MESHAL ALANAZI

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Software Engineer with over 3 years of experience in system operations and automated testing solutions. Improved system efficiency by 20% and reduced ticket resolution times by 35%. Led cross-functional teams and communicated technical solutions to stakeholders, delivering creative and meaningful solutions.

PROFESSIONAL EXPERIENCE

STC   2023 – Present
Systems Engineer

- Ensured 99.9% service uptime for over 3 million mobile customers by monitoring and managing system operations.
- Reduced ticket resolution time by 35% through targeted issue resolution and coordination with automated systems, L1 team, and customer support.
- Improved emergency response times by 30% by providing comprehensive onsite and offsite support and participating in on-call rotations.
- Enhanced system performance by managing deployments of system upgrades on production servers.
- Increased vendor response time efficiency by 30% by escalating over 20 issues with detailed technical analysis.
- Boosted service reliability by 25% through effective management of APIGEE and microservices components.
- Collaborated with senior management to prioritize and implement key projects, resulting in a 15% increase in operational efficiency.
- Communicated technical issues and solutions to senior management, accelerating decision-making processes.

Penny Software   2021 – 2023
QA Automation Engineer

- Achieved a 50% reduction in manual testing efforts by developing and maintaining automation testing with TestCafe.
- Decreased deployment issues by 30% by overseeing application deployments on test-level servers.
- Delivered 1000 detailed bug reports, contributing to a 40% reduction in production bugs and significant application quality improvements.
- Led a cross-functional team of 5 to implement a new QA process, reducing bug recurrence by 25%.
- Facilitated weekly meetings with development and product teams to discuss test results and improve product quality.
- Created and presented quarterly QA performance reports to stakeholders, highlighting key improvements and future plans.

Penny Software   2021 – 2021
Data Engineer (Internship)

- Extracted detailed information from over 20,000 products by developing automated web scraping scripts for two major websites.
- Established a robust data foundation for future projects through efficient data extraction and processing.

- Analyzed data to identify trends and insights, contributing to a 10% increase in data accuracy for business decisions.
- Collaborated with the data science team to integrate scraped data into the company's analytics platform, enhancing overall data utility.

EDUCATION

Prince Mohammad Bin Fahd University, Dhahran, Saudi Arabia 2021
B.Sc. in Computer Science
- Algorithms, Operating Systems, Theory of Computation, Systems Programming, Database, Computer Networks

SKILLS & OTHER

Skills: Automated Testing, SQL, Containerization, API Testing,Unit Testing, API Development, Python, TypeScript, Javascript, HTML, CSS, Selenium, TestCafe, Fast API, ExpressJS, Celery, RabbitMQ, Postman, Docker, Git, PyTest, CircleCI, CI/CD
Certifications: Advanced Full Stack Developer Nano Degree from Udacity, Back-End Engineering Certificate by META from Courcera