

ABDULRAHEEM FAISAL ALSAKA

Senior Quality Assurance & Automation Manager | Technical Project Manager

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PROFESSIONAL SUMMARY

Senior quality assurance and automation leader with over 12 years of experience spanning quality engineering, test automation, and technical project delivery across banking, EdTech, ride-hailing, maritime, and cybersecurity. ISTQB, PMP, and PSM certified, with a proven record of building QA functions from the ground up, leading cross-functional teams of up to 15 engineers, and owning delivery from requirements analysis through UAT and production release. Recent work centres on AI-driven automation, including LLM and RAG systems, AI agents, and workflow orchestration, combined with hands-on full-stack development in Flutter, React, Node.js, and Supabase. Bilingual in Arabic and English.

CORE SKILLS

Quality Engineering & Testing: Test Strategy, Test Planning, Test Automation, Functional Testing, Regression Testing, API Testing, User Acceptance Testing (UAT), Test Case Design, Defect Management, Root Cause Analysis (RCA), Risk-Based Testing, Quality Audits, Release Management, SDLC, STLC

Leadership & Delivery: Technical Project Management, Agile and Scrum, Sprint Planning, Team Leadership, Mentoring and Coaching, Stakeholder Management, Requirements Analysis, Resource Planning, Progress Reporting, Process Improvement, Workforce Training

AI & Automation: Large Language Models (LLMs), Retrieval-Augmented Generation (RAG), AI Agents, Prompt Engineering, AI Workflow Orchestration, Intelligent Routing and Classification, n8n

Test Automation & QA Tools: Selenium, Cypress, Playwright, JIRA, Git, Docker, CI/CD

Development & Platforms: Flutter, Riverpod, React, Vite, Tailwind CSS, Next.js, Node.js, Express, Supabase, PostgreSQL, REST APIs, Firebase Cloud Messaging, Google Maps API, Microsoft Azure

PROFESSIONAL EXPERIENCE

Senior Automation Manager

JO Academy | Amman, Jordan | April 2026 – Present

- Lead automation strategy for a Jordanian EdTech platform, owning the AI-driven customer support CRM end to end from architecture through production release.
- Architected an AI classification pipeline using GPT-4o-mini that routes inbound support messages into five categories, removing manual triage from the agent workflow.
- Built a load-based agent dispatcher applying 0–100 scoring, A/B/C skill tiers, sticky assignment, and per-agent load caps to balance workload across the support team.
- Developed a RAG-based Arabic reply suggester that surfaces contextual, source-grounded response drafts to agents, improving first-response speed and consistency.
- Migrated the CRM data layer from SQLite to Supabase, improving concurrency, reliability, and multi-channel scalability.
- Engineered a Crisp webhook pipeline unifying WhatsApp, Instagram, and Facebook into a single multi-channel inbox with role-based access control.
- Delivered the platform on React, Vite, Tailwind CSS, Node.js, and Express, defining automation standards and quality gates across the stack.

Full Stack Developer & Technical Project Manager (Contract)

CabJordan (CAB) | Amman, Jordan | January 2026 – August 2026

- Owned delivery of a Flutter ride-hailing application serving Amman, Irbid, and Zarqa, acting as both technical project manager and lead developer.
- Built the complete ride lifecycle covering request, matching, dispatch, live tracking, and completion using Flutter, Riverpod, Supabase, and the Google Maps API.
- Implemented driver onboarding and verification flows and real-time push notifications via Firebase Cloud Messaging.
- Delivered full Arabic localisation with right-to-left layout support tailored to the Jordanian market.
- Developed a Next.js admin dashboard for operations, driver management, and trip monitoring.
- Planned sprints, authored technical requirements, and ran real-time end-to-end testing across multiple Android devices ahead of each release.

AI Engineer (Contract)

NavSeek | Remote | October 2025 – July 2026

- Built an AI-powered maritime decision intelligence platform enabling vessel operators to analyse operational data, monitor risk, and make faster operational decisions.

- Designed and implemented a Retrieval-Augmented Generation (RAG) architecture over maritime and operational data sources to deliver contextual, source-grounded analysis.
- Developed an AI Decision Engine and Tool Router that select and orchestrate the appropriate tools and models per query, enabling automated decision support.
- Integrated large language models with maritime data feeds and internal operational systems to generate intelligent recommendations.
- Defined the technical architecture and AI output evaluation approach, taking the platform through MVP stage.

AI Engineer (Contract)

Zamzam Group | Amman, Jordan | October 2025 – April 2026

- Built an AI-powered business automation platform delivering intelligent digital solutions that automate organisational processes.
- Developed AI agents and LLM-driven workflows capable of executing multi-step business processes with minimal human intervention.
- Designed and implemented API and database integrations connecting internal systems to third-party services.
- Built workflow automation pipelines orchestrating tasks across applications, reducing manual handoffs between teams.
- Established the integration architecture and agent design patterns, delivering the platform through MVP and prototype stage.

Senior Quality Manager

Islamic International Arab Bank | Amman, Jordan | December 2023 – October 2025

- Implemented automated testing solutions across core banking applications, expanding regression coverage and shortening release cycles.
- Conducted risk assessments to prioritise test effort against business-critical and regulated banking functions.
- Coordinated User Acceptance Testing (UAT) with business stakeholders, managing sign-off criteria and defect triage through to closure.
- Partnered with release management on go/no-go decisions, ensuring quality gates were satisfied before each production deployment.
- Optimised test execution processes, reducing cycle time and improving repeatability across the QA team.
- Mentored junior QA engineers in test design, automation practice, and defect reporting standards.
- Facilitated continuous improvement meetings, driving process change based on defect trends and post-release analysis.

Senior Technical Lead

Dogan Voyages | Amman, Jordan | August 2023 – March 2026

- Led a team of 15 across development and technical operations, tracking project milestones and team performance to keep delivery on schedule.
- Designed technical solutions to complex operational problems, improving system reliability and platform capability.
- Directed feature development and infrastructure upgrades, aligning the technical roadmap with business priorities.
- Mentored junior engineers, building internal capability and reducing reliance on external resources.
- Demonstrated products and technical capabilities to clients at customer sites and industry events.

Senior Quality Assurance Instructor (Part-Time)

Al-Hussein Technical University | Amman, Jordan | February 2023 – August 2025

- Delivered quality assurance instruction aligned to ISTQB syllabi and current industry standards, revising content as those standards evolved.
- Coached and mentored students in QA principles, test design, and practical automation techniques.
- Developed and administered assessments measuring comprehension and retention of testing methodologies.
- Revised lesson plans and course content to support student-centred, hands-on learning.

Senior Quality Assurance Instructor (Part-Time)

Princess Sumaya University for Technology | Amman, Jordan | September 2022 – August 2026

- Taught quality assurance and software testing at university level, adapting instruction to close identified learning gaps.
- Tracked student progress, identified root causes of underperformance, and adjusted learning plans accordingly.
- Aligned course content with industry best practice, updating curriculum to reflect current QA tooling and methods.
- Designed and evaluated practical workshops, examinations, and assessments.

Senior Quality Manager

Property Shop Investment | Amman, Jordan | September 2022 – September 2023

- Managed the QA department, owning test strategy, resourcing, and quality standards across the full SDLC.
- Authored test plans and test strategies and set up and maintained testing environments.
- Produced test cases, bug reports, and root cause analyses (RCAs), standardising QA documentation across projects.
- Managed and archived quality documentation and led participation in internal and external quality audits.

- Updated quality control standards, methods, and procedures to meet compliance requirements.
- Improved QA processes for increased efficiency and reduced defect leakage into production.

Senior Technical Instructor (Part-Time)

Luminus Technical University College | Amman, Jordan | June 2022 – August 2024

- Planned and documented technical programmes of study matched to individual student needs and ability levels.
- Delivered instruction incorporating current tooling and research, monitoring progress through online learning platforms.
- Supervised student use of technical tools and equipment and maintained laboratory environments to course requirements.
- Assessed programme outcomes through student assessments and course reviews, acting on identified gaps.

Senior Quality Assurance Trainer (Part-Time)

Tuned Applications Training Center | Amman, Jordan | November 2021 – December 2022

- Developed and implemented QA and mobile development training programmes aligned to company standards and industry best practice.
- Designed training materials, lesson plans, and written practice tests for quality assurance and mobile development tracks.
- Delivered virtual, in-person, and blended learning sessions alongside web-based, self-directed materials.
- Conducted mock technical interviews preparing trainees for QA roles in industry.
- Built and rolled out the training centre's onboarding programme.

Technical Consultant

ABC IT | Amman, Jordan | July 2021 – June 2025

- Assessed business requirements and translated them into focused technical solutions and requirement documentation for new software products.
- Authored best-practice documentation used in onboarding new personnel.
- Oversaw documentation across project workstreams, producing internal control statements meeting compliance and regulatory standards.
- Troubleshoot end-user incidents, scheduling system changes and identifying permanent solutions.
- Defined and presented system solutions and delivery timelines to business stakeholders.

Cybersecurity Consultant

Al-Mozon Information Technology | Riyadh, Saudi Arabia | April 2019 – July 2021

- Performed risk analyses to identify and implement appropriate security countermeasures.
- Monitored confidential company data and mitigated intrusion risk through network system hardening and updates.
- Implemented data encryption and firewall configurations protecting confidential information.
- Validated project outcomes against documented requirements and organised documentation for multiple stakeholder groups.
- Trained internal and client teams on security practice and reported project status on a daily and weekly basis.

Quality Assurance Specialist & Trainer

Crystel Contact Center | Amman, Jordan | February 2014 – August 2018

- Measured team KPIs against target criteria and reported performance on a daily and weekly basis.
- Coached and trained new and existing teams, analysing coaching and training data to target improvement areas.
- Managed customer complaints and feedback loops, driving corrective action with operations teams.

EDUCATION

Bachelor of Science in Management Information Systems, 2017

University of Jordan, Amman, Jordan

CERTIFICATIONS

- ISTQB Certified Tester
- ISTQB Certified Agile Tester
- Professional Scrum Master (PSM), Scrum.org
- Project Management Professional (PMP), PMI
- COBIT 5 Certified, ISACA
- Microsoft Certified: Azure Fundamentals (AZ-900)

LANGUAGES

Arabic: Native or Bilingual Proficiency | English: Native or Bilingual Proficiency