Rizwan Sayani

Technical Support and Software Training

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Professional Summary

QA lead with 15 years in software testing, including more than 12 years supporting CIBC online banking. Investigates software issues, coaches testers, and writes guidance for technical teams. Built a learning hub with 40+ courses and 60+ working examples. Experience includes incident triage, API and SQL checks, and coordination across multiple delivery teams.

Core Strengths

Technical writing | Software training | Troubleshooting | Knowledge management | Team coaching | Process improvement

Selected Contributions

- Built the CIBC QE Learning Hub with 40+ courses and 60+ working examples for web, API, mobile, Python, and AI-assisted testing.
- Reduced testing-cycle time by 35% by simplifying data intake, writing reusable guidance, and helping colleagues use their tools more effectively.
- Improved incident triage, helping the team resolve 98% of issues within one business day for banking services used by 50,000+ customers daily.

Professional Experience

CIBC | 2014-Present

QA Lead / Senior Quality Engineering Lead - Online Banking | Toronto, ON

- Maintain the QE Learning Hub and update guidance and examples for web, API, mobile, and automation testing.
- Coach testers on test design, defect reporting, SQL and API checks, and automation basics.
- Reproduce reported problems with developers and analysts to determine whether the cause is the software, test data, environment, or test script.
- Write test plans and results summaries that explain what was checked, which issues remain open, and whether a release is ready.
- Coordinate testing and defect follow-up across 5+ Agile teams working on online-banking changes.
- Test sign-in, accounts, transfers, bill payments, alerts, and security features, with attention to how problems affect customers.

Earlier Professional Experience

Tim Hortons Inc. | 2013

QA Lead - SharePoint Intranet/Extranet Portal | Oakville, ON

- Led test planning and execution for 120+ critical workflows used by more than 1,400 franchise locations.
- Introduced a consistent approach to writing test cases that helped reduce defects after release.
- Worked with IT, business teams, and franchisees to check changes and resolve issues before release.

Woodruff Sweitzer | 2011-2012

QA Lead - SharePoint Intranet/Extranet Portal | Calgary, AB

- Tested front-end and back-end changes to SharePoint portals, including navigation and galleries.
- Worked with developers and UX designers on JavaScript and jQuery improvements; helped marketing and design teams communicate new features through digital campaigns.

Sayani Solutions | 2011-2014

Product Owner | Canada

- Worked with small-business clients to define requirements and set delivery priorities. Coordinated design, development, testing, client acceptance, and release updates.

Skills and Technical Knowledge

Training and documentation: Learning-hub maintenance, technical writing, software workflow guides, practical examples, and QA coaching.

Troubleshooting: Issue reproduction, incident triage, defect tracking, API testing, SQL checks, and authentication workflows.

Team tools: Jira, Confluence, Azure DevOps, Zephyr Scale, Agile, and Scrum.

Technical tools: Postman, SoapUI, REST APIs, SQL, MySQL, Kibana, Charles Proxy, and Fiddler. Familiarity with Python, JavaScript, Playwright, Robot Framework, Selenium, Git, and CI/CD.

Education and Community Leadership

SAIT Polytechnic | Two-Year Diploma in Information Technology | 2006-2008

Software Development, Database Administration, and Information Research

AKDN Support Services | Associate Director (Volunteer)