

PROFESSIONAL SUMMARY

Customer-focused quality assurance engineer for AI-driven, cloud-based, and API-connected web applications in Agile/Scrum environments with CI/CD workflows. Background in automation, localisation, security-conscious debugging, defect triage, contact centre and CRM integrations, endpoint validation, and root cause analysis. Experienced in analysing logs, network traffic, and system diagnostics to verify fixes and support software releases. Combines application troubleshooting and customer support with UI and regression testing, technical walkthroughs, and evaluation of LLM outputs to improve user experience and platform reliability.

SKILLS

- Support Tools (Zendesk & ServiceNow)
- Debugging (Browser DevTools & System Logs)
- CI/CD (GitHub Actions & Azure DevOps)
- API & Endpoint Validation (cURL, JSON, OAuth2)
- AI/LLM Training & Response Evaluation
- Defect Triage, Regression Testing & Fix Verification
- Agile & Scrum Delivery (Jira, Sprints, Tech Demos)
- Contact Centre & CRM Integrations
- C++, Python, TypeScript, HTML, CSS, SQL
- Cloud Security Fundamentals (Azure & AWS)

WORK HISTORY

Technical Specialist - Cloud and AI

May 2024 – Present

Voice Secure Global – Remote, United Kingdom

- Tested and deployed fintech web apps using TypeScript, Node.js, Python, and Figma, supporting Azure DevOps CI/CD, integrating Azure OpenAI into chatbots and dashboards, and applying defined criteria to optimise LLM response quality.
- Managed customer support activity with Zendesk AI, helping track support tickets, communicate updates, and support timely issue resolution across app access, OAuth2 login, user account, and subscription workflows.
- Troubleshoot and debugged React/Vite, FastAPI, Redis, and Cosmos DB through log and network analysis, identifying root causes and running regression tests to improve user experience and platform stability.
- Collaborated with developers, suppliers, and stakeholders to support defect triage, document reproduction steps, update ticket records, track follow-up actions, and deliver customer-facing technical support.
- Led integrations for contact centre solutions across CRM, API and IVR workflows, including Dynamics 365 and HubSpot, helping improve agent SLA performance through AI-driven routing with Solgari and Microsoft.

Windows 11 Deployment Engineer

January 2024 – April 2024

NHS Greater Glasgow and Clyde – Glasgow, United Kingdom

- Deployed Windows 11 across PCs, configuring domain access with Entra ID, Group Policy, PowerShell, and AddToGroups, validating build readiness through Intune and SCCM, and preparing OS installs with DiskPart.
- Prepared deployment images, configured OS installs, applied BIOS and firmware updates, and resolved hardware, driver, and installation faults to support stable Windows 11 rollouts.
- Worked with technical teams to resolve incidents, support end users, and restore stable working environments.

Cyber Security Trainee - Upskill in Cyber

May 2023 – December 2023

SANS Institute – London, United Kingdom

- Completed HMRC's Upskill in Cyber traineeship, delivered by SANS Institute, with practical training in protecting enterprise systems, data, and infrastructure across network, endpoint, and cloud environments.
- Applied NIST, MITRE ATT&CK, and defence-in-depth principles across vulnerability management, Windows, Linux, Azure, AWS, traffic analysis, log interpretation, system hardening, and computer forensics.

Quality Assurance Engineer - Software Automation

July 2022 – April 2023

Tekbo – Clydebank, United Kingdom

- Developed C++ and Python automation test scripts for 3D CAD software, leveraging Selenium, Cypress, Playwright, and cURL to build comprehensive regression suites that validated complex UI behaviour, REST APIs, and JSON responses.
- Integrated AI computer vision and image-processing workflows using NumPy, OpenCV, and Pillow for output verification, preserving file integrity across the data pipeline by restoring EXIF metadata when transfer-bridge stripping occurred, while evaluating LLM outputs for accuracy, grounding, relevance, and hallucination risk to improve AI response quality.
- Investigated defects by analysing digital artefacts including logs, manifests, runtime behaviour, file metadata, and test results, supporting debugging, root cause analysis, and reliability improvements in collaboration with developers and through client-facing technical walkthroughs.

Quality Assurance Tester - German Localisation
Pole To Win – Glasgow, United Kingdom

April 2018 – January 2020

- Tested German localisation across global software releases to ensure linguistic accuracy and functional stability across web, mobile, and desktop applications.
- Validated UI text, context, layout, and in-product behaviour, identifying defects and supporting fix verification to improve usability, clarity, and release quality.
- Triaged and resolved support tickets in ServiceNow, documenting defects with clear bug reports and reproducible steps to support development teams in maintaining stable multilingual releases.

EDUCATION & PROFESSIONAL TRAINING

Diploma of Higher Education - Technological Education

August 2023

University of Glasgow

Systems and Integrating Technology | Electricity and Electronics | Computer Aided Design

Certificate of Higher Education - Computer Games
(Design)

July 2019

Glasgow Caledonian University

Human Computer Interaction | Computer Networking | Computer Architecture

SANS Institute - SEC401 Security Essentials: Network, Endpoint and Cloud

September 2023

SANS Institute - SEC275 Security Foundations: Computers, Technology and Security

August 2023

LANGUAGES

English: Fluent | **German:** Fluent | **Spanish:** Intermediate | **Hindi:** Beginner

SYSTEM CAPABILITIES

GPU: NVIDIA GeForce GTX 5070 Ti

CPU: AMD Ryzen 7 9800X3D (4.70 GHz)

RAM: 64 GB DDR4

Network Connectivity: 300 Mbps Download + 50 Mbps Upload