproducing and documenting issues for accurate escalation and follow-up.
- Configured and maintained network infrastructure (Aruba access points, Palo Alto firewall) and managed user accounts via Active Directory.
- Supported Amazon Java-based printing systems and maintained Honeywell barcode scanners to ensure operational accuracy.

Technical Support Specialist

Feb 2022 – Jan 2023

Concentrix — Full-time

- Diagnosed connectivity and service issues by analyzing technical parameters such as line readings, signal strength, and network settings.
- Escalated unresolved issues with detailed documentation to higher-level support teams, ensuring clear defect traceability.

PROJECTS

Tadween — Mobile App (QA Contributor)

- Contributed to QA of Tadween, an Android productivity application, covering functional testing, defect reporting, and feature validation across devices.
- Tracked test cases and defects on a [Trello board](#); app published and validated on [Google Play](#).

EDUCATION

B.Sc. in Computer Science

2017 – 2021

Lobachevsky State University of Nizhni Novgorod, Russia

CERTIFICATIONS & TRAINING

- ISTQB® Certified Tester — Foundation Level (CTFL v4), SECC/ESTB Egypt — Certified June 2026.
 - Candidate Name: Amr Mostafa
 - Credential ID: 260520029
 - Certification Date: 14-June-26
- ISTQB® Certified Tester – Testing with Generative AI(CT GenAI)— Pending Examination.
- Software Testing Diploma, Waretech Academy — Manual Testing & Test Case Design, Automation Framework Design, Agile Testing, Mobile Testing, API Testing (Postman), Defect Lifecycle, AI in Testing.
- Microsoft Certified Solutions Associate (MCSA) “Self Study”; Cisco Certified Network Associate (CCNA) “Self Study”.

LANGUAGES

Arabic (Native) • English (Fluent) • Russian (Intermediate)