

# IDAN ACKERMAN

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Petah Tikva, Israel

## QA ENGINEER

**A QA tester**, organized and orderly in my work, with extensive technical knowledge and a sharp eye for bugs.

Personal website building project [Click here to enter the website project](#)

STR web project [Click here to enter STR project](#)

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## EXPERIENCE

### TECHNICAL SUPPORT & QA TESTING

e-Type 2021-Today

- Performing **exploratory** testing on software before releasing system upgrades - self writing E2E tests (including small features), documenting all bugs in Jira tickets, direct contact with the RND team.
  - Provide technical remote support via email and phone to company customers and employees.
  - Managing the company's endpoints on all levels (physically and software).
  - Working with the company's clients (police, welfare, population authority, courts, etc.).
  - Responsible for receiving and sending investigative materials through secure safes (police and welfare).
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## EDUCATION & PROFESSIONAL COURSES

### 2024 - TODAY: QA & AUTOMATION COURSE (AUTOMATION COLLEGE - GAL MATALON)

- Creating test scripts and writing detailed **STD**.
- Testing a variety of products and applications on mobile (**Android**) and browsers (**Chrome, Firefox, Edge**) - experience searching for bugs and data with **DevTools**.
- Experience with the testing process including manage testing in **TestRail**, report bugs in **Jira** and issue **STR**.
- An example of a web project I made with over 40 bugs, including the definition of the **Severity** field: [Click here to enter STR project](#)
- Understanding and experience working with **CSS, HTML**.
- Understanding of the world of testing, including a thorough understanding of work processes (**Agile**) and experience with various types of testing (**Sanity, Compatibility, Regression, GUI, UX, Recovery, etc**).
- Expertise in **SQL** (up to the level of Join).

### 2019-2020: SOFTWARE DEVELOPMENT (SELA COLLEGE)

- Programming languages such as **C#, JavaScript, HTML**, and **CSS**.
- **SQL** database queries.