CONNOR READNOUR

LINKS & CONTACT INFO

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SUMMARY

Certified ISTQB Tester with multiple Salesforce certifications and 10+ years of IT experience leveraging a wide array of software tools and programming languages.

SKILLS

- CGI Advantage ERP & Salesforce QA
- Automation Studio, Journey & Contact Builder
- Web Studio Cloud Pages & Email Campaign QA
- Unit, Smoke, A/B & User Acceptance Testing
- VLOOKUP, Pivot Tables, Macros & Functions

- SQL Server, MySQL, Presto
- HTML, CSS, JavaScript, SQL, AMPscript
- Treasure Data, Crystal Reports
- Bootstrap, jQuery, Responsive Design
- Jira, Azure, qTest & Excel for test tracking

EXPERIENCE

STANFIELD SYSTEMS

Test Analyst | December 2025 – Present

• Planned and executed manual tests across SIT, UAT, payroll testing, and interface validation to ensure full end-to-end coverage for CGI Advantage ERP.

• Created detailed test plans, test cases, and scenarios while analyzing requirements and partnering with developers to confirm accurate coverage.

• Identified, documented, and tracked defects using standard test management tools, performed regression testing, and validated system fixes and enhancements.

• Supported quality improvements by contributing to design reviews & communicating test results to stakeholders.

ROBERT HALF

Marketing QA Analyst III | November 2022 – March 2025

• Designed and executed thousands of test cases for Emails, Journeys, and Automations, validating AMPscript logic, dynamic data, links, CTAs, and overall email functionality using Litmus and Email on Acid.

• Performed end to end QA for Salesforce Marketing Cloud campaigns, including data validation with SQL, testing personalization and dynamic content, and verifying journey and automation workflows.

• Conducted A/B tests on subject lines, content, send times, and AMPscript driven blocks to optimize open rates, click through rates, and overall campaign performance.

• Delivered clear weekly QA status updates, summarizing test progress, risks, and blockers for leadership and project teams.

ROBERT HALF
Marketing QA Analyst I | April 2022 – November 2022
• Triaged and verified reported issues with the Salesforce Marketing Cloud product, as well as updated manual test cases as needed.

• Managed test plans in SharePoint and qTest while utilizing the Content Builder and Email Studio in Salesforce Marketing Cloud to perfect client and candidate email campaigns.

PINCHME
Data Analyst | February 2022 – April 2022
• Developed ad hoc SQL reports in Treasure Data to pull relevant data, metrics, and trends from multimillion row databases to analyze and translate this into actionable insights for the business.

• Facilitated a data-driven culture by building and managing several dashboards to display impactful metrics to our CEO, CFO, and other key stakeholders within the company.

• Completed data pull and email list requests that came in from all branches within the business.

• Collaborated with Product/Marketing/Finance team to develop key metrics of product success and financial health from a user and business perspective.

CPSC SOLUTIONS
Quality Assurance Analyst | May 2021 – January 2022
• Wrote test cases for staff portal workflows and functionality in Salesforce applications and created accounts and contacts in Salesforce for testing purposes.

• Traced several hundred test cases to business requirements and user stories, then recreated defects logged by the client during Unit, Integration, Regression, and User Acceptance Testing.

• Analyzed requirements and user stories in Jira and SharePoint to create test cases for usability enhancements, automation, and new functionality for Web Studio Cloud Pages.

• Created and executed detailed test cases in Azure DevOps Test Plans for Web Studio Cloud Pages, validating front-end functionality and data accuracy across multiple environments.

ROBERT STEPHEN CONSULTING, LLC
IWMS Administrator | August 2018 – September 2020
• Built SQL queries in SQL Server Management Studio, Crystal Reports, Archibus Smart Client, and Excel to extract customer data for actionable insights such as rentable square feet, terminations, new hires, and moves on a weekly, monthly, and yearly basis.

• Developed responsive SpaceView Bootstrap webpages using HTML5, CSS3, and JavaScript, while also having unit tested design and functionality updates.

APPLIED SYSTEMS, INC.
QA Testing Analyst | October 2016 – July 2018

• Completed extensive research of data conversion bugs while working closely with our implementation team to come up with the best solution to our client's problems, while also designing workflow and troubleshooting documentation for department wide use.

• Identified bad data or code defects and approved new functionality in Applied EPIC Insurance AMS software during initial, regression, release, and user acceptance testing.

APPLIED SYSTEMS, INC.
Data Analyst | August 2015 – September 2016

• Integrated automated test suites with CI/CD pipelines to enable continuous testing and faster feedback cycles during deployments using in house JDBC programs.

• Generated production databases and wrote DDL/DML T-SQL Queries in Microsoft SQL Server 2008 – 2016 to construct SQL reports and dig deeper into ETL data migration issues.

• Collaborated with developers and business analysts in Agile sprints to write Java-based validation script test cases that aligned with acceptance criteria and functional requirements.

EDUCATION

NORTHERN ILLINOIS UNIVERSITY - AUGUST 2015
B.S. in Operations Management & Information Systems
Minor in Psychology
GPA: 3.3

CERTIFICATIONS

Certified Tester Foundation Level
MARCH 2025, Issued by ISTQB

Salesforce Certified AI Associate
OCTOBER 2024, Issued by Salesforce

Salesforce Certified Marketing Associate
SEPTEMEBER 2024, Issued by Salesforce

MTA: Database Fundamentals Certification
APRIL 2021, Issued by Microsoft

JavaScript Fundamentals Certification
MARCH 2021, Issued by W3Schools