LINDA FITT
Quality Assurance Analyst

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CAREER SUMMARY

Adaptable QA professional passionate about improving user experience through manual, automated, and regression testing with Selenium, Postman, and Jira. Skilled in API testing, bug tracking, and Agile collaboration, I combine technical precision with a curious, problem-solving mindset to detect critical issues early and help teams deliver reliable, high-quality products.

SKILLS

Professional Skills: Agile methodologies, Test Automation, Manual Testing, Regression Testing, API Testing, Test Case Design, Bug Reporting, Problem Solving, Collaboration, Version Control, Test Planning.

Technical Skills & Tools: Java, Python, Selenium, Postman, RESTful APIs, SQL, Jira, GitHub, VS Code, HTML, CSS, JavaScript, Planka.

Languages: Fluent in English and Spanish.

PROFESSIONAL EXPERIENCE

Technical Customer Support Intern   **Remote**
Redfin   **Apr. 2025 – Present**
- Boost customer satisfaction and team efficiency by creating and refining Help Center and internal knowledge base content, reducing repeat support tickets and speeding up problem resolution.
- Partner with engineering via Jira to identify, diagnose, and prioritize website bugs, improving system stability and user experience.
- Identify patterns in technical issues to implement preventive solutions, significantly reducing support demand and enhancing platform stability.

Software Developer Intern   **Remote**
Maxx Potential   **Mar. 2025 – Apr. 2025**
- Built secure RESTful APIs with Node.js and Express, enforcing role-based access to protect data integrity and enhance backend reliability.
- Actively participated in Agile sprints using Kanban tools, tracking tasks and debugging to help deliver reliable, high-quality features on schedule.
- Elevated code quality by writing thorough unit tests, conducting detailed code reviews, and managing version control with Git, fostering a culture of quality and collaboration.
- Designed and maintained PostgreSQL databases to support application features and ensure data security.

Restaurant Owner | Manager   **Bothell, WA**
Siam Kitchen   **Jan. 2021 – Jan. 2024**
- Revamped website design to enhance user experience, driving a 35% increase in engagement.
- Resolved 95% of tech-related issues and reduced transaction errors by 40%, leveraging self-taught troubleshooting skills.
- Analyzed customer feedback and sales data to optimize services and streamline operations.

EDUCATION & TRAINING

QA Engineering   **Remote**
TripleTen   Anticipated Completion: **Nov. 2025**
- Intensive bootcamp covering testing, bug tracking, error reporting, and Agile practices with hands-on projects.

Application Development & Testing – GPA 4.0   **Seattle, WA**
Seattle Central College / Year Up United   Anticipated Completion: **Aug. 2025**
- **54 Credit Hours.** Java, JavaScript, REST APIs, Test Automation, Agile, SQL, Python, HTML, CSS.

BSc. in Civil Engineering – GPA 3.82   **Tachira, Venezuela**
National Experimental University of Tachira   **Mar. 2018**
- **86 Credit Hours.** Mathematics, Mechanics, Structural Analysis, AutoCAD, and Programming.