



CONTACT

Cairo, Egypt

+20 100 689 7014

eng.rami98@gmail.com

[linkedin.com/in/rami-al-dhaifani-0b830414](https://www.linkedin.com/in/rami-al-dhaifani-0b830414)

github.com/Engr-Rami

CORE COMPETENCIES

- ▶ Software Quality Assurance
- ▶ QA Leadership & Test Management
- ▶ Manual, Functional & Regression Testing
- ▶ API & Database Testing (SQL)
- ▶ UAT & Test Case Design
- ▶ Defect Management
- ▶ Requirement & Risk Analysis
- ▶ Agile / Scrum / SDLC / STLC

TOOLS

- ▶ Jira, Azure DevOps
- ▶ TestRail, Zephyr, Kualitee
- ▶ Postman, Selenium
- ▶ Trello, ClickUp, Asana, Miro

EDUCATION

M.Sc. Project Management

The Superior University
2021 – 2023

M.Sc. Engineering Management

Riphah International University
2019 – 2020

B.Sc. Engineering

University of Engineering and Technology
2014 – 2018

LANGUAGES

Arabic — Native

English — Professional Working Proficiency

Urdu — Limited Working Proficiency

RAMI AL-DHAIFANI

Senior Software Quality Assurance Engineer | QA Lead | Test Manager

PROFESSIONAL SUMMARY

Senior Software Quality Assurance Engineer with over 10 years of experience delivering high-quality web, mobile, enterprise, ERP, SaaS, eCommerce, and AI-driven applications. Extensive expertise in designing and implementing QA strategies, leading testing activities throughout the Software Development Life Cycle (SDLC) and ensuring software quality through comprehensive manual testing practices.

Proven ability to collaborate with cross-functional Agile teams, mentor QA engineers, improve testing processes, and drive successful product releases. Experienced in leading QA initiatives for banking, government, fintech, eCommerce, AI, and enterprise solutions while consistently reducing production defects and improving software reliability.

PROFESSIONAL EXPERIENCE

Senior Software Quality Control Engineer

Sep 2023 – Present

Ministry of Justice, Riyadh – Saudi Arabia

- Led software quality assurance initiatives for mission-critical government systems
- Estimated and prepared sprint test planning along with testing workload distribution
- Managed resource allocation and assigned sprint testing tasks across team members
- Monitored and evaluated the testing team's performance across sprint cycles
- Designed and executed comprehensive test cases aligned with business and technical requirements
- Developed Selenium automation scripts to streamline and complement manual testing
- Compiled sprint test closure reports and led training sessions to upskill team members

Senior Software QA/QC Engineer

Sep 2022 – Sep 2023

Saham IT, Khobar – Saudi Arabia

- Implemented a comprehensive Testing Framework rolled out organization-wide
- Managed a distributed team of over 10 members across onsite and offsite locations
- Led QA operations for Food Services and eCommerce delivery, including client engagement
- Stabilized project delivery through a critical team transition, including reassigning responsibilities after 30% team turnover
- Produced monthly and quarterly cost and revenue forecasts to support financial planning
- Mentored team members in process adherence, test case development, and productivity

Software Quality Assurance Engineer

Jun 2021 – Present

Upwork, Worldwide

- Performed comprehensive manual testing on mobile and web applications across platforms
- Authored and executed detailed test cases in JIRA and Azure DevOps
- Identified, documented, and reported defects with clear reproduction steps
- Conducted regression testing on new builds to validate bug fixes and stability
- Communicated testing progress and results proactively with clients

Software Quality Assurance Engineer — Banque Saudi Fransi (BSF)

Jan 2020 – Dec 2022

Kualitatem Inc., Riyadh – Saudi Arabia

- Reviewed banking domain requirements and technical design documents for QA feedback
- Developed comprehensive test plans, test cases, and scenarios for system and UAT testing
- Coordinated testing activities for bilingual (English/Arabic) web and mobile geospatial applications
- Conducted performance, load, stress, functional, and full regression testing
- Tracked QA metrics such as defect density and unresolved issue counts

CERTIFICATIONS

Scrum Fundamentals

Agile Methodologies

Software Testing Certifications

Professional QA Training

- Developed UAT runbooks and performed retesting and regression validation

Web Content Manager / Proofreader

Feb 2019 – Feb 2020

SaleFinder, Riyadh – Saudi Arabia & New Zealand

- Led a team of writers and creative professionals delivering content for client websites
- Oversaw writing, editing, and proofreading to align with brand guidelines
- Developed cross-platform content strategies to maximize engagement and SEO visibility

CSR & QA Analyst

Feb 2016 – Feb 2019

LiveAdmins DMCC, Dubai – UAE

- Refined chat and call monitoring formats against defined quality standards
- Compiled and analyzed performance metrics at team and individual levels
- Delivered internal and external quality reports for management decision-making
- Identified training gaps and initiated programs to improve staff readiness

SELECTED PROJECTS

Ministry of Justice Digital Services • BSF Digital Banking Services • Food Delivery Digital Services • Lightspeed Global Platform • eCommerce Digital Services • eCapital Financial Platform • Governwell Platform • AI Restaurant Platform • RunRob AI • Vizii ERP Solutions • SaaS Platforms • Enterprise Government Systems

PROFESSIONAL ACHIEVEMENTS

- Successfully delivered quality assurance activities for government, enterprise, fintech, AI, SaaS, and eCommerce platforms
- Led cross-functional QA efforts within Agile environments
- Improved release quality by implementing structured testing processes
- Reduced production defects through comprehensive regression and risk-based testing
- Mentored QA professionals and contributed to QA process improvements