

# RICHARD KLEIN

## QA TESTER

### PERSONAL PROFILE

Professional QA Tester with over 8 years of experience in resolving complicated problems such as software and system bugs, placing special value on ensuring minimum downtime. Have deep knowledges in preparing and executing test cases for all functional areas of applications.

### CERTIFICATES

- ISTQB CTFL
- CAST – Certified Associate In Software Testing

### HOW TO CONTACT

Home: 123-456-7890  
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123 Anywhere Street, Any City,  
State, Country 12345

### SKILLS

- SQL
- Test Manager, TestLink, SpiraTest, TestRail, HP-ALM (QC)
- BugZilla, Mantis, IBM Rational ClearQuest
- Redmine, YouTrack, Backlog
- Fast learning
- Ability to meet deadlines
- Curiosity
- Self-organized with no monitoring required

### CAREER HISTORY

#### QA TESTER

*MEDsys Software Solutions (2008 - 2019)*

- Supported procedures (SOP's) and work instructions
- Made internal review and audits of CSV program
- Created test plans to thoroughly cover scenarios
- Managed product quality through issue prioritization, test planning, design review, and cross team communication
- Responded to inquiries from users and technical support regarding functions and operations of software programs
- Monitored program performance after implementation to prevent recurrence of program operating problems
- Mentored and coached team members and new team members

#### Entry-level QA Tester

*Tyler Technologies (2004 - 2006)*

- Documented and executed black box testing
- Tested software during integration, release and regression phases and documented results
- Served as third tier support and assisted the documentation team with release notes
- Developed test cases associated with the functional requirements for a project
- Assisted in developing content strategy

### EDUCATIONAL HISTORY

#### University of Maryland

*AB in Computer Engineering, Graduating 2004*

- President, Dorado Student Union
- Vice President, Computer Club
- Member, English Computer Society
- Member, Ice Hockey Team

#### Carte Blanche Academy

*Graduated Class of 2010, Honor Roll*

- Vice President, Student Council
- Vice President, Computer Club
- Member, Technical Society
- Member, Debate Team
- Member, Varsity Hockey Team