



# Zain ul Haq

Software QA Manager | System Analyst | BPR Expert

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## OBJECTIVE

With **8 years** of professional Quality Assurance / System Analysis / Software Development / Project Management experience, a self-motivated individual who owns the passion for innovation and believes in "**Nothing is impossible if you have the desire & courage to do it**". The career objective is to build & lead a team of competent individuals striving to achieve excellence through persistent smart work.

## SKILLS

Software Quality Assurance



Project Management



Software Development



Process Re-Engineering



Lean Six Sigma



## PERSONALITY

Team Player



Efficiency



Communication



Creativity



Leadership



## SOFTWARE

HP ALM/QTP/Load Runner



MS Visual Studio



MS SQL Server



MS Project



MS Office / Visio



## WORK EXPERIENCE

### Software QA Manager

Accountancy Outsourcing Services Ltd.

2014 – present / Lahore, Pakistan

As a part of IT management team at AOS Ltd, I'm engaged in:

- Managing and developing a team of seven QA enthusiasts
- Delivering defect free / quality software products to our customers after making sure adequate testing effort is spent
- Creating test plans / test strategies for software projects
- Implementing certifications and conducting audits for ISO 9001/ISO 27001 as Management Representative
- Conducting system analysis for complex business applications
- Applying Business Process Re-Engineering techniques for process simplification
- Producing technical documentation e-g: User Manuals etc.
- Conducting in-house technical / soft skills trainings
- Assisting the development team(s) on best practices in design & development of software applications
- Delivering project presentations to clients

## EDUCATION

### Virtual University of Pakistan

MBA (Executive)

2014 – present

### Virtual University of Pakistan

BS (Hons.) in Comp. Science

2003 – 2007

### Govt. MAO College, Lahore

I.C.S

1999 – 2001

### Saman Grammer High School

Matriculation with Science

1997 – 1999

\*Current CGPA in MBA: **3.87**

\*Achieved CGPA in BS (Hons.): **3.50**

## WORK EXPERIENCE (CONTD.)

### **Software QA Specialist (Asst. Manager)**

*Telenor Pakistan*

2012 – 2014 / Islamabad, Pakistan

As a senior member of software QA team at Telenor HQ Islamabad, I performed the following duties:

- Assisted quality assurance manager in executing Software QA activities
- Developed and guided the team members in the area of QA and testing
- Documented the QA methodologies and processes to be followed by software development team
- Worked closely with software solution developers and shared knowledge in the area of quality assurance and testing
- Performed quality assurance of both in-house and out sourced software projects
- Executed and implemented QA/IT strategy with respect to development
- Played a vital role as SEPG member for CMMI Level 2 & 3 certifications

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### **Team Lead QA & Business Process Automation**

*Telenor Pakistan*

2009 – 2012 / Lahore, Pakistan

As a member of software development team at Telenor contact center, I carried out:

- Requirements Analysis
- Software Development
- Business Process Automation
- Software Project Management
- Software Quality Assurance
- Operational Support Management
- Standardization & Improvement Planning
- Projects Documentation
- People Management

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### **Team Lead Assistant, Customer Services**

*Telenor Pakistan*

2007 – 2009 / Lahore, Pakistan

As a member of customer services team at Telenor contact center, I performed the following tasks:

- Assisted the contact center agents in resolving customer queries
- Handled rude and arrogant customers with expert soft skills
- Kept the team up to date with new processes, policies and procedures
- Followed-up on tickets generated through Siebel CRM

## TRAININGS

### **Information Security Testing**

Aug 2014

### **Lean Six Sigma Yellow Belt**

May 2013

### **CMMI Level 2 / Level 3**

Jan 2013 – Jan 2014

### **The Telenor Way Training**

Aug 2010

### **Certificate in VB / C# .NET**

Jul 2004

### **Diploma in IT**

2001 – 2002

### **Certificate in VB 6.0**

Jun 2002

### **Diploma in Computer Apps**

Nov 1999

## LANGUAGES

English – Proficient

Urdu – Native

Punjabi – Proficient

## INTERESTS

Music

Cricket

Social Networking

Reading Books on Leadership

Travelling

Innovation

Volunteering for Social Work

FOOD 😊

## PROJECTS

### **Land Records Management Information System (Punjab)**

2014 – present

The project uses the computerized version of all the manual land records and automates the processes of land.

I am responsible for the overall quality of the project.

### **Land Administration & Revenue Management System (Sindh)**

2014 – present

LARMIS Sindh is an information management solution which is designed for Sindh Government to execute the different land related operations at service centers.

I am responsible for the overall quality of the project.

### **Computerization of Land Records (LDA)**

2014 – present

LRMS (LDA) is an integrated management solution designed to cater the needs of each LDA directorate and expedite each process through business process re-engineering.

I am responsible for the overall quality of the project.

### **Closed Feedback Loop Project (Telenor Pakistan)**

2012 – 2013

The system records customers' responses, analyzes them and generates useful data reports for calculating NPS & decision making.

My role in this project was of system analyst & lead developer.

### **Smart Agent (Telenor Pakistan)**

2012 – 2013

A web based application that interacts with CRM (Siebel) and other BSS applications to help contact center agents cater customer queries with One Click. The solution reduced the Average Handle Time (AHT) of contact center agents and increased the company's revenues by creating capacity for agents to answer more calls.

My role in this project was of lead developer.

### **Website Development Projects**

2014 – present

Website for DHA Peshawar ([www.dhapeshawar.org](http://www.dhapeshawar.org))

Website for AOS Ltd. ([www.aoserv.com](http://www.aoserv.com))

Website for Mosaic Collection ([www.mosaiccollection.com.pk](http://www.mosaiccollection.com.pk))

Website for Seabreeze Plaza ([www.seabreezians.com](http://www.seabreezians.com))

Website for Damam Enterprises ([www.damamenterprises.com](http://www.damamenterprises.com))

My Portfolio Website ([www.itszain.com](http://www.itszain.com))

\*Professional references available upon request

## TECHNO. PROFICIENCY

I have worked with several QA / software / web development tools and technologies including the below:

### **Test Execution & Defect Mgmt.**

- HP ALM
- Mantis

### **Load Testing**

- HP LoadRunner

### **Software Development:**

- C# .NET
- VB .NET
- Delphi

### **Web Development:**

- ASP .NET
- HTML
- Javascript
- CSS
- Dreamweaver

### **Databases:**

- MS Access
- MS SQL Server (advanced)
- ORACLE (basic)

### **Data Modeling:**

- MS. Visio

### **Project Management:**

- MS. Project

### **Process Automation:**

- Auto Hotkey

### **General**

- MS. Windows
- MS. Office