HEIN ZAW

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Quality Assurance Engineer

Quality Assurance Engineer with more than 6 years of experience in cutting-edge quality assurance initiatives, optimizing product integrity through advanced test automation frameworks and CI/CD integration. With a track record of elevating quality standards with a strategic blend of technical prowess and leadership in driving innovation across the Quality Assurance domain. Well-versed with Selenium, Cypress, and Postman as well as 2 years as a software engineer developing and maintaining web applications using Java and C#.

Automation • Integration Testing • Regression • Quality Management • API testing
UI/UX Testing • Test Case Management • Version Control

Languages: Java, C#, JavaScript
Web: HTML, HTML5, jQuery, Ajax
Web Services: REST, GraphQL, JSON, XML
Web/App Servers: Apache, Tomcat
Frameworks: Spring, Spring boot, Selenium, Cypress
Databases: HBase, Hive, Oracle, MySQL
SDLC: Agile, Scrum
Tools: Postman, JIRA, Git, qTest, X-Ray
Platforms: Windows, Linux, Mac OS
Big Data: Hadoop, Pig, Hbase, Spark, Sqoop, Flume, Avro

PROFESSIONAL EXPERIENCE

*CAREER NOTE: Completed on-campus studies and currently taking distance education courses to complete a **Master's Degree in Computer Science** (Available for full-time, W-2 employment).*

DELL TECHNOLOGIES, Singapore, Singapore • 08/2022 – 07/2023
Information Technology Leader.

Senior Quality Assurance Engineer
Ensured the platform's quality and reliability.

- Developed comprehensive test plans and test cases for microservices-based applications, achieving a quick and reliable start to the Automation test environment.
- Designed the automation environment for the Test Case Management Tool qTest to streamline the testing process, resulting in an 80% reduction in the testing time.
- Conducted different testing methodologies of the microservices-based application; catching critical and show-stopper bugs with steps to reproduce; allowing developers an easy way to find and fix the bug.
- Created automation test scripts using Java/Selenium; to reduce manual efforts and increase the overall productivity of the testing team; testing around 1000 test cases per service.
- Identified and prioritized areas for testing based on risk analysis and business impact, resulting in the project's overall success.
- Investigated and troubleshot issues reported by the team or customers, providing detailed bug reports and recommendations for resolution; reducing the time spent by the dev team in analyzing the bug.
- Enhanced project efficiency by maintaining the bug repository in JIRA for streamlined task management, bug tracking, and real-time status updates.

Technologies Used: Java, Selenium, JIRA, Git, qTest

SEEDLY, Singapore, Singapore • 04/2022 – 08/2022
One of Singapore's largest personal finance communities.

Senior Quality Assurance Engineer
Led the development and implementation of an Automation Framework

- Designed and led the development of a comprehensive Automation Framework using Cypress and JavaScript, significantly enhancing the efficiency and reliability of testing on the existing financial platform.
- Managed the entire testing lifecycle, from planning and execution to bug reporting, using JIRA (X-Ray), streamlining the QA process.
- Collaborated with the Product Management, Software Development, and Business Team to understand the client requirements, allowing accurate test case creation.
- Incorporated Quality assurance standards like Regression, Smoke, and Integration testing, improving the overall product quality, faster time-to-market for new features, and a robust mechanism for continuous system evaluation and improvement.
- Involved in the UI/UX testing, providing critical feedback for product improvement, and keeping the customer perspective.

Technologies Used: *JavaScript, Cypress.io, JIRA, Xray Test Management Tool*

PERX TECHNOLOGIES, Singapore, Singapore • 05/2019 – 04/2022
PERX Provide services in the loyalty and customer engagement sector, through a sophisticated AI-powered platform.

Lead Quality Assurance Engineer
Started as a Senior QA Engineer, promoted to Lead; spearheaded the QA team.
- Incorporated different coding standards and tools like JIRA, and Cypress in the quality and performance of AI-driven loyalty and customer engagement platform; securing it from outside threats or manual loss of data.
- Developed and executed test strategies, identifying bugs, and closely working with the development team to facilitate timely resolutions.
- Enhanced product quality through rigorous testing and continuous feedback, playing a crucial role in maintaining high user satisfaction and platform reliability.
- Successfully completed the Quality Assurance testing of Singapore's second-largest telecom company, Starhub; zero showstoppers, getting the prestigious CAPE reward.
- Conducted Stress testing using JMeter to call the API and find data discrepancies; created more clean data for test automation script.

Technologies Used: *Cpyress.io, Git, JavaScript, Jquery, Jira, Zephyr Testcase Management Tool, JMeter*

FUJI XEROX SINGAPORE, Singapore, Singapore • 12/2017 – 03/2019
Document management solutions and services company.

Quality Assurance Engineer
Ensured software quality.
- Involved in streamlining the QA process at the organization, from requirement analysis to post-production support, achieving Uniformity of test standards across the Software Development Life Cycle.
- Conducted various testing required at different phases of SDLC including Regression, Integration, Negative, and Smoke, resulting in quick finding and resolution of bugs.
- Utilized custom-made Excel sheet with macros for reporting and tracking the bugs; maintaining the originality of the process based on client requirements.
- Collaborated with both the development and product management teams, a crucial role in understanding the requirement and helping the QA team differentiate the bugs from features.
- Optimized UI/UX quality through automated testing with Nightwatch/Selenium, identifying and eliminating repetitive and redundant bugs.

Technologies Used: *Nightwatch.js, Java, JavaScript, jQuery, Selenium*

CODIGO, Singapore, Singapore • 11/2016 – 12/2017
Leading mobile application developer based in Singapore.

Full Stack Engineer
Designed and built seamless and scalable applications.
- Developed 4 different web applications using C#/.Net for healthcare, consulting Point of Sale, and inventory management.
- Worked closely with Solution Architects in designing and architecting highly responsive web and mobile applications; learning how the complete SDLC works.
- Collaborated with cross-functional teams, including product managers, UI/UX designers, and QA engineers, to create cohesive and innovative software solutions.
- Optimized applications based on user feedback and evolving business requirements to enhance functionality and user experience.

Technologies Used: *ASP.Net, C#, JavaScript, Twilio*

NTT DATA MYANMAR, Yangon, Myanmar ● 07/2013 – 06/2014
Software Engineer
Developed and maintained software solutions.
Technologies Used: Java, JavaScript, jQuery, Terasoluna, Spring MVC

INTERNSHIP EXPERIENCE

ST MIRCOELECTRONIC, Singapore, Singapore ● Apr 2016 – Aug 2016

Software Engineer Intern
Technologies Used: Perl, Oracle Database, Java, JavaScript, jQuery

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EDUCATION

Master of Science in Computer Science
(In progress via distance education; expected completion 04/2026)
Maharishi International University, Fairfield, Iowa

Key Courses: Enterprise Architecture, Web Application Programming, Big Data Technology, Algorithms

Post Graduate Diploma in System Analysis in Computer Science
National University of Singapore, Singapore

Diploma in Java Programming in Computer Science
India-Myanmar Centre of Enhancement of IT Skills, Yangon, Myanmar

Bachelor's of Computer Science in Computer Science
University of Computer Studies Yangon, Yangon, Myanmar