

Dusan Hinic

QA Engineer

AGILE · SCRUM · AI

CONTACT

LOCATION

Novi Sad, Serbia

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WEB

LinkedIn

AREAS OF EXPERTISE

Manual & Automation QA

Test Strategy & Planning

API & Performance Testing

AI Output Validation

Agile / Scrum / Product

Ownership

TECH STACK

LANGUAGES

Java, JavaScript, TypeScript, SQL,

HTML, CSS

AUTOMATION

Selenium WebDriver, Cypress,

Playwright, REST Assured, Appium,

JMeter

BACKEND & DB

Spring, TestNG, JUnit, Maven;

MySQL, MS SQL, BigQuery,

Firestore

CLOUD / DEVOPS

Azure, AWS, GCP, CI/CD

TOOLS

Jira, Page Object Model, VS Code,

Cursor, Android Studio, Xcode

EDUCATION

FAM — Faculty of Management

IT Management

2016 – 2021

Technical School “Jovan

Vukanovic”

Printing Technician

2003 – 2007

PROFILE

Senior QA Engineer with 10+ years of experience improving software quality and delivery at Symphony.is and in previous QA, Scrum Master, and Product Owner roles. Skilled in Agile and Scrum, with experience applying AI-driven approaches to streamline testing, identify root causes, and strengthen development practices. Known for elevating quality standards, improving processes, and aligning technical execution with product goals.

PROFESSIONAL EXPERIENCE

QA Engineer — Symphony.is

JUN 2020 – APR 2024

Novi Sad

QA Engineer on cross-functional teams delivering web, mobile (iOS/Android, Flutter), and enterprise cloud applications for international clients across agritech, healthcare, pharma, energy, and edtech. Combined manual and automation testing with QA strategy ownership, AI output validation, and direct client communication.

- **AI video generation for a music streaming platform** (tech giant from Cupertino — under NDA) — QA on a system that turns static images into motion clips for the platform, evolving into image-to-video generation built on WAN 2.1 and WAN 2.2 models. Designed and ran performance tests to ensure generation SLAs were met, wrote UI and API automation in Playwright, and owned QA of the in-house MLOps platform covering ML dataset creation, dataset versioning, batch video-generation jobs, and the rating model used to score generated videos.
- **Mobile platform for music artists** (iOS, tech giant from Cupertino — under NDA) — Led accessibility testing on iOS, drove QA for a full design rebrand, and stood up the Appium automation framework.
- **Solevo** (specialty agriculture chemicals distribution, African markets) — QA on an offline-capable mobile app (C#, Kotlin) tailored for predominantly low-literacy users with extensive localization; primary liaison for client and field distributors, set up monitoring and alerting, and coordinated mobile release schedules.
- **Hitachi Lumada** (workforce & asset management for a global power equipment vendor) — Designed the testing strategy for a cloud-agnostic, multi-modular enterprise mobile app and its Backend-for-Frontend service; aligned QA with strict quality gates and embedded testing early in the dev cycle.
- **Kurando** (pharmacy delivery, 30-minute medication delivery) — QA across Flutter iOS/Android apps; built REST Assured API test suites validating backend services and supported rapid production deployments.
- **Helios** (AI-driven agricultural supply-chain platform) — Validated AI model outputs predicting weather, economic, and political disruptions; authored end-to-end test plans and built Cypress UI tests for the React frontend (Python backend).
- **Prolaera** (accounting / e-commerce analytics) — Owned QA on a full React UI rewrite, building Cypress regression coverage that enabled a smooth cut-over from the legacy frontend.

Scrum Master, QA Engineer — Wolf Wolf Technologies

OCT 2019 – JUN 2020

Novi Sad

Drove Agile practices and quality assurance efforts to improve software development efficiency. Facilitated Scrum ceremonies, supported effective team communication, identified quality issues, and helped optimize workflows through continuous improvement.

- Facilitated daily Scrum meetings, sprint planning, and retrospectives, helping the team stay focused and predictable.
- Implemented QA processes that reduced software defects and raised overall product quality.
- Coordinated with developers and product managers to refine testing procedures and shorten release cycles.
- Developed automated test scripts, expanding test coverage and ensuring stable application performance.
- Led training sessions on Agile methodologies, boosting team engagement and process understanding.

Scrum Master, QA Engineer — Menu Technologies DOO

(now Par Ordering)

OCT 2018 – OCT 2019

Novi Sad

Worked on an online ordering and engagement platform (PHP, Java, Swift, C#) for restaurant brands across Mobile, Kiosk, and Web channels. Combined hands-on QA with Scrum Master responsibilities to keep delivery predictable and quality high.

- Owned the test plan, test strategy, and test case execution across mobile, kiosk, and web clients, ensuring requirements were met and expected outcomes verified.
- Facilitated Scrum ceremonies (planning, daily, review, retro), keeping the team focused and unblocking impediments to maintain sprint velocity.
- Coordinated with product owners to refine backlog and align releases with business priorities.
- Collaborated with developers to triage and resolve quality issues early, improving product stability across release cycles.

Quality Assurance Engineer — Menu Technologies DOO

(now Par Ordering)

NOV 2017 – OCT 2018

Novi Sad

Improved software quality through detailed testing, analysis, and collaboration with development teams. Developed test plans for functional and non-functional requirements, used automation to reduce manual effort, and helped ensure timely delivery of high-quality software.

- Designed and executed comprehensive test plans, strengthening early defect detection.
- Implemented automated testing solutions to reduce manual regression effort.
- Collaborated with developers to address and resolve critical defects.
- Monitored software performance through rigorous testing, ensuring compliance with quality standards.

Product Owner, QA Engineer — Degree361

APR 2015 – OCT 2017

Novi Sad

Bridged development teams and stakeholders to ensure product quality and strategic alignment. Defined product requirements, shaped testing methodologies, and used data-driven insights to prioritize features and improvements that supported user needs.

- **PleinAir Club** (Java, Swift) — QA on a mobile app helping users discover interesting places nearby for their holidays; established test plans and strategies, executed test cases, and documented issues with detailed reproduction steps.
- Led cross-functional teams in defining and implementing product features that improved the user experience.
- Developed and executed comprehensive test plans that helped reduce product defects.
- Facilitated communication between stakeholders and development teams, ensuring alignment with business goals.
- Analyzed user feedback and market trends to prioritize backlog items, enhancing product relevance and competitiveness.

QA Engineer — Arkaos

MAY 2014 – APR 2015

Novi Sad

QA Engineer on consumer and professional desktop and mobile applications, owning test planning, strategy, and execution and documenting defects with clear reproduction steps.

- **LED Master** (C++, Qt) — QA on an all-in-one media solution for designing, executing LED light shows; created the test plan and strategy, executed test cases, verified that requirements and expected outcomes were met.
- Identified and documented software defects, collaborating with developers to resolve them efficiently.
- Engaged with cross-functional teams to align testing strategies with project goals.

Business Analyst Assistant — Execom *(now HTEC)*

MAY 2014 – SEPT 2014

Novi Sad

Supported business analysis and documentation within the software development team. Helped translate client needs into actionable project plans, collaborated with developers and QA to refine specifications, and kept stakeholders informed of progress and concerns.

- Assisted in gathering and documenting business requirements, improving project clarity.
- Coordinated with development and QA teams to refine specifications, enhancing efficiency.
- Communicated with stakeholders to ensure project milestones were met on time.
- Helped translate client needs into technical documents, facilitating better understanding among teams.

Quality Assurance Specialist — Execom *(now HTEC)*

MAR 2014 – MAY 2014

Novi Sad

Ensured software quality and reliability through testing, defect analysis, and collaboration with development teams. Contributed to the refinement of QA processes, applied problem-solving skills to resolve defects efficiently, and supported improvements in overall productivity and effectiveness.

- Developed and executed comprehensive test plans, identifying critical software bugs early in the development cycle.
- Collaborated with cross-functional teams to align testing processes with project requirements, improving delivery timelines.
- Analyzed test results to provide actionable insights.

Protocol Supervisor — Exit Festival

JUN 2008 – JUL 2021

Novi Sad

Managed protocol operations at a major entertainment festival and coordinated guest-facing logistics to support smooth event execution. Worked with multiple teams to maintain service standards, scheduled resources efficiently, and resolved on-site issues quickly to improve attendee satisfaction.

- Directed event protocol operations, resulting in seamless guest experiences.
- Coordinated logistics with multiple teams to ensure timely execution of events.
- Supervised scheduling to maximize efficiency and reduce downtime.
- Resolved on-site issues quickly, improving attendee satisfaction.