



# Hanna Nevelska

## Technical Support Specialist Trainee QA Engineer

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### Summary

Technical Support Specialist with 3 years of experience in the department. Trainee QA Engineer with experience in beta testing and an understanding of QA processes, requirements, methodologies, and testing types. Has commercial experience working in IT companies and 2 years of experience as a copywriter.

Proficient in testing WEB, Desktop applications, and Embedded systems, as well as writing testing documentation (test cases, checklists, bug reports, and functional requirements). Strong communication and organizational skills. Known for being communicative, responsible, positive, detail-oriented, and persistent. Highly stress-resistant, polite, and experienced in dealing with challenging customers.

### Technical Skills

#### Tools and Technologies:

- Jira
- TestRail
- Redmine
- HTML/CSS/XPath
- JSON/XML
- Joomla
- OpenCart
- Postman
- Rest API
- Fiddler Everywhere
- Selenium IDE
- Chrome DevTools
- Technical Documentation / SRS
- Git
- Source Tree
- KDiff3
- VS Code

#### Operating systems:

- Microsoft Windows 7/10

#### Test Documentations:

- Test Cases
- Test reports
- Check-list, Test Scenario
- Bug reports

#### RDBMS/Database servers:

- MySQL
- MySQL Server

#### Other:

- Agile

- Android
- Linux

- Scrum
- Kanban
- Waterfall

## Languages

- English: Pre-Intermediate

## Education

### **Kharkiv College of Technology and Design**

- Technician-Technologist, Fashion Designer for Garment Production  
2001-2003

### **Natalia Popelushko Mentoring Program**

- Manual QA Engineer  
2024

## Experience

### **Company name: TrackEnsure Inc**

**Description:** Technical Support Specialist

#### **Project responsibilities:**

- Customer communication on the support line.
- Handling communication with challenging customers.
- Consulting customers on the use of the company's mobile app.
- Managing large volumes of dynamic information and data.

**Duration:** 3 years

**Customer:** Canada

### **Project name: Quality management application (NDA)**

**Description:** Trainee QA Engineer

#### **Project responsibilities:**

- Create checklists and test cases for quality testing of software functionality after updates.
- Create checklists and test cases and perform functionality testing on WEB.

**Duration:** 6 months

**Customer:** Ukraine

### **Company name: Doxy.me INC**

**Description:** Trainee QA Engineer (Participation in Closed Beta Testing)

#### **Tools & technologies:**

- WAVE Evaluation tool
- TestRail

#### **Project responsibilities:**

- Accessibility testing of video call functionality between doctor and patient.
- Dashboard testing from both the doctor's and client's perspectives.
- Writing improvement suggestions.
- Creating Checklists and Bug Reports.

**Duration:** 3 weeks

**Customer:** Charleston, South Carolina, USA

**Recommendation letter:**

<https://drive.google.com/file/d/12zgNdjYsfcJoXm8gAIU-fXAgJ8GTVpP0/view?usp=sharing>

**Company name:** Enerhoprom Ukraine LLC

**Description:** Manager

**Project responsibilities:**

- Customer communication on the support line.
- Consulting customers about available items on the website.
- Processing orders and issuing invoices.
- Developing websites using Joomla and OpenCart.

**Duration:** 8 years

**Customer:** Ukraine

**Company name:** SEO Solution

**Description:** Copywriter

**Project responsibilities:**

- Writing articles with 90-100% originality on client-specified topics.
- Proofread and correct spelling on client websites.

**Duration:** 2.5 years

**Customer:** Ukraine