

Jake Elston

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PROFILE

- Two years of software quality assurance and technical support experience
- Knowledge of software development life cycle and SQA methodology
- Ability to report software defects in a clear and concise manner
- Experience working in a fast-paced environment independently
- Able to set priorities and undertake complex tasks with minimal supervision
- Results oriented and skilled in working on multiple tasks, while meeting deadlines
- Strong analytical and organizational skills

RELEVANT EXPERIENCE

Clear Capital | Reno, NV | April 2021 – October 2022

Associate SQA Analyst | April 2022 – October 2022

- Tested mobile app, which was used to collect real estate data
- Communicated with QA team, developers, and project owners to understand what was required
- Tested web-based program used by internal operations team to review app submissions
- Used Swagger to execute API endpoints
- Utilized Jira to track and progress tickets through the SDLC

ClearInsight Technical Support | April 2021 – April 2022

- Provided exceptional technical support for Android and iOS-based applications to users in the field
- Reported user issues that required further action using Zendesk software to communicate with Product owner

TECHNICAL SKILLS

- Platforms: Windows, Macintosh, UNIX; Mobile: Android, iOS
- Web Automation Framework: Selenium Webdriver
- Programming: Java, SQL
- Databases: MySQL, PostgreSQL
- Source Code Management: Bitbucket
- Bug Tracking: Jira, Zendesk
- Methodologies: Agile
- Continuous Integration: Jenkins

TRAINING & CERTIFICATIONS

- The Complete Java Development Bootcamp (Udemy) | In progress
- The Complete SQL Development Bootcamp (Udemy) | In progress
- ISTQB Certified Tester – Foundation Level + Agile Extension (Udemy) | June 2022

EDUCATION

University of Nevada, College of Business | Reno, NV | December 2018
Bachelor of Science in Accounting