



# Maria Rasheva

MANUAL TESTER

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📍 Sofia, Bulgaria

## CERTIFICATIONS

### Software Testing - Foundation Level

Pragmatic IT Learning & Outsourcing Center

Jan - March 2024

### The Complete 2024 Software Testing Bootcamp

Udemy

Nov 2023 - April 2024

## EDUCATION

### Bachelor Hospitality Management

University of Economics - Varna | BG

2002 - 2006

### Safety, Security and Service Training

Emirates Aviation College | Dubai

2011 - 2016

## ABOUT ME

I bring over 10 years of experience in sales and customer service with esteemed companies like Emirates Airlines and SiteGround Webhosting. For the last 8 months, I've shifted my focus towards gaining expertise in Software Testing and QA.

## WORK EXPERIENCE

### Project Management Assistant

**JAM Event Services | Dubai | The UAE**

Feb 2019 - Present

In this role, I improved my organizational skills and attention to detail, essential for software testing.

- I aided in precise project planning and coordination.
- Maintained thorough project documentation, tracking progress.
- Collaborated with team members to resolve issues and meet deadlines.
- Performed quality assurance checks on project deliverables for client satisfaction.

### First Class Flight Attendant

**Emirates Airlines | Dubai | The UAE**

2011- 2018

My experience at Emirates Airlines equipped me with some vital skills needed to test software thoroughly, identify issues, and collaborate effectively with developers to ensure top-quality standards.

- I executed pre-flight preparations meticulously, ensuring perfection in every detail.
- Provided personalized service, effectively anticipating and meeting passengers' needs.
- Responded calmly to emergencies, efficiently implementing safety protocols.
- Fostered a harmonious environment through effective communication with crew members.

## HARD SKILLS

- Defect identification and reporting
- Exploratory testing
- Functional testing
- Boundary value analysis
- Black Box Testing
- Test Case Creation and Execution
- SDLC

## WORK EXPERIENCE

### Sales and Customer Service Representative

#### **TMD WebHosting Company | Plovdiv**

2009 - 2011

Provided customized hosting advice, boosting sales with extra services, prompt support, and market insights to enhance client satisfaction. Also educated clients on web hosting capabilities.

### Sales and Customer Service Representative

#### **SiteGround WebHosting | Plovdiv**

2007 - 2009

- Provided personalized guidance to customers in selecting hosting plans, ensuring alignment with their needs.
- Successfully upsold additional services and features, driving revenue growth and customer satisfaction.
- Delivered responsive support via email, chat, and phone, resolving inquiries promptly.
- Stayed updated on industry trends to better assist customers and maintain competitiveness.
- Educated customers on web hosting features, enhancing their utilization and satisfaction.

## SOFT SKILLS

- Self Driven
- Team Player
- Adaptable
- Dedicated to Excellence
- Effective Communicator

## VOLUNTEER WORK

### **Podkrepi.bg is a Non profit charity Open Source platform that collects money for people in need.**

I have joined Podkrepi.bg team of volunteers recently.

- At the moment I assist with the English translation of the website and more importantly, I perform exploratory testing and report the bugs that I find on their GitHub Page:

<https://github.com/podkrepi-bg/frontend/issues>

- I'm also currently writing test cases using Zephyr Scale - Jira for Podkrepi. bg's different functionalities to get more practice.

## TOOLS

- Jira
- Visual Code Studio
- Zephyr Scale Jira
- Trello
- IntelliJ Idea
- Git
- jMeter
- HTML & CSS

## RECOGNITIONS

### **Emirates Airlines**

- Appreciation for outstanding attendance and commitment to the role of premium Cabin Crew - 2014 and 2015
- Cabin Crew Najm Appreciation to high performing employees for their commitment to excellence and innovation - Aug 2013

## LANGUAGES

- English - Fluent
- Spanish - Entry Level
- Bulgarian - Native