**HICHAM KHACHIAI**

hmkhane@gmail.com

617 669 6885. Revere, MA, Open to Relocation.

**QA Engineer**

QA Engineer who comes from a background in computer science and hands-on experience as a Field Service Engineer**.** Passionate about efficient agile workflows and modern QA tools such as JIRA, Postman, and DevTools. With a keen eye for detail and a passion for finding bugs before they bite, I thrive on delivering high-quality products that exceed user expectations.

**Technical Skills**

QA Engineering, Test Planning, Test Documentation, Manual Testing, Android Studio, UI Testing I Regression Testing D Agile, JIRA I Postman, SQL, JSON, DevTools, C++, JAVA, Kotlin, Python, HTML, CSS.

**QA Technical Projects**

**Urban Grocer Web App**

**Skills:** API Testing, Debugging, JSON, Postman.

* Tested the API of Urban Grocers app and created a valid API bug report
* Designed tests for APIs using test design techniques "boundary values" and "equivalence classes" Sent JSON and XML requests to API using Postman
* Composed a SOAP request according to the API documentation

**Urban Routes Web App**

**Skills:** Test Planning and Design, Debugging, Figma.

* Tested the frontend of the web app and issued bug reports
* Designed positive and negative tests and found defects in common interface elements Checked layout adaptability without real devices
* Intercepted and spoofed requests or responses in Charles manually.

**Urban Lunch Mobile App**

**Skills:** Android Studio, Mobile Emulator, Mobile Testing

* Developed & implemented a comprehensive mobile testing strategy utilizing Android Studio and device emulators
* Identified and resolved critical defects by collecting and analyzing logs from mobile emulators

**Professional Experience**

**field service engineer, NHA, Boston MA** 06/23 – Present.

Field Service Engineer at Nautilus Hyosung America, responsible for diagnosing and resolving various issues related to bank ATMs. Duties include part replacements (e.g., CCIM, HDDs), clearing jams, resetting machines, reloading software, and performing other required maintenance and troubleshooting actions.

**Security Professional, Allied Universal,** Everett MA10/21 - 06/23

Security Professional at Constellation Natural Gas Facility, responsible for safeguarding personnel and facility assets. Ensured strict access control by monitoring restricted entrances and conducting regular patrols, enhancing overall site security and minimizing potential risks to staff and equipment.

**Supervisor, NewsLink Group,** Boston MA09/20 -11/20

Supervisor at Logan International Airport, responsible for overseeing customer service and sales operations, promptly addressing any issues to ensure a positive customer experience. Committed to delivering exceptional service quality and maintaining high customer satisfaction throughout each shift.

**Delivery Associate, Endeavor Delivery,** Revere MA07/20 -10/21

Amazon Delivery Associate, North Shore Boston Area

**Administration Agent, Boureza,** Morocco.02/17 -09/19

a private administrative services provider, specializing in preparing visa documentation, drafting sales contracts, and managing company formation documents and processes.

**Education**

**QA Engineering,** TripleTen.

**AS** in **Computer Science,** Bunker hill Community College, Boston, MA