

MUHAMMAD NOMAN WALEED

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QA Engineer | Trust & Safety | Web & Mobile Testing | API Testing | Urdu & English

PROFESSIONAL SUMMARY

Detail-oriented QA professional with hands-on experience in manual testing of web and mobile applications, API testing, and defect lifecycle management. Proven ability to design and execute test cases, identify software defects, and collaborate with development teams to ensure product quality against functional specifications. Experienced in compliance testing, regression testing, and working within SLA-driven, high-volume environments.

EXPERIENCE

Trust & Safety QA Analyst | *Teleperformance Malaysia Sdn. Bhd* • Kuala Lumpur, MY May 2025 - Present

- Performed functional and compliance testing of mobile app features, identifying and reporting defects to development teams with reproducible proof and supporting evidence.
- Reviewed and assessed app store listings against platform developer policies, documenting violations and guiding developers on resolution steps for flagged enforcement cases.
- Investigated and resolved 10-15 trust & safety cases daily, maintaining a 98% accuracy rate against policy benchmarks using Trello and ClickUp for defect and case tracking.
- Served as peer QA resource for policy and compliance queries, supporting teammates on complex or ambiguous case escalations to ensure consistent standards.

Zoho CRM & Frontend Developer | *Dream Softs Tech* • Faisalabad, PK Jan 2025 - May 2025

- Performed visual and functional testing of redesigned web interfaces against Figma specifications, identifying and reporting UI/UX discrepancies before delivery.
- Developed and customized Zoho CRM modules, layouts, workflows, validations, and Deluge automation scripts.
- Rebuilt CRM and web UI/UX through frontend redesign using HTML5, CSS3, JavaScript, and Bootstrap.

Zoho Developer & QA | *KG CRM Solutions LLP* • Remote Jan 2022 - Feb 2023

- Conducted API testing using Postman to validate Zoho CRM integrations, documenting test results and defects in structured reports for developer resolution.
- Performed end-to-end functional testing of Zoho CRM customizations for 10+ international clients, ensuring quality across modules, workflows, and automation.
- Built automation using Deluge scripting, Blueprints, and Zoho Functions; integrated Zoho CRM with Creator, Campaigns, Bookings, Meetings, and Webinars.

EDUCATION

Master of Science in Computer Science & Technology 2022 - 2025

Dalian Maritime University, China (CGPA: 3.89 / 5.00)

Bachelor of Science in Information Technology 2017 - 2021

University of Agriculture Faisalabad, Pakistan (CGPA: 3.64 / 4.00)

SKILLS

QA & Testing: Manual testing, functional testing, exploratory testing, regression testing, test case design, defect reporting, compliance testing, API testing.

Testing Tools: Postman, Chrome DevTools, Trello, ClickUp, Google Sheets.

Technical: HTML5, CSS3, JavaScript, WordPress, Git/GitHub, Basic SQL (CRUD), HTTP/REST APIs.

Trust & Safety: Content moderation, policy compliance, platform integrity, SLA management, case investigation.

Languages: English (Professional), Urdu (Native).