

# MYRIAM BAZZI

## Software Quality Assurance Engineer

📍 Michigan, USA    ✉ myriamraee@gmail.com    ☎ (313) 405-7660

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### SUMMARY

Highly analytical and results-oriented Software Quality Assurance Analyst with 4 years of experience in the financial/mortgage, payment processing and eCommerce domains. Proven ability to tackle complex software challenges and deliver high-quality solutions through expertise in a wide range of testing methodologies, including manual and automated testing, front-end and back-end testing with SQL, API testing using Postman and RESTful APIs, and CI/CD implementation within AWS cloud environments. Effectively collaborated with cross-functional teams to streamline workflows, accelerate release cycles, and achieve business goals. Demonstrated success in reducing costs and preventing costly post-release errors by proactively identifying and addressing issues during development.

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### PROFESSIONAL EXPERIENCE

#### Quality Assurance Engineer

Sept 2023 - Sept 2024

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- Reviewed and analyzed design specifications and user requirements in Confluence, ensuring a clear understanding of product functionality and expected outcomes.
- Developed and executed detailed test plans and test cases, ensuring web and mobile applications adhered to business requirements and user expectations.
- Executed and maintained automated test scripts using Playwright and Selenium IDE, improving test coverage and reducing manual testing efforts for web applications.
- Conducted manual and automated testing, including functional, regression, and user acceptance testing (UAT), ensuring seamless application performance across multiple browsers and platforms.
- Identified, logged, and tracked defects using JIRA, collaborated with developers to troubleshoot issues, and ensured thorough retesting post-fix implementation.
- Performed backend validation using SQL, verifying data accuracy and integrity across eCommerce applications.
- Engaged in daily stand-ups and sprint planning as part of an Agile team, actively contributing to test case design and continuous process improvement.
- Executed cross-browser and mobile testing using BrowserStack, ensuring applications functioned optimally across different devices and environments.
- Conducted API testing using Postman and RESTful APIs, validating endpoints for data exchange and service functionality.
- Designed and executed stress and performance testing using Apache JMeter, identifying system bottlenecks and ensuring optimal stability under load.
- Contributed to documentation and process enhancement by maintaining a Requirements Traceability Matrix (RTM) and test execution reports to track validation efforts.

#### Quality Assurance Software Testing Analyst

Nov 2020 - Aug 2023

Writtenhouse

- Conducted comprehensive testing, including end-to-end testing, of complex mortgage processing applications, validating over 100 unique calculations and document generation processes, ensuring 99% data integrity throughout the entire life cycle, and maintaining compliance with strict guidelines.
- Performed regression testing on 5+ major software updates and product enhancements, ensuring seamless integration of 20+ new features and preventing any disruptions to existing services for over 50,000 users.
- Executed automated mobile tests using Appium, covering key workflows, form submissions and document processing across iOS and Android platforms. This increased test coverage significantly and reduced testing time by 25% while ensuring consistent performance and enhancing user experience across devices.
- Conducted thorough API testing using Postman, verifying multiple endpoints for critical functions like application submissions, document uploads and data retrieval, ensuring accuracy in data exchange, optimizing application performance, and reducing API related defects by 20%.
- Employed SQL to validate back-end data integrity within the database, executing queries within MySQL and DBeaver to ensure accurate storage, retrieval, and processing of sensitive client information, resulting in a reduction of data-related errors and improved overall data quality.

- Collaborated with onshore and offshore cross-functional teams (engineering, product, customer support) to streamline processes, resolve critical issues, and ensure successful product launches and updates, contributing to a 98% on-time delivery rate.
- Demonstrated leadership by effectively coordinating with multiple stakeholders during the testing process, resolving conflicts, ensuring a smooth user experience, and contributing to an increase in successful submissions.

EDUCATION

Bachelor Degree in Biology, Health, and Society	Sep 2016 - Jun 2020
University Of Michigan - Ann Arbor	

CERTIFICATIONS

Section 508 Trusted Tester	In Progress
Department Of Homeland Security	
ISTQB Certification	In Progress

TECHNICAL SKILLS

**Programming & Scripting Languages:** SQL, CSS, HTML, Visual Studio Code, Groovy.

**Development Tools:** Visual Studio Code, MySQL, Azure SQL.

**Testing Tools & Frameworks:** Postman (API Testing), Jira, Zephyr, Katalon Studio, Selenium, Jenkins, BrowserStack, LoadRunner, PyCharm, JUnit, Playwright.

**Types of Testing:** API Testing, Regression Testing, Smoke Testing, End-to-End Testing, Exploratory Testing, Load Testing, Performance Testing, Happy Path Testing, Positive/Negative Testing, User Acceptance Testing (UAT) UX/UI Testing, Black Box Testing, Database Validation and Verification.

**CI/CD (Continuous Integration/Continuous Deployment):** CI/CD Pipelines.

**Test Case Management/Bug tracking & Collaboration Tools:** Jira, Test Rail, Azure DevOps, Salesforce, Bugzilla, Asana, Trello, Microsoft Office Suite, Slack, Zoom, GSuite.

**Operating Systems:** Windows 10+, macOS, Linux.