



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
- HTTP & 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