

IHAB HUSSEIN



PROJECT MANAGER | SCRUM MASTER

ABOUT

Resilient, self-directed and results-driven Project Manager Scrum Master with over 5 years of experience in guiding cross-functional teams to successfully deliver complex projects within the Agile framework carrying over +12 years of experience in testing agile technical solutions and managing agile teams. Adept at leveraging Agile methodologies to enhance project efficiency, streamline workflows, and drive continuous improvement. Known for exceptional communication skills and the ability to foster collaboration across diverse stakeholders. Committed to promoting Agile values and principles to achieve project success.

SKILLS

- Scrum Mastery
- Project Management
- Agile Practices
- Issue Resolution
- Continuous Improvement
- Change Management
- Product Ownership
- Release Management
- Scrum of Scrums
- Stakeholder Communication
- Project Planning
- Team Leadership
- Problem Solving
- Adaptability
- Systems Development
- Team Building
- Risk Management
- Metrics Reporting
- Coaching and Mentoring
- Agile Transformation
- Conflict Resolution
- Cross teams Coordination
- Kanban
- Waterfall Projects
- Client Relations
- Business Acumen
- Value-Result Driven

EXPERIENCE

Virgin Mobile UAE

Project Manager Scrum Master

Dubai, UAE

Jan/2019 – Present

- Led the scrum team in the successful adoption and implementation of Agile methodology and practices, resulting in a 20% increase in project efficiency and on-time deliveries.
- Effectively managed project scope and timelines, ensuring the completion of all project milestones within budget and schedule constraints.
- Collaborated closely with the product owner and development team, resulting in improved customer satisfaction scores and a 10% increase in customer feedback ratings.
- Empowered the scrum and development teams to achieve self-organization and fostered effective collaboration, contributing to a 50% boost in team productivity and cohesion year on year.
- Proactively identified and removed impediments while coaching the scrum team on impediment removal techniques, reducing project delays by 25%.
- Assisted the scrum and development teams in identifying and addressing gaps in the Agile framework, leading to a 15% improvement in Agile process adherence.
- Successfully resolved conflicts and addressed issues that arose within the scrum team, maintaining a positive team atmosphere and reducing project disruptions by 20%.
- Guided the scrum team to achieve higher levels of scrum maturity, resulting in a 30% increase in the team's ability to adapt to changing project requirements.
- Provided valuable support to the product owner and delivered targeted education as needed, enhancing the product owner's effectiveness and product development alignment.



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Senior Test Specialist

Sep/2016 – Present

- Successfully onboarded, led, and mentored a high-performing QA teams, resulting in a 20% increase in team productivity and the timely delivery of consistently high-quality software products.
- Developed and executed comprehensive test plans, test cases, and test scripts, leading to the early identification of defects ensuring product reliability, ultimately reducing post-release defects by 25%.
- Fostered close collaboration with cross-functional teams, including developers, product managers, and business analysts, resulting in a 15% improvement in requirements understanding and issue resolution timelines.
- Implemented automation testing efforts, streamlining testing processes and achieving a 30% increase in test coverage, enhancing overall product quality.
- Conducted rigorous regression testing to validate software changes, ensuring a seamless user experience and a 20% reduction in regression-related defects.
- Instituted best practices in test documentation, defect tracking, and reporting, enabling more efficient communication and decision-making processes.
- Identified opportunities for process improvement and led initiatives to enhance QA methodologies and practices, resulting in a 15% increase in testing efficiency and effectiveness.
- Stayed updated on industry trends and emerging technologies, actively recommending, and implementing the latest QA tools and techniques, leading to a 10% improvement in testing capabilities.
- Effectively communicated test results, defects, and quality metrics in a clear and actionable manner, facilitating informed decision-making and reducing time to issue resolution by 20%.
- Ensured strict compliance with industry standards relevant to the software being tested, mitigating compliance risks, and avoiding potential legal issues while maintaining high-quality software products.

Souq.com

Amman, Jordan

Senior Quality Assurance Quality Control Engineer

Oct/2014 – Sep/2016

- Developed and implemented highly effective test strategies tailored to meet project requirements, resulting in a 20% reduction in post-release defects.
- Crafted meticulously detailed test cases, scripts, and data sets, ensuring comprehensive coverage, and contributing to a 15% improvement in test case efficiency.
- Diligently executed manual and automated tests, meticulously documenting defects, which led to a 25% decrease in critical defects identified post-release.
- Spearheaded test automation efforts, enhancing testing efficiency by 30% and achieving a 40% increase in test coverage.
- Collaborated closely with cross-functional teams to gain a deep understanding of project requirements and provided valuable feedback, resulting in a 15% reduction in project timeline delays.
- Monitored performance and load testing results, optimizing system performance, and achieving a 25% improvement in system responsiveness.
- Continuously evaluated and enhanced testing methodologies, resulting in a 20% increase in testing process efficiency and effectiveness.
- Efficiently managed test environments, ensuring their alignment with production environments and availability for testing, reducing environment-related bottlenecks by 30%.
- Maintained a comprehensive and up-to-date test documentation repository, improving stakeholder collaboration and enabling informed decision-making, which contributed to a 15% reduction in production issues.



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Aspire IT Services

Amman, Jordan

Senior Quality Assurance Quality Control Engineer

Sep/2012 – Oct/2014

- Developed intricate test cases and test scripts with a focus on maximizing test coverage, resulting in a 90% reduction in critical defects discovered post-release.
- Effectively managed test data sets, ensuring data privacy and integrity, which contributed to a 15% improvement in data-related testing efficiency.
- Took charge of the defect management process, leading to a 30% reduction in defect resolution time through effective triage, prioritization, and collaboration with developers.
- Provided guidance and mentorship to junior QA engineers, facilitating their professional growth, and ensuring a 25% improvement in their testing skills and productivity.
- Identified and spearheaded process improvement initiatives within the QA methodology, resulting in a 10% increase in testing efficiency and overall effectiveness.
- Fostered close collaboration with development teams, product managers, and business analysts, ensuring seamless alignment between requirements and testing efforts, ultimately reducing project delays by 15%.
- Prepared comprehensive test reports and quality metrics, providing stakeholders with actionable insights into product quality and readiness, leading to informed decision-making and a 20% reduction in production issues.
- Ensured strict compliance with industry standards and regulatory requirements relevant to the software being tested, mitigating compliance risks, and avoiding potential legal issues.
- Efficiently managed test environments, guaranteeing their alignment with production environments and availability for testing, reducing environment-related bottlenecks by 25%.
- Maintained a comprehensive and up-to-date test documentation repository, improving team productivity by enabling easy access to critical testing information and reducing knowledge gaps.

Junior Quality Assurance Quality Control Engineer

Sep/2011 – Sep/2012

- Collaborated with senior QA engineers to develop comprehensive test plans, test cases, and test scripts, resulting in a 90% reduction in post-release defects.
- Executed test cases meticulously, consistently identifying and reporting defects, leading to a 20% decrease in critical defects and an overall improvement in software quality.
- Played a key role in automating test scripts, reducing testing time by 25% and contributing to an efficient testing process.
- Successfully conducted regression testing, ensuring software changes had no unintended side effects, resulting in a 99% customer satisfaction rate.
- Demonstrated proficiency in industry-standard QA practices and tools, enhancing the team's productivity and overall quality assurance effectiveness.
- Facilitated effective cross-functional communication, leading to a 15% improvement in project delivery timelines by addressing requirements and feedback promptly.
- Actively contributed to QA process improvements, resulting in a 10% increase in testing efficiency and the adoption of industry best practices.
- Stayed current with emerging trends and technologies in software testing, introducing innovative testing methodologies that reduced test cycle times by 20% and improved overall software quality.



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IHAB HUSSEIN



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EDUCATION

The Hashemite University

Bachelor's Degree, Computer Science Functionalities and Applications. Learning and applying computer science both hardware and software in various aspects of life.

King Hussein Collage

High School Diploma, Nationwide pre-university education, Majored in Science and Math.

VOLUNTARY INVOLVEMENT

- Dedicated volunteer work with OXFAM GB, aiding Syrian refugees.
- Volunteered for local charitable organizations focused on orphan support.

CONSULTANCY

- Provided UX consulting services to start-ups, offering expertise in web and mobile applications.



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