KALEN JAMES

Richmond, VA | 804.433.8210 | ksjames@radford.edu |

Detail-oriented Associate Quality Assurance Engineer with experience in test planning, manual and automated testing, and process optimization. Proven track record in enhancing test coverage, reducing defects, and mentoring team members. Strong background in client service and problem-solving, complemented by a Bachelor's degree in Communications.

EXPERIENCE

JULY 2023-PRESENT

ASSOCIATE QUALITY ASSURANCE ENGINEER, COSTAR GROUP

Collaborate with developers and product managers to design comprehensive test plans and develop test cases based on project specifications.

Execute manual test cases for functional, regression, and user acceptance testing, documenting results and reporting defects efficiently.

Utilize bug tracking tools to document, prioritize, and communicate defects to the development team.

Set up and maintain test environments that accurately reflect production settings and coordinate application deployments for testing.

Participate in retrospective meetings to identify areas for process improvement and contribute to the development of QA best practices.

Achievements:

Increased overall test coverage through the development of additional test cases for critical features.

Achieved a significant reduction in post-release defects by improving testing processes.

Streamlined QA processes, resulting in faster release cycles without compromising quality.

Assisted in onboarding new QA team members, enhancing team efficiency through training.

SEPT 2021-JULY 2023

CLIENT SERVICE ESCALATION SPECIALIST, COSTAR GROUP

Conducted thorough root cause analysis on product issues reported by customers, identifying underlying problems and implementing actionable solutions, which improved overall product reliability and customer satisfaction.

Collaborated closely with Revenue Services to manage LoopNet ECOM credit requests, ensuring timely resolution of inquiries from Customer Service and Sales teams, ultimately enhancing cross-departmental communication and efficiency.

Provided comprehensive client support by assisting users with application functionality, troubleshooting network-related issues, and generating detailed reports, which empowered clients to utilize the product more effectively and increased overall user adoption.

Developed and maintained documentation for troubleshooting processes and common customer queries, facilitating knowledge sharing within the team and improving response times for client issues.

Trained new team members on best practices for customer engagement and technical support, fostering a collaborative team environment and contributing to continuous improvement in service delivery.

MAY 2018-
SEPT 2021

MARKETING RESEARCH ADVISOR II, COSTAR GROUP

Maintained strong relationships with clients and analyzed market health across 20+ markets.

Managed high-revenue portfolios and verified property leads from various sources, ensuring an accurate commercial real estate inventory.

JAN 2017-
JUNE 2018

FRAUD DETECTION COORDINATOR, CAPITAL ONE

Handled outbound fraud and identity theft concerns, ensuring appropriate actions were taken for affected accounts.

Conducted investigations to verify account validity and identified trends for management reporting. Fitness Consultant, Manager

JUNE 2015-
DEC 2017

TRAINING DIRECTOR, GOLDS GYM

Identified prospective customers and performed an average of 60 cold calls per day to meet production goals.

Sold personal training programs and managed a team of personal trainers, consistently achieving top-level metrics and high sales revenue.

EDUCATION

MAY 2024-
NOV 2024

FULL STACK WEB DEVELOPMENT, UNIVERSITY OF RICHMOND

Professional Certificate

JUNE 2010-
MAY 2015

BACHELOR OF ARTS IN COMMUNICATIONS, RADFORD UNIVERSITY.

SKILLS

- Strong Knowledge of Manual Testing
- Test Planning and Design
- Excellent communication skills, both verbal and written
- Attention to detail and accuracy in bug tracking and reporting
- Ability to collaborate effectively and efficiently with teammates and other departments.
- Strong Analytical and Problem Solving skills.

REFERENCES

Available upon request.