

 Truck Lagbe is Hiring 

## **QA Lead (Senior Quality Assurance & Operations Engineer)**

Department: Technology

Location: Mohakhali DOHS, Dhaka

Employment Type: Full-time

### **The Role**

Truck Lagbe is looking for an experienced QA Lead to own quality across our products and ensure reliable, customer-centric releases. This role works closely with Engineering, Product, Operations, and Customer Experience (CX) teams to investigate, diagnose, and resolve quality and production issues.

The QA Lead will define QA strategy, mentor the QA team, and take ownership of issue investigation—sometimes fixing issues directly where appropriate. This role reports directly to the Chief Technology Officer (CTO).

### **Key Responsibilities**

#### Leadership & Quality Ownership

- Lead, mentor, and grow the QA/QAO engineering team
- Define and execute QA strategy across staging and production environments
- Own and continuously improve QA standards, processes, and tooling

#### Testing & Quality Assurance

- Plan and execute manual and automated testing across web, mobile, and backend systems
- Develop and maintain test plans, test cases, scripts, and documentation
- Perform functional, regression, smoke, and production testing
- Review quality specifications and technical design documents and provide actionable feedback

#### Production Support & Issue Resolution

- Investigate product issues and incidents reported by Customer Experience (CX) teams
- Diagnose root causes in collaboration with developers and operations
- Provide technical support where possible, including fixing or patching issues when appropriate
- Track, document, and communicate issue status, impact, and resolution clearly

#### Collaboration & Continuous Improvement

- Work closely with Product Managers, Developers, Operations, and CX teams to clarify requirements and acceptance criteria
- Monitor, analyze, and report QA metrics, defects, and release quality using internal tools
- Conduct API testing using tools such as Postman
- Stay up to date with modern QA tools, automation frameworks, and testing strategies

## Qualifications

- 4–5+ years of experience in Software Quality Assurance, with leadership or ownership responsibilities
- Strong experience working in Agile/Scrum environments
- In-depth understanding of software testing methodologies and QA processes
- Solid understanding of databases and SQL
- Experience with automated testing is a strong plus
- Strong analytical, debugging, and communication skills
- Comfortable operating in fast-paced startup environments where QA owns outcomes
- Bachelor's degree in Computer Engineering, CSE, or equivalent

💰 Salary: Negotiable (based on experience)

✉️ How to Apply: Send your CV to [career@trucklagbe.com](mailto:career@trucklagbe.com)

