



ELIAS TERREROS

QUALITY ASSURANCE
AND BUG TESTING

CONTACT

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🌐 [Portfolio](#)

EDUCATION

CAREER FOUNDRY

- Full Stack- Web Developer

UTAH VALLEY UNIVERSITY

- BS. Technology Management

SCRUM ALLIANCE

- Certified Scrum Product Owner

SKILLS

- Project Management
- Public Relations
- Teamwork
- Time Management
- Leadership
- Effective Communication
- Critical Thinking
- Front-End Development: HTML, CSS, JavaScript, React
- Back-End Development: Node.js, Django
- Agile Methodologies
- Salesforce Proficiency

LANGUAGES

- English (Fluent)
- Spanish (Fluent)

PROFILE

Transitioned from over 10 years in customer service to tech, with expertise in agile teams, front-end development, and office management. Proficient in Salesforce, front-end technologies (HTML, CSS, JavaScript), and frameworks including React and Django. Seeking opportunities to apply skills in a tech role and advance in the industry.

WORK EXPERIENCE

Arbiter Sports

2023 - Present

Quality Assurance and Bug Testing

- Coordinate troubleshooting and analysis of issues from internal and external users and solutions all the way through resolution.
- Collaborate closely with cross-functional teams, including developers, quality assurance, and product management, to prioritize and communicate the status of bugs, expediting issue resolution and promoting efficient software development.
- Implement and maintain a structured bug tracking and documentation system, resulting in improved bug reporting efficiency and enhanced communication among team members.

Arbiter Sports

2022 - 2023

Product Support Specialist

- Advocated for customers within the organization, communicated their needs and feedback to the product development team, and ensured that products were designed to meet those needs.
- Assisted existing customers by explaining features, clarifying operating instructions, and providing troubleshooting tips.
- Monitor brand consistency across marketing channels and materials. Worked with other departments and product teams to assess, initiate, refine, and drive appropriate functional solutions.

Advance Insurance

2021-2022

Office Manager

- Managed day-to-day operations of an office including supervising administrative staff and maintaining office equipment..
- Implemented and maintained office policies and procedures to ensure efficient operations, including managing schedules and appointments, coordinating meetings, and overseeing facility maintenance.
- Conducted research, prepared reports, and provided support to senior management on various projects, human resources, and facilities management.