

Nadia IBN ELHADJ

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Professional Summary

- Over 19 years of diverse experience in Software Quality Assurance.
- Strong Experience in conducting QA in Agile environments and methodologies.
- Fully bilingual (English and French) I am holding a Diploma in Computer Networks & Telecommunication from University of Carthage Tunis – Tunisia June 2002 (**WES Report N°: 3955008IMM**)

Highlights

- SQA Testing & Methodologies
- Test Plans, Cases & Processes
- Functional Requirements
- Regression & Negative Testing
- Migration Testing
- Defect / Bug Tracking

Skills

- **Hardware:** PC, Electric meters, Lantronix, DS, Hub CPL, Poweo Box, PowerPC, DSLAM, ATM Router, GPRS modems, SIM Cards, Lauterbach, TAINY Modems Set top boxes, Residential Gateways
- **Networks:** ADSL, ATM, Ethernet, WiFi encryptions (WEP, WPA, WPA2 TKIP/AES, WPA3, 802.1x), VPN, VoIP (SIP, H323, RTP), LAN/WAN, TCP/IP, ARP, DNS, ICMP, DHCP, PPP, VLAN, DLNA, HTTP, SNMP, MGCP, SSDP, EAP, Radius, UPnP, QoS, WiFi Standards (802.11a/b/c/ac/ax), IPTV (VoD, IGMP), VPN (L2TP, GRE, PPTP, IKEv2), IPv6 (DualStack, 6rd, Dslite)
- **WAN technologies :** XDSL, Fiber, GPON, XGS-PON
- **Scripting language:** Python, Shell
- **Tools:** WaveSpy (Frame analyzer Radio), QARun, Ethereal, FTP, TFTP, Polarion, Testlink, Bugzilla, JIRA, Confluence, Jenkins, GitLab, Sharepoint, Wireshark, tcpdump, Aircap
- **OS:** Windows, Linux
- **Testing Tools:** Putty, iperf, scapy, IXchariot, ACS TR069 scripting, Asterisk VoIP Server, Freeswitch VOIP server, SIPP (VoIP tests scenarios), DSLA, CD-Router

Work History

Senior Software QA Project Manager

Company: Telnet Holding (<https://groupe-telnet.com/en/>) Tunis, Tunisia

2019 – Sept 2022

Customer: SoftAtHome (<https://www.softathome.com/>) Paris, France

Project: Residential Gateway middleware test & verification

- Supervise a twenty -member software QA testing in implementing quality-assurance and quality-control methodologies to ensure compliance with QA standards and customer specifications.
- Review test-cases/Scenarios written by the offshore team.
- Daily status report preparation and publishing it for project team.
- Attend status meeting with Product Owner and Scrum Master and update them the status on the ongoing work.
- Prepare the acceptance Document and attend sprint ceremonies (sprint review, sprint planning, and sprint retrospective).
- Install software, hardware and configure operating systems in order to create the testing environments.

- Implement and manage Linux servers providing services such as DHCP, IPv4/IPv6, DNS, VoIP, IPTV/VoD, FTP, secure web servers (https), VPN, L2TP/IPSec tunneling, Radius
- Run the performance test / Robustness test using IxChariot/iperf/ RPi/ ElasticSearch / LogStach / Kibana to monitor real-time results and publishing it to all the stakeholders
- Configure and Manage Alcatel ISAM, CISCO Switches and Routers.
- Troubleshoot and assist the team in solving network issues.
- Provide knowledge transfer to offshore / peers

Senior Software QA Team Lead

Company: Telnet Holding (<https://groupe-telnet.com/en/>) Tunis, Tunisia

2016 – 2019

Customer: SoftAtHome (<https://www.softathome.com/>) Paris, France

Project: Residential Gateway middleware test & verification

- Lead and Direct Software Quality Assurance team's daily activities
- Help to manage software release schedule and execute testing of many projects simultaneously
- Meet with and update upper management on team's status on regular basis
- Perform software testing using Manual methods
- Experience in Agile processes

Senior Software QA Analyst

Company: Telnet Holding (<https://groupe-telnet.com/en/>) Tunis, Tunisia

2012 – 2015

Customer: SoftAtHome (<https://www.softathome.com/>) Paris, France

Project: Residential Gateway middleware test & verification

- Manually execute test cases and test scripts after reviewing the requirement document and technical specifications and responsible for updating existing test cases against the requirements.
- Actively participate in iteration planning meetings and reviews to review impacts on test plan and test strategy of any changes made and new functionalities added in new builds.
- Present test cases at cross-functional test cases review meetings with test team, system analyst and product management teams and have emphasized the need for better change control process for critical user stories.
- Work in an agile environment, attend daily morning stand up (scrum) meetings, update the daily status on what was done yesterday, what will be done today, and any blocking issues.
- Perform sanity and regression testing to verify incremental and existing functionality.

Senior Software QA Tester

Company: Telnet Holding (<https://groupe-telnet.com/en/>) Tunis, Tunisia

2009 – 2012

Customer: SoftAtHome (<https://www.softathome.com/>) Paris, France

Project: Residential Gateway middleware test & verification

- Identify test requirements, prepare test plans and test cases based on requirements
- Create and setup test environment for Home Gateways
- Test the Home Gateways through various available connection configuration
- Responsible for manually testing various features like GUI, WiFi VoIP, IPTV, DHCP, DNS, NTP...
- Execute test cases. Identify bugs and understand how to resolve them.

QA tester

Company: Telnet Holding (<https://groupe-telnet.com/en/>) Tunis, Tunisia

2008 – 2009

Customer: SagemCom (<https://www.sagemcom.com/fr>) Paris, France

Project: GPRS Modems

- Requirements and specifications reviewing to produce qualification plans.
- Design testing and validation platforms for GPRS modems.
- Prepare testing platforms for GSM/data connection using GPRS modems.

QA Tester

Company: Telnet Holding (<https://groupe-telnet.com/en/>) Tunis, Tunisia

2008

Customer: SagemCom (<https://www.sagemcom.com/fr>) Paris, France

Project: Electric Meters AMR SAGEM Validation

- Validation of electric meters: X15, X27 and X27 CT type SAGEM technology via RS485 or CPL.
- Participation in the redaction of the tests plan for qualification.
- Participation in the development of automated scripts for tests (tool: Python).
- Establishment of the automatic testing platform.

QA Tester

Company: Telnet Holding (<https://groupe-telnet.com/en/>) Tunis, Tunisia

2008

Customer: SagemCom (<https://www.sagemcom.com/fr>) Paris, France

Project: Electric Meters SAGEM POWEO Validation

- Participation in the redaction of the tests plan for validation.
- Validation of Poweo Box: wireless display designed to interactively monitor of the electricity consumption.

QA Tester

Company: Telnet Holding (<https://groupe-telnet.com/en/>) Tunis, Tunisia

2007 - 2003

Customer: SagemCom (<https://www.sagemcom.com/fr>) Paris, France

Project: SAGEM ADSL Modems & Routers Validation

- Prepare validation test plans based on products requirements and specifications
- Non-Regression test plans.
- Setup of the validation platform and test environment.
- Configuration of the DSLAM end-user profiles (bit rate, noise, attenuation...)
- Perform validation tests following the validation test plan.
- Analyses of delivery notes by performing non-Regression tests and bugs status monitoring (fixed, still appear, regression.)
- Log bugs on customer defects base: test conditions, problems, frequency and nature (minor, major, critical)
- Build validation report resuming tests passed, results and bugs associated.
- Perform qualification of wireless network adapters (802.11b/g)
- Prepare a qualification report.
- Use WinRunner Software (from Mercury) to participate on the development of automated scripts performing SNMP tests.
- Use QARun software (from Compuware) to participate on the development of automated scripts performing Wireless and USB tests.