

ZARA SHAFIQ

Islamabad • +92 334 552 6450 • zarashafiq195@gmail.com • linkedin.com/in/zara-shafiq-1b37b119a • zarashafiq.com

PROFILE

QA Engineer with 4+ years across AI products, EdTech, and regulated healthcare — known for catching the weird edge cases other people miss. Currently solo QA owning end-to-end quality for Qlu World, a new Electron-based virtual office product, where nothing ships without my sign-off. Comfortable across manual exploratory testing, Playwright automation, API and performance testing, and validating AI/LLM-powered features.

CORE SKILLS

Testing: Manual & exploratory testing, test planning & design, regression, smoke, UAT, alpha/beta validation, defect lifecycle, cross-browser, cross-device, and hardware testing

Automation: Playwright (TypeScript) — primary; Chrome DevTools Protocol (CDP) for Electron apps; Cypress (JavaScript); Selenium with Appium; CI-integrated test runs

API & Performance: Postman (collections, contract testing, webhooks); JMeter (load, stress, soak)

Payments: Stripe subscription lifecycle testing — signup, upgrade, downgrade, renewal, cancellation, failed payments, refunds, webhook events

AI/ML Quality: LLM output validation, prompt regression, hallucination detection, ranking-quality checks, AI feature evaluation across image, transcription, and matching products

Domains: AI/ML SaaS, virtual collaboration (Electron desktop), EdTech (web + Android + interactive displays + hardware), regulated healthcare (EHR with HIPAA awareness)

Languages & Tools: TypeScript, JavaScript, Python; Jira, Git/GitHub, Agile/Scrum, TDD

EXPERIENCE

Software QA Engineer — QLU.ai

Nov 2024 – Present

AI-powered recruiting platform + Qlu World (Electron desktop coworking app)

Islamabad

- Solo QA on Qlu World — a new Electron-based virtual office product with real-time meetings, screen sharing, recording, and an AI assistant — owning test strategy, manual testing, automation, and release sign-off for a team of 5–10 engineers.
- Release gate shipping every sprint — nothing reaches production without QA sign-off, and several customer-facing incidents have been prevented before reaching demos, onboarding sessions, and live customer meetings.
- Built and own a 130+ spec Playwright automation suite (TypeScript) connecting to the Electron app over Chrome DevTools Protocol; covers knock/invite, mic, camera, screen share, recording, hand raise, and navigation; multi-user scenarios use separate browser profiles and session-cookie injection so two-user flows run fully automated.
- Designed and ran a distributed screen-share stress test across 36 Windows runners using real production accounts and dialer flows; verified 33 concurrent screen-share-with-sound publishers under production-equivalent load, disproving a suspected server-side cap.
- Documented 2,500+ manual test cases across 17 product modules; coordinate alpha and beta release validation across internal and limited-rollout audiences before general availability.
- Flag LLM output issues to data scientists — hallucinated matches, ranking inconsistencies, and inconsistent behavior across similar inputs — feeding directly into model improvements.
- Run API contract testing in Postman across authentication and AI service integrations; collaborate directly with founders, engineers, PMs, and data scientists.

Software QA Engineer — OneScreen

Sep 2023 – Oct 2024

EdTech + interactive display platforms (web, Android, hardware touchscreens)

Islamabad

- Manual QA across 6 multi-domain products spanning web, Android, and Android-based interactive touchscreen displays — QuizWiz (AI quiz generation), Lessn, Scribe (AI transcription/translation), Hype (video conferencing), LearningHub (lesson capture), Beacon (NFC-based notifications).
- Tested on actual OneScreen hardware (Android-based interactive touchscreens) in addition to web and mobile, including end-to-end hardware-to-software pipelines.
- Caught a Stripe billing bug on QuizWiz pre-release; validated the full subscription lifecycle — signup, upgrade, downgrade, renewal, cancellation, failed payments, refunds, and webhook events.
- Validated AI features across multiple products — quiz generation accuracy, transcription/translation correctness, and AI-generated content quality — catching wrong-question bugs in QuizWiz and transcription errors in Scribe.
- Validated event-driven hardware integrations on Beacon — NFC card taps on physical badges triggering downstream email, SMS, and phone notifications — testing both the hardware trigger and the delivery pipeline.
- Caught cross-device sync issues between touchscreens and mobile/web, and video/audio quality issues in Hype during multi-party conferencing.
- Ran API testing in Postman and performance testing in JMeter; acted as quality liaison between developers, product managers, and support teams.

Junior Software QA Engineer — CareCloud

Oct 2022 – Sep 2023

TalkEHR & TherapyEHR — cloud-based EHR and medical billing (regulated healthcare)

Islamabad

- QA across TherapyEHR's full surface — appointment scheduling, billing and payment calculation, clinical documentation, and patient management — supporting 99% defect-free releases in a HIPAA-regulated domain.
- Caught a payment calculation bug in TherapyEHR that would have caused incorrect billing for therapy sessions — a money-and-compliance issue in a regulated healthcare product.
- Identified, documented, and tracked 500+ defects end-to-end across the EHR product line.
- Automated ~80% of regression test cases in Cypress (JavaScript), accelerating release cycles.
- Completed HIPAA training and applied compliance awareness throughout testing — handling PHI, access controls, and audit-relevant flows.

Android Developer Intern — Maven Logix

Mar 2021 – May 2021

Short internship; learned Android (Java) and applied to my Final Year Project (APECS)

Islamabad

- Built Android features in Java on production app tasks; applied learnings to develop my Final Year Project end-to-end. The experience confirmed I preferred testing over development as a career path.

Software QA Intern — Fusion Logix

Sep 2020 – Nov 2020

First QA exposure; bug reporting and documentation

Islamabad

- Drafted bug reports and contributed to internal QA standards and process documentation.

EDUCATION

Master's in Computer Software Engineering — NUST

2021 – 2023

National University of Sciences and Technology • CGPA 3.79 / 4.00

Islamabad

Bachelor's in Computer Software Engineering — Fatima Jinnah Women University

2017 – 2021

Final Year Project: APECS (Android application)

Rawalpindi