

## Joshua Kleckner | Software QA Engineer

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### QA Engineer

QA Engineer with an entrepreneurial foundation in web design, blending creative problem-solving with technical expertise. Enthusiastic about optimizing agile workflows and leveraging modern tools like JIRA, Postman, Charles, and DevTools to ensure seamless software functionality. Driven to deliver exceptional products with a meticulous eye for detail and a proactive approach to identifying issues. Nature lover dedicated to leaving everything – nature, tech, or business, better than it was found.

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### Technical Skills

Manual Testing | JavaScript | QA Engineering | Test Planning | Test Documentation | Automation Testing | Mobile Testing | Android Studio | API Testing | UI Testing | Regression Testing | Debugging | Agile | JIRA | Postman | Charles | SQL | Console | Bash | WebDriverIO | Selenium | JSON | Figma | Node.js | DevTools | Git

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### QA Technical Projects

#### Urban Grocer Web App

**Skills:** API Testing, Debugging, JSON, Postman, Node.js, JavaScript, GitHub

- Tested the API of Urban Grocers app and created a valid API bug report
- Designed tests for APIs using test design techniques "boundary values" and "equivalence classes"
- Sent JSON and XML requests to API using Postman
- Composed a SOAP request according to the API documentation
- Developed and executed tests for HTTP requests using Node.js and JavaScript

#### Urban Routes Web App

**Skills:** Test Planning and Design, Debugging, Figma, Charles

- Tested the frontend of the web app and issued bug reports
- Designed positive and negative tests and found defects in common interface elements Checked layout adaptability without real devices
- Intercepted and spoofed requests or responses in Charles manually and automatically

#### Urban Lunch Mobile App

**Skills:** Android Studio, Mobile Emulator, Mobile Testing

- Developed & implemented a comprehensive mobile testing strategy utilizing Android Studio and device emulators
  - Identified and resolved critical defects by collecting and analyzing logs from mobile emulators
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### Professional Experience

#### Owner, Melior Websites, LLC., Allentown, PA | 03/21 - Present

- Dedicated to building relationships and helping clients build their businesses using online tools. Accomplished this through website design and development, SEO, Hosting, Digital Marketing, and more while providing exceptional customer service. This resulted in excellent client relations and a wide professional network.
- Responsible for all aspects of Melior - client delivery and success, project management, project deliverables, sales and more. Continuous problem solving and learning the business continues to grow.

#### Director of Web Services, Ed Burns Group, LLC. (now Melior Websites), Hamburg, PA | 04/15 - 03/21

- Led the development and execution of web projects while training, managing, and evaluating team members, resulting in improved team productivity and consistently meeting project deadlines.
- Researched, evaluated, and implemented tools to enhance web marketing capabilities and streamline project management systems, leading to an increase in efficiency and better resource allocation.
- Built and maintained website content and infrastructure, ensuring a 99.9% uptime and seamless user experience across all platforms.
- Provided exceptional customer service through effective client management and issue resolution, achieving a high customer satisfaction rate and fostering long-term client relationships.

#### Network Equipment Installer, e3 Technical Solutions, Lansdale, PA | 09/17 - 12/17

- Completed the project of installing over 400 devices across 300+ acres ahead of schedule and under budget. The result of this was a highly satisfied customer. Achieved by developing strategies and

action plans to streamline the work while maintaining the highest level of accuracy and meeting all requirements.

- Before installation, meticulously checked, verified, and corrected designated placements of network devices based on a coverage map. This resulted in complete coverage of the required areas without the need to relocate devices after being installed.

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## Education

**QA Engineering Certificate**, TripleTen | 05/2024 - 11/2024

- TripleTen QA Engineering program provided hands-on experience in software testing, automation, test planning, and documentation, essential for ensuring product quality. Industry-relevant projects and practical approaches developed the skills needed to contribute effectively to real-world QA challenges in any organization.

**BA in Business Management**, Kutztown University, Pennsylvania | 2012 - 2016