

MEHWISH ZAFAR

SOFTWARE QUALITY ASSURANCE ENGINEER

PROFESSIONAL SUMMARY

Software QA Engineer with 4+ years of experience testing web, mobile, desktop, fintech, e-commerce, SaaS, enterprise, and AI-powered applications. Skilled in Manual Testing, Regression Testing, UAT, API Testing, Cross-Browser Testing, and AI Application Testing. Combines QA rigor with product management thinking to identify defects, usability gaps, and business risks before release.

Contributed to a fintech compliance automation initiative that reduced dispute processing time by 15 days, supported 20,000+ disputes across 13+ clients, and generated approximately \$80,000 in annual cost savings. Top-Rated Upwork freelancer with a 100% Job Success Score; certified in Digital Product Management from the University of Virginia.

WORK EXPERIENCE

Freelance QA & Project Management | Upwork

Mar 2025 – Present

- Delivered QA, UAT, and product management services across multiple web and mobile projects for startups, agencies, and product teams.
- Identified a critical checkout defect in an AI-powered e-commerce platform where discounts displayed correctly but failed during checkout calculations, preventing successful purchases and impacting revenue.
- Managed product features, gathered requirements, prioritized workflows, and recommended improvements across client engagements.
- Maintained a 100% Job Success Score with consistent positive client feedback.

SQA Engineer (Contract) | Cedar Financial — US-based (Remote)

May 2025 – Jun 2026

- Led QA validation of a compliance automation feature supporting Cedar Financial's multi-portal ecosystem (Collectware, Client Portal, Consumer Portal).
- Reduced dispute processing time by 15 days while handling 20,000+ disputes across 13+ clients, contributing to ~\$80,000 in annual cost savings.
- Tested AI-powered customer support chatbots, validating response accuracy, conversation flows, context retention, escalation handling, edge cases, and overall user experience.
- Provided product-focused QA feedback identifying usability gaps and workflow inefficiencies.

QA Engineer & Project Manager | Enigmatix Pvt Ltd (On-site)

Feb 2022 – Feb 2025

- Designed and executed 1,500+ test cases and 200+ exploratory testing sessions, uncovering critical defects and improving product quality.
- Performed web, mobile, API, and cross-platform testing across multiple products, reducing platform-specific issues by 35%.
- Managed product requirements, feature prioritization, stakeholder communication, and release validation for web and mobile applications.
- Led Office Management System and Rental Application initiatives, improving workflows, user adoption, and operational efficiency.

KEY PROJECTS

- Cedar Financial – Revenue Recovery Platform (Web):** QA for revenue recovery workflows across Collectware, Client, and Consumer portals, including AI chatbot validation. Internal platform — no public link.
- Susta – Making Tax Digital (Web):** UK fintech platform filing self-employment and rental income as one HMRC submission; verified income tracking and tax calculation logic. app.susta.in/landing.html
- Office Management System (Web & Mobile):** QA and product management for administrative and staff workflows across enterprise office operations; improved workflow efficiency and drove user adoption. www.oms.enigmatix.co
- Smart Start – Workforce Training Platform (Web & Mobile):** Enterprise training platform with video training, quizzes, proctoring, and certification; verified delivery and proctoring integrity. smartstart.dev

- **BuyersConnect.AI (Web):** AI retail matching platform connecting sellers to verified buyers; verified matching logic and connection flows end-to-end. www.buyersconnect.ai

More Live Projects

- [Gemini Learning — LMS \(Web & Mobile\)](#)
- [Interwood — E-commerce Furniture Store](#)
- [Sofex Furniture — E-commerce Sofa Application](#)
- [RockSolid Endurance — Fitness & Coaching Platform](#)
- [Jonas Construction — Business Website QA](#)

Additional QA engagements: BiteMate (Social/Recipe-Sharing), MommyGuide (Health & Parenting), ExpertConnect (Consulting/Mentorship), Blue Door (Real Estate), Candy (Fashion E-commerce), Checkmate (Social/Gaming), Solyn (Mental Health) — Mobile; Trello Enhancement, Clockwork — Chrome Extensions; Rent Arround — Web & Mobile, QA + PM.

SKILLS

Testing & QA: Manual, Functional, Regression, Smoke, Sanity, Exploratory, UAT, API, Mobile (iOS/Android), Web, Desktop, Cross-Browser, Database Testing

AI Testing: AI Application & Chatbot Testing, Conversational AI, Prompt Validation, Response Accuracy, Context Retention, Edge Case & Hallucination Detection

Product & Project: Agile/Scrum, Requirement Gathering, Feature Prioritization, Workflow Analysis, Stakeholder Management, UX Review

Tools: Jira, TestRail, Qase, Zephyr, Postman, Swagger, BrowserStack, ClickUp, Trello, Asana, Azure DevOps

Automation: Playwright (JavaScript) — Page Object Model, Multi-Environment Config, CI Pipeline Integration

Technical: SQL (Basic), Python, HTML/CSS/JavaScript, SDLC/STLC, CI/CD (Basic), Git/GitHub, Confluence

CERTIFICATIONS & AWARDS

- Digital Product Management – University of Virginia (2025)
- Technical Support Fundamentals – Google/Coursera (2020)
- Operating Systems and You: Becoming a Power User – Google/Coursera (2021)
- Customer Quality Innovator Award (2025)
- Rising Star Award (2023)

EDUCATION

Bachelor of Science in Information Technology

Islamia University of Bahawalpur | Feb 2018 – Feb 2022