**YULIA POZDNIAKOVA**  julypozd@gmail.com

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**Professional Summary**

Highly motivated and solution-oriented IT professional, who is willing to constantly accumulate existing technical skills and knowledge. I have experience in all levels of Testing such as: Smoke Testing, Sanity Testing, Functional Testing, Regression Testing, Positive Testing, Negative testing and User Acceptance Testing. I speak developer, business, vendor, internal client and difficult client languages. Understanding is important for me, because it is the foundation for successful execution.

**Skills**

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| --- | --- |
| * Software Quality Assurance * Web Testing * Requirements analysis * Manual testing * Test Automation * Defect tracking * Agile and Waterfall Methodology * In-depth SDLC and STLC understanding | * Python * Selenium * WebDriver * Postgre SQL * GIT * Unix * JIRA * HP Quality Center * Bugzilla |

**Work History**

**EDIBLE ARRANGEMENTS– Raleigh, NC** 2018-2019

**Customer Service Manager**

* Worked with company software, reporting bugs and defects to developers.
* Managed customers’ accounts according to all company policies and procedures.
* Delivered outstanding customer service to inquiring customers by managing large number of incoming calls and emails.
* Managed and supervised office workflow working with production and delivery team.
* Controlled and followed food safety guidelines, cash handling, operation procedures and policies of the Company.
* Handled customers and employees issues.

**MEDICAL TECHNICAL CENTRE “KOVERT” Ltd.**– Moscow, Russia 2011-2015

**Quality Assurance Engineer**

* More than 3 years of software QA experience with testing web and desktop applications.
* Analyzed business, functional requirement documents and business use cases to develop, document and present test documentation. Experience of synthesizing quality test cases from partial information sources.
* Assisted in creation of test plans to coordinate testing within the project and to establish time-lines.
* Created manual test cases to be used in testing of business application to verify that product owner requirements are incorporated into system design.
* Collaborated with Agile team of business analysts, developers, testers and project managers to contribute toward the creation of basic automated testing frameworks using Selenium WebDriver.
* Executed test cases and documented results of execution.
* Documented defects identified during test case execution and worked with developers and business analysts to resolve the defects.
* Created and optimized diverse SQL queries.
* Attended regular team meetings and participated in project discussions to achieve team goals.
* Supported the client during User Acceptance Testing.

**MOSCOW OIL AND GAS COMPANY “Autocard”** – Moscow, Russia 2006-2011

**Marketing research manager**

* Performed exploratory and ad-hoc testing of internal system from the client perspective and defect/bug reporting
* Assisted with user-acceptance testing (UAT) and defect tracking for new software releases.
* Performed quantitative and qualitative analysis of multiple metrics such as all aspects of fueling activity, clients’ profiles, web pages views, advertisement impressions etc. for making reports and recommendations
* Performed analysis of enterprise database and presented results using SQL, MS Access and Excel.
* Was responsible for executing marketing campaigns and gathering post-data in order to continuously improve the campaign performance.

**Education**

**MOSCOW HUMANITARIAN UNIVERSITY**– Russia, Moscow 2002-2007

**Master's degree** with **high University honors**, Full-Time

* Field of study is Advertising (Quantitative marketing analysis)