

ROGER MOUGHAMES

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Objectives

Seeking an opportunity to apply all the knowledge and experience gained over the years.
Looking forward to improving my skillset and gaining experience.

EXPERIENCE

FEBRUARY 2024 – PRESENT

QA TESTER, AT TELUS (Remote)

JULY 2022 – PRESENT

SOFTWARE QUALITY ASSURANCE SPECIALIST, AT GRAPPA SYSTEMS (OFFSHORE) S.A.L.

- Review requirements, specifications, and technical design documents to provide timely and meaningful feedback.
- Create and execute detailed, comprehensive, and well-structured test plans, test suits, and test cases.
- Estimate, prioritize, plan and coordinate testing activities for new products and features.
- Perform Functional, UI, Smoke, end to end, System Integration, User Acceptance testing, and Regression testing.
- Perform API testing using tools like Postman & SOAPUI and performance/load testing using JMeter.
- Perform cross-browser testing for web applications.
- Design, develop and execute automation scripts using open-source tools like Microsoft Playwright, Selenium Web driver and Appium.
- Identify, record, document thoroughly and track bugs.
- Perform thorough regression testing when bugs are resolved.
- Ability to identify and escalate issues in a timely manner.
- Liaise with internal teams (developers and product managers) to identify system requirements.
- Reproduce issues, when necessary, to assist software development in resolving issues.
- Stay up to date with new testing tools and test strategies.
- Work on requirements like content strategy or scoping out new products to ensure all necessary information has been included for users to understand what they're reading quickly.
- Write technical documents and user guides.

JUNE 2021 – PRESENT

VIDEO EDITOR & ASSISTANT, Freelancer

OCTOBER 2023 – JANUARY 2024

FOOTBALL COACH, AT SPORTZONE DBAYEH FOOTBALL ACADEMY

- Conducting research and analyzing previous games to develop game plans, tactics, techniques, formations, and strategies.
- Organizing and scheduling tryouts and shortlisting potential players.

- Determining individual player abilities, strengths, and weaknesses, and factoring these into the gameplay and strategy sessions.
- Ensuring the football field is available for practice sessions and that players show up on time.
- Establishing rules and regulations and ensuring players are familiar with them.
- Organizing team building sessions and activities off the field.
- Fostering good sportsmanship in all team players, resolving disputes, and addressing bad behavior in a timely manner.
- Identifying exceptional players who might be scouted for scholarships and to play in professional leagues.
- Ensuring all sports equipment is available and in working order.
- Encouraging players to engage in other recreational sports and to live a healthy life with a balanced diet.

OCTOBER 2021 – DECEMBER 2021

INTERNSHIP, IT HELPDESK AT RETAIL GROUP IT DEPARTMENT

- Preparing users' computers including hardware and software (RTS) configuration.
- Resolving and troubleshooting computer problems (hardware and software) for the head office, DC, and Stores.
- Providing system support by areas of operations – store locations.
- System Administration for the Head Office.
- Checking daily sales and sending daily reports to the franchisers as required.
- Solving connection related problems.
- Provides technical, software and hardware support to the company's shop and Head Office and makes sure the system is always running smoothly.
- Solving Cameras Problems in all branches.

MARCH 2021 – MAY 2022

SENIOR STORE MANAGER, AT ALDO, LE MALL DBAYEH (RETAIL GROUP)

- Training, supervising, and evaluating employees.
- Preparing employee work schedules.
- Addressing employee disputes, questions, and concerns.
- Ensuring all staff adhere to safety standards, company policies, and procedures.
- Managing and accounting for all money-handling procedures.
- Recording and managing inventory.
- Ensuring the shop is adequately stocked, clean, and visually appealing.
- Motivating employees to reach sales goals and providing excellent customer service.
- Handling customer complaints.

SEPTEMBER 2018 – FEBRUARY 2021

JUNIOR STORE MANAGER, AT CALL IT SPRING, LE MALL DBAYEH (RETAIL GROUP)

- Training, supervising, and evaluating employees.
- Preparing employee work schedules.
- Addressing employee disputes, questions, and concerns.
- Ensuring all staff adhere to safety standards, company policies, and procedures.

- Managing and accounting for all money-handling procedures.
- Recording and managing inventory.
- Ensuring the shop is adequately stocked, clean, and visually appealing.
- Motivating employees to reach sales goals and providing excellent customer service.
- Handling customer complaints.

JUNE 2020 – SEPTEMBER 2020

WAITER, AT LE RELAIS

- Greet customers and hand out menus.
- Take meal and beverage orders from customers and place these orders in the kitchen.
- Make menu recommendations and inform patrons of any specials.
- Deliver meals and beverages to tables when they have been prepared.
- Check that customers are satisfied with their meal.
- Prepare the bill for tables when requested.
- Cash up bills and ensure that the correct amount has been paid.

JULY 2020 – AUGUST 2020

CASHIER, AT MEDMART (MEDCO SAL)

- Process sales transactions.
- Maintain an accurate cash drawer.
- Answer customers' inquiries.
- Maintain a clean work environment.
- Process and receiving payments.
- Issuing receipts to customers as they leave with their purchases.
- Handel additional items such as coupons.
- Providing an excellent customer service experience.

MAY 2020 – SEPTEMBER 2020

SALES & OPERATOR, AT SANONDAF LEBANON (TAU BETA PI SARL)

- Sanitizer disassembles, cleans, sanitizes, and reassembles processing equipment.
- Performs cleaning in accordance with established guidelines and specifications.
- Ensures equipment is operational for production runs.
- Being a Sanitizer prepares and handles sanitation chemicals and equipment.
- Responsible for selling services and meeting customer needs while obtaining orders from existing or potential outlets.
- Ensure that the customer is satisfied and adequately taken care of.

FEBRUARY 2016 - MAY 2018

INTERVIEWER, REPRESENTATIVE & MYSTERY SHOPPER, AT REACH LEBANON (RESEARCH AND CONSULTING HOUSE SAL)

- Traveling to assigned store locations.
- Remaining discreet while you pose as a regular customer.
- Interacting with employees over the phone and in person to gauge customer service.
- Inspecting the store's environment to detect possible concerns and areas for improvement.
- Purchasing random and specific items to assess product quality.

- Retaining receipts as proof of purchase for later reimbursement.
- Completing and submitting a written report detailing the shopping experience after each store visit.
- Disclosing competing interests, including prior loyalty to or dislike of stores or products.
- Logging hours worked.
- Storing copies of completed assignments.

JUNE 2015 – SEPTEMBER 2018

SALES ASSISTANT & CASHIER, AT CALL IT SPRING, LE MALL DBAYEH (RETAIL GROUP)

- Greeting customers, responding to questions.
- Operating cash registers.
- Cross-selling products to increase purchase amounts.
- Maintaining an orderly appearance throughout the sales floor.
- Achieving established goals.
- Responsible for assisting throughout the buying process.
- Recommend related products to customers.
- Explain the benefits of various products.
- Promote special sales and offers.

JUNE 2013 - SEPTEMBER 2013

WAITER, AT KEIF RESTAURANT, ANTELIAS

- Greet customers and hand out menus.
- Take meal and beverage orders from customers and place these orders in the kitchen.
- Make menu recommendations and inform patrons of any specials.
- Deliver meals and beverages to tables when they have been prepared.
- Check that customers are satisfied with their meal.
- Prepare the bill for tables when requested.
- Cash up bills and ensure that the correct amount has been paid.
- Administer change to tables if needed

EDUCATION

2020 - 2021

BBA IN MANAGEMENT INFORMATION SYSTEMS (MIS), AT ARTS, SCIENCES AND TECHNOLOGY UNIVERSITY IN LEBANON, KASLIK CAMPUS

2014 - 2015

LEBANESE BACCALAUREATE DIPLOMA II IN ECONOMICS AND SOCIOLOGY, AT LA SAGESSE SCHOOL, ACHRAFIEH

SKILLS

LANGUAGE SKILLS

- Arabic: Mother Language
- English:
 - Speak → Intermediate.
 - Read → Upper Intermediate.
 - Write → Intermediate.
 - Listen → Upper Intermediate.
- French:
 - Speak → Intermediate.
 - Read → Upper Intermediate.
 - Write → Intermediate.
 - Listen → Upper Intermediate.

COMPUTER SKILLS

- Microsoft Office (Word, Excel, PowerPoint)
- Draw.io
- Packet Tracer
- HTML / CSS / JavaScript
- TestKube / K6 Load Testing / Karate / Gherkin Syntax
- SQL Server Management Studio / MySQL
- Jira
- Kubernetes
- VS Code / Visual Studio Code / Android Studio
- Postman / SoapUI / JMeter
- Docker / Redis
- Agile Methodologies / Agile Testing
- UAT / End-to-end testing / STLC / Manual Testing / Regression Testing / System Testing / Software Testing / Functional & Non-Functional Testing

COMPETENCIES

- Active listening, Effective Communication
- Adaptability, Dynamic & Productive approach
- Ability to Multitask, Team & Time Management
- Coordination & Organization skills
- Working Under Pressure & Problem Solving

ACTIVITIES

SOFTWARE TESTING CERTIFICATIONS

- Software Tester Job Qualification by **Information Technology Institute Platform**.
[View Certificate](#)
- Introduction to Software Testing Concepts & Techniques certified by **Information Technology Institute Platform**.
[View Certificate](#)
- ISTQB Foundation Level certified by **Information Technology Institute Platform**.
[View Certificate](#)
- Effective Test Case and Bug Report Writing Techniques certified by **Information Technology Institute Platform**.
[View Certificate](#)

NETWORKING CERTIFICATIONS

- Cisco Certified Network Associate (CCNA), Switching, Routing and Wireless Essentials course offered by **Cisco Networking Academy**.
[View Badge](#)
- Cisco Certified Network Associate (CCNA), Introduction to Networks, course offered by **Cisco Networking Academy**.
[View Badge](#)
- Cisco Certified Network Associate (CCNA), Enterprise Networking, Security, and Automation with **Cisco Networking Academy**
[View Badge](#)
- Introduction to Cyber Security with **Cisco Networking Academy**.
[View Badge](#)
- Cyber Security Essentials with **Cisco Networking Academy**.
[View Badge](#)
- Networking Essentials with **Cisco Networking Academy**.
[View Badge](#)

IT CERTIFICATIONS

- Technical Support Fundamentals, authorized course by **Google** and offered through **Coursera**.
[View Certificate](#)
- Get Connected, course offered by **Cisco Networking Academy**.
- IT Essentials with **Cisco Networking Academy**
[View Badge](#)

FOOTBALL CERTIFICATIONS

- The Business of Football, course offered by **The Open University**
- Football Coaching Diploma offered by **Step Ahead Sports School**.
- Football Coaching Level D Diploma offered by **Lebanese Federation of Football**.

PROGRAMMING CERTIFICATIONS

- JavaScript Essentials 1 (JSE) course, provided by **Cisco Networking Academy** in collaboration with **OpenEDG JavaScript Institute**.

BUSINESS CERTIFICATIONS

- Entrepreneurship, course offered by **Cisco Networking Academy**.
- Leadership and Emotional Intelligence, authorized course by **Indian School of Business (ISB)** and offered through **Coursera**.
[View Certificate](#)
- Fundamentals of Digital Marketing, course offered by **Google EMEA & IAB Europe**
- Essentials in Investment & Trading with **TRADEYOM**

TRAININGS

- “ALDO Customer service training 2017” by **Retail Group**
- “Call It Spring Customer service training 2017” by **Retail Group**

AWARDS

- “Manager of the year 2020” Awarded by **Retail Group**
- “Manager of the year 2019” Awarded by **Retail Group**
- “Employee of the year 2017” Awarded by **Retail Group**
- “Employee of the year 2016” Awarded by **Retail Group**
- “Employee of the year 2015” Awarded by **Retail Group**

EXTRACURRICULAR ACTIVITIES

- 2010 – 2016: Member of the Sagesse High School Futsal Football Team
- 2016 – 2018: Member of the Lebanese University (FSEG2) Football Team

HOBBIES

- Hunting, Fishing, Football, Basketball, Ping pong, Tennis, Reading, Watching movies and series.

References are available upon request