

ANDREA M. BONNER

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PROFESSIONAL SUMMARY

Perceptive Junior Quality Assurance Tester applying knowledge of quality assurance testing to ensure the quality and safe operation of various parts and components. Adept at identifying quality issues. Committed to ensuring that quality standards are upheld to promote optimal customer satisfaction.

CERTIFICATION



- ❖ ISTQB Certification AT * SQA Education Center, September 2023
 - Number: 23-CTFL-03127-USA Date: 2023-09-24
 - ❖ Micro-Credential :
 - AT*SQA DevOps Testing 2023-09-23
 - AT*SQA Testing for IoT and Mobile 2023-08-21
 - AT*SQA Cybersecurity Testing 2023-08-13
 - AT*SQA Usability Testing 2023-08-13
 - AT*SQA Performance Testing 2023-07-18
 - AT*SQA Test Approaches 2023-07-05
 - AT*SQA Test Techniques 2023-07-05
 - AT*SAQ Automation Testing - 10-8-2023

COMPUTER SOFTWARE PROFICIENCY

J Meter, API Testing-Postman's, Python, SQL , Selenium IDE Data Track ABC Financial, Galaxy Lightspeed, Internet, and web-based database research skills & managing software. Google Beginner Certification, Monday.com, Google Suite, Microsoft Office, Notion, Selenium IDE, Postman, JUnit, Google Analytic

PROFESSIONAL EXPERIENCE

QA Tester & Independent Facilitator - NeuroNav Remote (June 2022 - Present)

- ❖ Supervised and trained colleagues in best practices for efficient workflow and training on government programs.
- ❖ Supported with testing client management & government software for a start-up business that supported developmental department disabilities & government agencies.
- ❖ Created a database to support customers in finding and navigating disability services online. Ability to work in remote environments and work independently on projects and tasks assigned.
- ❖ Participated in exploratory & error-guessing testing for client management software applicants.
- ❖ Utilized customer service software to document customer interactions and maintain customer records.
- ❖ Facilitated and managed the beta testing process with external vendors and internal teams.
- ❖ Collaborated with product managers and engineers to provide input on product features and enhancements.
- ❖ Performed detailed data analysis to identify trends and areas for improvement.
- ❖ Extensive experience in developing, executing, and analyzing test plans, test cases, and defect tracking.
- ❖ Proficient in manual testing, automated testing, and defect tracking systems.
- ❖ Experienced in working with cross-functional teams to ensure product quality and customer satisfaction.
- ❖ Demonstrated ability to quickly learn new technologies and software applications.
- ❖ Built, managed, and developed a collaborative team comprised of 5 personnel, provided coaching and mentorship, conducted performance evaluations, and established inclusive work cultures.
- ❖ Analyzed requirements and design documents to identify test scenarios.
- ❖ Worked closely with developers to troubleshoot and resolve defects.
- ❖ Collaborated with stakeholders to identify and prioritize test scenarios.

Teacher - Maple Tree Academy, Culver City, California (October 2021 - June 2022)

- ❖ Prepared a preschool-appropriate, creative program.
- ❖ Implemented various educational methods (storytelling, educational games, media, etc.) to teach children.
- ❖ Observed each child as they built self-esteem, improved their social competencies, and improved their social skills.
- ❖ Led teacher and parent conferences to discuss developmental progress and evaluation, and reports on child development progress and behavior challenges to parents.
- ❖ Assisted in creating curricula to enhance infants to kindergarten age, cultural acclimation, and gross motor skills development.

Behavioral Interventionist & Technology Instructor - Early Strides Child Services, Hermosa Beach, CA (March 2017 - October 2021)

- ❖ Developed and implemented behavior analysis programs for children and adolescents with special needs, utilizing evidence-based practices.
- ❖ Trained and supervised staff members in effective behavior management and interventions.

- ❖ Conducted Functional Behavioral Assessments (FBA) to identify the source of problem behaviors.
- ❖ Developed Individualized Education Programs (IEPs) to help clients meet their behavioral and academic goals.
- ❖ Implemented new technologies and strategies to promote positive behavior change.
- ❖ Educated families on the principles of Applied Behavior Analysis (ABA) and how to support their child at home.
- ❖ Developed and led classroom instruction, including lectures, discussions, and hands-on activities, on a variety of topics related to behavioral analysis and technology.
- ❖ Assisted with research projects, including data collection, analysis, and reporting.
- ❖ Utilized technology to enhance learning, including web-based learning, audio/visual materials, and software applications.

Customer & Tech Support - Gold Gym Hollywood, Hollywood, CA (January 2017 - November 2017)

- ❖ Provided technical assistance and support to customers over the phone and via email.
- ❖ Handled customer inquiries, concerns, and complaints in a courteous and timely manner.
- ❖ Explained complex product information and features in an easy-to-understand manner.
- ❖ Assisted customers in troubleshooting product issues and navigating through product features.
- ❖ Demonstrated strong problem-solving and analytical skills to resolve customer issues.
- ❖ Entered customer orders and updated customer accounts in the company database.
- ❖ Generated customer reports and tracked customer service metrics.
- ❖ Developed and maintained productive relationships with customers.

Service Express Agent & Concierge - Westin Hilton Head Island Resort & Spa, Hilton Head Island, SC (May 2015 - July 2016)

- ❖ Followed all accounting procedures according to guidelines to ensure proper revenues and payments on accounts were received and credited.
- ❖ Maintained up-to-date knowledge of all hotel and area events and activities so that guests receive accurate and prompt information when requested.
- ❖ Provided a professional and immediate response to guests concerning all menu items and their preparation, and took room order requests.
- ❖ Ensured that customers received the highest quality of service in a caring and compassionate atmosphere.
- ❖ Appropriately arranged and confirmed recreational, dining, and/or business activities for both inside and outside the property.
- ❖ Effectively addressed customer complaints with empathy and superior customer service.
- ❖ Utilized interpersonal and communication skills to build rapport with guests.
- ❖ Scheduled and coordinated transportation, tours, and activities as requested by guests.
- ❖ Managed reservations and bookings for restaurants, spas, and other services.
- ❖ Processed payments for services rendered.
- ❖ Worked with vendors to ensure timely and accurate delivery of services.
- ❖ Maintained a professional and organized work environment.
- ❖ Supported with beta and alpha testing for new software applications and provided feedback regarding user interface experiences and overall user experience.
- ❖ Assisted guests with all requests and inquiries professionally and courteously.
- ❖ Provided guests with information on local attractions, restaurants, and transportation services.
- ❖ Demonstrated a high level of customer service, addressing guests' concerns promptly.

- ❖ Operated a computerized reservation system, ensuring the accuracy of all data.
- ❖ Performed alpha testing duties, such as testing out new features and debugging software.
- ❖ Handled a variety of customer service issues, such as providing technical support, handling customer complaints, and assisting with product returns.
- ❖ Assisted with the implementation of new customer service initiatives and processes.

CULTURAL & TRAVEL EXPERIENCE

Teacher - Camp Adventure Child & Youth Services, Sicily, Italy (March 2016 - May 2016)

- ❖ Provided quality childcare services to families serving with the U.S. Navy and Department of Defense.
- ❖ Obtained professional training and advanced study in child development and early childhood education.
- ❖ Gained exposure and adaptation to the different cultural customs presented in a foreign country.
- ❖ Assisted in creating curricula to enhance infants to kindergarten age, cultural acclimation, and gross motor skills development.
- ❖ Implemented age-appropriate activities that support the Head Start standards, the NAEYC standards, and the Creative Curriculum.
- ❖ Continuously monitored children to ensure safety at all times, and reported child abuse and neglect.

Teacher - Camp Adventure Child & Youth Services, Zama, Japan (September 2014 - December 2014)

- ❖ Assisted in creating curricula to enhance preschool and kindergarten cultural acclimation and the development of gross motor skills.
- ❖ Implemented age-appropriate activities that support the Head Start, NAEYC, and Creative Curriculum standards.
- ❖ Assisted with field trips or day trips such as neighborhood walks under the supervision of the Lead.