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With a passion for digital innovation, a dynamic approach, and an open-minded perspective, I place high value on collaborative work. Supported by extensive knowledge gained through my academic path and skills honed across various professional experiences, I am prepared to tackle new challenges. I am seeking opportunities that require advanced expertise in tooling and process management, where I can actively contribute to project success and team goal achievement.

Mobility: International.

## **EXPÉRIENCES**

# QA Manager and Lead of URSSAF Domains



CAPGEMINI - URSSAF Mission - Depuis mars 2023

- Lead of 4 Integration Domains:
   Managing the Integration/Reception Sector for URSSAF
   Technical Environment: Putty, Winscp, Postman, SOAPUI, OpenLens,
   Pgadmin, Redmine, Jira, Confluence, TestRail, Xray, and Git
   Role: QA Manager & Domain Lead
- Facilitating client workshops, overseeing KPI tracking and client satisfaction, managing the client roadmap, and validating project estimates;
  - Strategizing, organizing, and executing test campaigns across various projects (ICOS, DECI/DECIPAM, REFGA, and TECH TRANSVERSE);
  - Overseeing the management of multiple applications (ICOS: SPE, ICNIEG, ODP, FICOBA; REFGA: REI, RCD, RPA...);
  - ► Leading internal project governance: monitoring deliveries, managing alerts, planning, and conducting weekly progress reviews for each subdomain;
  - Ensuring adherence to best practices in commitment management across CDS (covering DECI, REFGA, and ICOS domains)
- Keywords: Project Management · Putty · API Postman · HP Application
   Lifecycle Management · Oracle SQL Developer · Coaching · Test Processes
   · Quality Management · Internal Audit · JIRA · XRAY · Estimations · Project
   Steering · Workload Estimation Tools

### **IT Business Analyst**



### IT BA at United Partnership - Mai 2022 à avril 2023

- Management of the IMX application by handling the over-indebtedness and judicial recovery activities of our partners.
- Analyzing production incidents
  - Addressing business requirements
  - Drafting functional specifications
  - Collaborating with the software IDE
  - Receiving and reviewing IDE
  - Acceptance and validation of vendor deliverables
  - Conducting acceptance tests on developments
  - Overseeing client approval processes
  - Managing client communications
  - Writing queries and update scripts
- ► Skills & Tools: Oracle SQL Developer · PuTTY · WinSCP · Business Analyst · Estimations · Jira, Confluence, TestRail, Xray, and Git

### **QA LEAD - La banque Postale**



#### CAPGEMINI - Mai 2022 à décembre 2022

- Project: KYC and Irregular ChecksManage the Cap Client KYC platform -Update compliance indicators, non-digital remediation, client notifications, and updates on high-risk profile initiatives.
- ► Technical Environment: JIRA/Confluence/Squash TM/Excel Queries/MikaWeb/GeDev
- Estimate the cost and effort for topics
- Define and present the testing strategy
- Develop the test specification and test plan
- Coordinate with various project stakeholders (Project Managers, Business Analysts, Technical Teams)
- Organize the execution of the testing process
- Execute and manage test campaigns
- Facilitate testing workshops and ensure the resolution of issues
- Communicate key information and highlights weekly (via a dashboard)
- Prepare the test report.

### Career Manager

# Capgemini •

### CAPGEMINI - Depuis juin 2021

- Support employees in their growth and personal development.
- Connect the structure with their daily activities by humanizing the relationship
- Have an understanding of complex internal projects and societal engagement.
- Improve relationships and collaboration
- Skills: Trust-building · Management · Communication · Business Strategy · Human Resource Management

# Product Test Engineer ITP / Agile Test Engineer ITA



### CAPGEMINI - Pôle emploi - Août 2019 à mai 2022

- Project: Training Department PE Deploy the various web and mobile platforms for the Pôle Emploi training department.
- Technical Environment: POSTMAN/HP ALM SAFE V12.6/RTC/SQL Developer/SAFE Methodology/SNOW
- Responsible for software qualification (Environment: Testing and Quality Assurance)
- Estimate the testing workload for software validation
- Participate in the risk analysis related to the product
- Define the testing strategy
- Develop the test plan
- Coordinate testing engineering activities and provide support for test execution
- Organize the execution of testing and Quality Assurance (resource calls, logistics, etc.)
- Facilitate testing workshops and ensure the resolution of issues
- Lead validation meetings with stakeholders
- Communicate necessary information for the weekly Engagement review
- Work closely with Version Control
- Collaborate with various training organizations
- Address production issues (SNOW)
- Skills: Test Management Approach (TMap) · ISTQB · Testing Processes ·
   API Postman · Testing Strategy · TESTING POLICY · Quality Center ALM ·
   JIRA · Scaled Agile Framework

## Functional Consultant for Business Analysis & QA Lead



CAPGEMINI - Mission SNCF - Novembre 2018 à août 2019 - CDI - Nantes - France

- Project: Transilien Distribution
- Role: Testing and Qualification OfficerFunctional testing within the CDS CAPGEMINI for the SNCF Distribution ART project.
- Technical Environment: Squash TM / Mantis Bug Tracker / Jazz Server (BUGI) / SQL Server / ToolbarPlusART / mRemoteNG / Frisbee
- Analyze client needs
- Develop general functional specifications
- Identify and cover requirements
- Prepare the test data and testing environment
- Design test scenarios
- Execute and manage test campaigns
- Evaluate and track anomalies
- Prepare reporting
- ► Skills: Mantis · JIRA · XRAY · SQUASH TM · Oracle SQL Developer · Apple Remote Desktop

### **QA Engineer at Bouygues Telecom**



# Accenture - Octobre 2017 à novembre 2018 - Nantes - France

- Project: Validation of Service PlatformsThe project context involves verifying the PFS (Product and Service Framework) of Bouygues Telecom, including customer data and SIM cards, purchasing services, editorial management of technologies, web and mobile applications, and more.
- ▶ Technical Environment: HP QC / MongoDB / SoapUI / PuTTY / RDNG (EROS) / Wireshark / WinSCP
- Leadership and coordination
- Business/technical reference and validation
- Analysis of technical and functional specifications
- Identification and coverage of requirements
- Development of macro and detailed testing strategies
- Preparation of test data and testing environment
- Design of test cases
- Execution and management of test campaigns
- Investigation, evaluation, and tracking of anomalies
- Preparation of the validation report
- Skills: ISTQB · Oracle SQL Developer · SQL/PLSQL · Mantis · NoSQL · HP ALM · JIRA · PuTTY · Linux · Spring Batch

# Internship: Software Qualification for the EDF Mandathèque Project



### Accenture - Mars 2017 à septembre 2017

- Development of the Testing Strategy
- Specifications Analysis
- ▶ Identification of Functional Requirements
- ▶ Test Case Design
- Execution and Management of Test Campaigns
- Evaluation and Tracking of Anomalies & Preparation of Reporting
- Participation in various project industrialization initiatives (test automation, data set tools industrialization, or flow integration...)

# **COMPÉTENCES**

## **Software Testing and Quality**

- ► Testing Tools: HP ALM, JIRA, TestLink, Mantis, Lotus Notes, SoapUI, Postman, SquashTM
- ► Testing Methods: Static, Dynamic, Black Box/White Box, Unit, Integration, Acceptance, Validation
- Software Verification and Validation
- ▶ ISTQB Agile
- TMAP QCFT
- ▶ Jira, Conluence, TestRail, Xray et Git

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### Additional Testing/QA Tools:

API, Atlassian Jira, Putty, Redmine, Atlassian Confluence, Diagramme de Gantt, IBM Notes, Jenkins, Mantis Bug Tracker, Microsoft Excel, Microsoft Notepad, Microsoft Project, Oracle SQL Developer, PgAdmin, Postman, SAP CDS views, Selenium, SoapUI, TestLink, VMware, WATIR, WinSCP, Wireshark, power bi

### **Programming Languages & Computer Networks**

- ▶ Programming Languages: Java, Python, SQL/PLSQL.
- Design and Modeling: UML/OCL, Merise
- Database Management Systems (DBMS): Oracle, MySQL, MongoDB, Neo4j
- Administration and Optimization of Databases on Oracle.
- Computer Networks: CISCO Packet Tracer, CCNA, GNS3, Network Security, Firewall, Cryptography.
- Others: PuTTY, WinSCP, Tech Portal.

# Project Management & Quality of Information Systems

- Quality Assurance (ISO 9001)
- Agile Methodologies: Scrum, XP (Extreme Programming
- ▶ Methods & Tools: PERT, GANTT, MS Project
- Mastery and Optimization of Processes
- ▶ Enterprise Governance of Information Systems
- Service Management: ITIL

## **Economics and Management**

- Business organization
- General and analytical accounting

### Licenses and certifications

- Emerging Leaders, Harvard Business Publishing corporate learning
- ▶ ISTQB® Avancé Test Manager
- ▶ TMAP Quality for Cross-Functional Teams
- ▶ ISTQB® Certification Agile Tester Extension
- ▶ ISTQB® Certification Foundation Level

## Languages

- Arabe
- French
- ▶ English



# **FORMATIONS**

# Master 2 in systems engineering and project management

POLYTECH ANGERS - FRANCE

Août 2016 à septembre 2017

# Computer Engineering Engineer, Software Engineering Option

NATIONAL SCHOOL OF APPLIED SCIENCES, TANGIER

Septembre 2012 à septembre 2017

# CENTRES D'INTÉRÊT

## Personal development

La PNL

### Voyages

28 pays visités

### **Sport**

Musculation & Body Building, Football, Boxe, Tennis

### **Fashion & Mode**

- brand luxury
- styling