

Jeron Dalsan

Brooklyn, NY | (347) 755-5424 | rinadalsan11@gmail.com | GitHub: [github.com/1Rina0](https://github.com/1Rina0)

#### Professional Summary

Motivated and detail-oriented QA professional transitioning from customer-focused and technical support roles into software quality assurance. Experienced in analyzing issues, documenting defects, and communicating findings clearly. Recently completed hands-on QA projects involving web application testing, test case creation, API testing with Postman, and defect reporting.

#### Core Skills

Manual QA Testing; Test Case Creation & Execution; Defect Logging & Tracking; API Testing (Postman); Functional & Regression Testing; Browser/Web Testing; Documentation & Reporting; Communication & Collaboration; Customer Support & Problem-Solving

#### QA Projects

##### Web Application Manual Testing Project

- Tested live e-commerce website; created test cases; logged defects; delivered summary reports.
- Repository: [github.com/1Rina0](https://github.com/1Rina0)

##### API Testing with Postman Project

- Performed functional/negative testing on PokeAPI & JSONPlaceholder; automated assertions; documented results; created portfolio artifacts.
- Repository: [github.com/1Rina0](https://github.com/1Rina0)

#### Professional Experience

##### Process Assistant — Amazon | Aug 2022 – Present

- Trained associates; tracked performance; collaborated to resolve issues; supported SOP compliance.

##### Ambassador — Amazon | Jun 2021 – Aug 2022

- Onboarded new hires; served as communication bridge; supported quality & safety initiatives.

##### Computer Hardware Engineer — Dr. Brendan Mac Repair | Jan 2019 – Jan 2020

- Diagnosed hardware issues; implemented solutions; strengthened customer trust.

#### Education

High School Diploma — George Westinghouse Career & Technical HS