

Md. Touhedul Islam

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GitHub: [touhid1](https://github.com/touhid1) (Md Touhedul islam)

Objective

Aspiring to build a successful career in Software Quality Assurance by leveraging my expertise in manual and automated testing, test planning, and defect tracking. Committed to delivering high-quality solutions, learning new technologies, and contributing to organizational excellence in dynamic environments.

Skills

➤ SQA & Testing: **Manual Testing, Test Case Writing, Test Planning, API Testing, Database Testing, Performance Testing**

➤ **Automation & Testing Tools:** Selenium, Appium, Postman, JMeter, Newman, Katalon Studio, Nmap, Jira

➤ Programming & Development: Java, JavaScript (ES6), Python, React, WordPress

HTML5, CSS3, Bootstrap, Firebase, MongoDB.

➤ Software & Tools: VS Code, Android Studio, Git, Chrome Dev Tools, MS Office (Excel, Word, PowerPoint)

➤ Languages: English, Bengali, and Russian.

Experience

➤ **Call Center Agent**

First Security Islami Bank PLC (07/16/2023 – 01/01/2024)

- Resolved over 70+ customer complaints daily, achieving a 97% first-interaction resolution rate.
- Provided efficient solutions to participants' issues and escalated complex problems to relevant teams.

➤ **Web Developer**

Webit71 (01/01/2022 – 06/30/2022)

- Led a team of 3 developers to build WordPress-based websites.
- It developed and deployed websites using JavaScript, React, and WordPress technologies.

➤ **Web Developer (Apprentice)**

Pioneer Alpha (12/09/2020 -07/07/2021)

- Contributed to various web development projects using JavaScript, TypeScript, React, and Node.js.
- Participated in the development of Amar iSchool, an educational platform for bridging skill gaps.

Projects

➤ **Foodpanda —Manual Testing**

- Created a comprehensive test plan, critical test scenarios, and detailed test cases.
- Tracked and documented defects, maintained a Requirements Traceability Matrix (RTM), and prepared test summary reports.

Tools: Xmind, Spread Sheet;

Project Link: <https://github.com/touhid1/Mannual-Testing-Foodpanda.git>

➤ **Simple Books API —API Testing**

- Built an API for a book ordering system with endpoints for order management, updates, and filtering.

Tools: Postman, Newman;

Project Link: <https://github.com/touhid1/API-Testing.git>

➤ **Reqres Website — Performance Testing**

- We evaluated website performance, including speed and responsiveness under load.

Tools: JMeter;

Project Link: <https://github.com/touhid1/Performance-Testing.git>

➤ **Amar iSchool —Web Development**

- Developed an educational platform for upskilling with interactive front-end and robust back-end functionalities.

Technologies: React.js, Bootstrap, Node.js, AWS

Live Website: <https://amarishool.com>

Education

Bachelor's Degree in Computer Technologies and Microelectronic Engineering

Voronezh State University of Forestry and Technologies, Russia

(Level-1, Term-2)

Diploma in Engineering (CGPA: 3.81/4.00)

Computer Science and Technology Department, Narsingdi Polytechnic Institute