

# KRYSTINA CASSIN

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## WORK EXPERIENCE

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### SENIOR APPLICATION TESTER

10/2016 - PRESENT

*Detroit, MI*

- Document incident reports specifying issues, and working with appropriate personnel to test resolutions
- Reviews prepared proposals for testing programs, outlines specific testing conditions, and develops operating procedures
- Reviews and evaluates complex test specifications, test results, test trends and implements corrective action as needed
- Reviews prepared detailed technical reports of findings and makes recommendations for needed modifications to correct problems
- Responsible for the development of preliminary and conceptual testing processes and studies as well as the continuity of testing details of specific engineering discipline or specialty area, and provides expert advice and direction to other professionals
- Resolves problems, extends and modifies testing techniques, and/or applies new, innovative, or experimental engineering theories using advanced mathematical techniques to analyze and evaluate engineering testing problems
- Assist our small development team with the application testing processes to our fast-paced and dynamic environment
- Learn applications and business rules with little direction

### APPLICATION TESTER

09/2012 - 07/2016

*Boston, MA*

- Write test, load, and performance plan documents and scripts
- Provide feedback to the development team regarding code defects
- Provide feedback to the development team regarding performance and load issues
- Coordinate with remote location resources for remote validation testing
- There is the potential for some traveling to remote locations for validation testing
- Firm understanding of quality assurance practices
- Hands-on testing experience, both manual and automated
- Experience analyzing requirements and writing test cases based on limited details

### FINANCIAL APPLICATION TESTER

11/2006 - 08/2012

*Boston, MA*

- Experience testing customer-facing responsive e-commerce websites across browsers and device form factors
- Experience testing customer-facing mobile apps across mobile devices and form factors
- Self-starter mentality, independent thinking and strong self-management skills
- Availability and willingness to travel throughout the United States if necessary
- Test software releases by executing assigned tests (manual and/ or automated)
- Support the accurate and timely implementation of state and product compliant employer and member SBC documents
- Reconcile the daily SBC reports and ensure that all SBCs are available for the brokers
- Involvement from Design to Production Field Deployment in an iterative and incremental testing rollout

## EDUCATION

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### KETTERING UNIVERSITY

2002 - 2006

*Bachelor's Degree in Computer Science*

## PROFESSIONAL SKILLS

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- Excellent communication skills. Clear articulation and documentation of technical specifications
- Strong communication skills (both oral and verbal) are REQUIRED
- In-depth experience in business requirements understanding with extensive experience in functional testing, creating test cases, test lifecycle management
- Proven experience in Digital or Web Automation using different automation tools and frameworks
- Strong experience in using quality control processes to ensure that products, deliverables, and data are standardized and accurate
- Good analytical skills with attention for detail
- Good communications and Presentation Skills & Management and Stakeholders