

Zena Lefaive

QA Tester

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📍 123 Main St, Fargo, ND 58102

Education

**Bachelor of Science in
Software Quality Assurance
at North Dakota State
University, Fargo, ND**

Sep 2017 - May 2022

Relevant Coursework: Software Engineering, Programming Languages, Data Structures, Algorithms, Operating Systems, Database Management, Computer Networks, Web Development, System Design, Quality Assurance and Testing, Project Management, and Agile Methodologies.

Links

[linkedin.com/in/zenalefaive](https://www.linkedin.com/in/zenalefaive)

Skills

Selenium

JIRA

TestNG

Jenkins

Appium

LoadRunner

Postman

Languages

English

Arabic

Profile

Diligent QA Tester with 1 year of experience in ensuring software quality through meticulous testing and analysis. Proficient in creating detailed test plans, executing test cases, and documenting results to optimize product performance. Adept at collaborating with cross-functional teams and utilizing excellent communication skills to identify and resolve issues. Committed to enhancing user experiences and consistently meeting project deadlines.

Employment History

QA Tester at QA Technologies Inc., ND

Apr 2023 - Present

- Identified and reported over 500 software defects within a year, resulting in a 25% reduction in post-release issues for clients of QA Technologies Inc., ND.
- Streamlined testing processes by implementing automated testing tools, leading to a 40% decrease in manual testing efforts and a 15% increase in overall testing efficiency.
- Collaborated with cross-functional teams to improve product quality, which led to a 30% reduction in customer complaints and increased customer satisfaction ratings by 20%.

Associate QA Tester at Onsharp Inc., ND

Sep 2022 - Mar 2023

- Successfully identified and reported over 150 critical software bugs within the first six months of employment, resulting in a 25% reduction in customer-reported issues and a 20% increase in overall product stability.
- Streamlined the QA testing process by creating and implementing a comprehensive test plan template, reducing the average time spent on test plan creation by 40% and increasing test coverage by 30%.
- Collaborated with a team of developers and QA testers to reduce the average bug-fix turnaround time from 72 hours to 48 hours, improving the overall efficiency of the development cycle by 33%.
- Played a key role in the successful launch of three major software releases by rigorously testing all features, ensuring a 99% defect-free product and contributing to a 15% increase in company revenue.

Certificates

ISTQB Certified Tester

Feb 2022

Certified Agile Tester (CAT)

Mar 2020

Memberships

International Software Testing Qualifications Board (ISTQB)

Association for Software Testing (AST)