Jordan Sangalang

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PROFESSIONAL SKILLS PROFILE
- JIRA
- TestRail
- Manual Testing
- Agile Methodology | Scrum
- Jenkins
- Software Testing Standards
- JavaScript
- Postman

EDUCATION
B.S. Information Systems – Liberty University, Lynchburg, VA   Graduated May 2019

EXPERIENCE
Associate QA Engineer – Prometheus Group, Raleigh, NC   September 2019 - Present
- Support an agile software development team that maintains and develops a safety permit granting web application
- Design and create test cases and test data to establish clear functional expectations for the assigned developer to follow
- Document and manage feature and bug tickets in JIRA, manually testing them according to predetermined specifications
- Architect and maintain regression test suites in TestRail for both a web application and a mobile application
- Conduct compatibility testing for specific device types when used with our mobile app (IOS, Android, offline vs. online)

Product Expert – iContact LLC, Morrisville, NC   September 2018 – September 2019
- Responded to inquiries from customers in need of technical support
- Documented support cases in Salesforce and managed these issues from inception to resolution
- Communicated all found bugs with the software development team
- Utilized Postman to troubleshoot third party API issues

QA Intern – Trimble, Chapel Hill, NC   May 2018 – August 2018
- Manually tested an asset maintenance web application
- Documented all defects in JIRA maintaining communication with the product manager
- Monitored software performance after releases executing prioritized smoke testing

IT Support Intern – enVista LLC, Carmel, IN   August 2017 – May 2018
- Identified, diagnosed, and resolved recurring and incidental support issues for users of PCs
- Provided one-on-one end-user problem resolution over the phone or onsite
- Documented problem and resolution in Support Services Database Software