Mohammed Faisal Patel

Quality Assurance Engineer
Doha, Qatar | **Qatar Mob:** +974 72572792 | **India Mob:** +91 8879404787
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Availability: Immediate

PROFESSIONAL SUMMARY

Result-oriented **Quality Assurance Engineer** with over **7 years of experience** in Manual, API, and Automation testing across Insurance, Healthcare, Banking, and AFC domains. Expert in bridging technical backend validation with business requirements through rigorous **UAT, SAT, and SIT**. Proven track record of managing end-to-end testing lifecycles for high-stakes projects, including the Qatar Ministry of Transport's Integrated Automated Fare Collection System.

TECHNICAL SKILLS

- **Testing Types:** Manual, Automation (Selenium/JMeter), API (Postman), UAT, SAT, SIT, Regression, Smoke, Sanity, Black/White Box, Load Testing, Adhoc Testing.

- **Tools & Platforms:** JIRA, MS SQL Server, Microsoft Dynamics 365/CRM, Apache JMeter, Nevada Testing Tool, Postman, NFC/Contactless Payment, IBM Cognos.

- **Processes:** SDLC, STLC, Defect Tracking, Writing Test Plans/Scenarios, Requirement Traceability (BRD/CR), Functional Description Documentation.

PROFESSIONAL EXPERIENCE

Senior Software Test Engineer | IT Serve Qatar (AFC Domain) | *Dec 2022 – Aug 2025*

- Served as the **Independent Test Authority** for the Qatar Ministry of Transport's Integrated Automated Fare Collection (AFC) System.

- Executed end-to-end testing for **NFC cards, Mobile NFC payments, QR codes, and Bank Cards** (Visa, Master, Amex, UnionPay, JCB) across Metro, Tram, Bus, and Taxi platforms.

- Managed system handovers by leading **Installation Verification Tests (IVT), UAT, SAT, and Service Trials** to ensure 100% operational readiness.

- Validated customized software across all AFC equipment, including Payment Gateways (Card24), CRM reports, IBM Cognos, and Ticket Vending Machines (TVMs).

IT Support Engineer | FIFA World Cup 2022 Qatar | *Oct 2022 – Dec 2022*

- Provided end-to-end IT infrastructure support for FIFA staff, managing hardware configuration, IP Printers, and network stability for high-pressure global events.

Quality Assurance Engineer | EbixCash Technology (Insurance) | *Nov 2021 – July 2022*

- Directed manual testing for complex financial modules including Mutual Funds, General Insurance, Life Insurance, and Derivatives.

- Reduced production defects by replicating and analyzing client issues in **UAT and LIVE environments** before developer handoff.

- Authored and executed complex **SQL queries** to validate backend data integrity and reporting accuracy.

Software Test Engineer | Metropolis HealthCare | *May 2021 – Nov 2021*

- Validated Healthcare portals and invoicing systems, ensuring seamless registration and partner portal functionality.

- Performed **API Testing using Postman** and Load Testing via **JMeter** to ensure system stability under peak traffic.

- Collaborated on **Business Requirement Documents (BRD)** to align technical test cases with stakeholder expectations.

Software Tester / Application Support | Empronc Solution (Banking) | *May 2019 – Feb 2021*

- Led manual testing for Spend Management systems and managed defect lifecycles via CRM.

- Facilitated remote client troubleshooting and patch deployments via SFTP, improving client resolution times.

EDUCATION

- **Software Testing Course (GNIIT Grade A)** | GNIIT (2018)

- **Bachelor of Commerce (BCOM)** | Mumbai University (2017)