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Location: Bulgaria, Varna
Location type: on-site, remote, hybrid

Liubov Pishchanska - QA Team Leader

Summary

- More than 15 years of experience in QA for web-based client-server applications and desktop applications
- Improving and implementing quality assurance (QA) processes (analysis requirements, estimating, writing test documentation, testing, and release) tailored to align with project objectives and methodology
- Establishing communication and cooperation with various departments (analytics, development, support, etc.)
- Collecting various quality metrics and identifying product and process weaknesses
- Coordinating manual and automated testing. Assessing the appropriate coverage of automated tests to meet the necessary quality standards.
- Release Management (planning, timeline control, coordinating with all the teams involved)
- Mentoring, training, and lecturing (conducting interviews, training, and introduction to the product, teaching testing theory at courses)

Work Experience

October 2022 - present QA Test Lead at **AirSlate Inc**

Project description: AirSlate is an all-in-one workflow automation platform designed to streamline document-related processes. From document creation to completion/signing.

Responsibilities:

- Managed a QA team comprising 5 manual testers and an automation QA engineer. Onboarded new team members and implemented strategies for team retention. Established and tracked team objectives to align with broader project goals.
- Generated comprehensive reports and conveyed outcomes to business stakeholders via demos and presentations. Identified and predicted potential risks, implementing mitigation strategies as needed.
- Implemented best practices and methodologies for thorough product testing.
- Performed UI and API feature testing to guarantee the functionality and dependability of the product (Smoke, functional, regression, API, acceptance testing)
- Integration testing: Salesforce, NetSuite, Microsoft 365 (Dynamics, OneDrive, SharePoint), Google
- Wrote autotests

Technology stack:

Jira, Visual Studio Code, IntelliJ IDEA, Java, Playwright JavaScript, GitHub, MySQL Workbench, Postman, Swagger, Grafana, Sentry, Loki

May 2021 - October 2022 - QA Test Lead at **Wizer Inc**

Project description: Wizer Security Awareness Training Platform (wizer-training.com)

Responsibilities:

- Built a comprehensive testing team from scratch, including manual and automation processes (3 manual testers and 2 automation testers).

- Oversaw a team of 5 test engineers, cultivating a collaborative and productive work atmosphere.
- Performed technical interviews, facilitated the onboarding of new team members, and established retention strategies for the team.
- Established and tracked team goals to ensure alignment with project deliverables
- Defined and implemented quality metrics to assess and enhance testing procedures.
- Collected testing statistics, created detailed reports, and communicated results to business stakeholders.
- Identified potential risks, conducted predictive analyses, and devised appropriate mitigation strategies.
- Implemented best practices and methodologies for thorough product testing.
- Testing application: admin part, user part, support part, using various functional testing techniques, API testing, and Integration testing with Stripe.
- Establishing the support process from initial client request and template creation in the tracking system through fixing the issue and notifying the client.
- Developed and updated automation test scripts using JavaScript/Cypress for UI testing and Newman Postman for API testing.

Technology stack:

Jira, DBeaver, Bitbucket, Visual Code, API, JavaScript, Java, TestRail, Postman, Swagger

September 2020 – May 2021 - QA Engineer at **Sigma Software Group**

Project description: A platform designed for local sellers to register their stores and commence selling products online. It includes an administrative section, a segment for sellers, and a platform for browsing, purchasing, and delivering to customers.

Responsibilities:

- Analyzing requirements and building a testing plan
- Creating testing documentation (test plan, test cases and checklists, reports)
- Testing functionality: API testing, functional testing: smoke, regression, acceptance, support of business testing
- Bug tracking: issue creation, prioritization, retesting, reporting
- Interacting with customers to understand their needs, providing updates on development progress, and identifying potential risks.

Technology stack:

Jira, Swagger, GitHub, MySQL Workbench, Postman, Datadog

January 2013 - September 2020 Infopulse LLC

September 2015 – September 2020 - Expert QA Engineer, Team Lead at **Infopulse LLC**

Project description: PACE Suite – all-in-one application packaging tool for creating installation package (MSI, MSIX/APPX)

Responsibilities:

- Managed 3 manual test engineers and 1 automation engineer (conducted an interview)
- Implemented and optimized QA processes to enhance efficiency and effectiveness within project frameworks.
- Requirements analysis (business and technical specifications)
- Test documentation creation: Test strategy, test plan, traceability matrix, test cases, team status reports
- Automation tests Maintenance (Selenium/Winium/Java)
- Performed Performance tests
- Release Management

Technology stack:

TFS, Test manager, Visual Studio, IntelliJ IDEA, Java, Selenium, Winium, VMware ESX, Microsoft Hyper-V, Oracle VirtualBox, Microsoft stack (virtualization, file system, regex ...)

November 2014 – August 2015 - Senior QA Engineer at **Infopulse LLC**

Project description: Mobile billing platform

January 2013 – November 2014 - QA Engineer at **Infopulse LLC**

Project description: Mobile billing platform

Jun 2012 – January 2013 - QA Engineer at **Luxoft**

Project description: Data Warehouse platform for a bank

September 2009 – Jun 2012 - Junior QA Engineer at **GERC (Odessa)**

Project description: Database of utility payments and software for paying bills in banks

Education**Odessa National A.S. Popov Academy of Telecommunication**

2005-2008 Bachelor's Degree – Information Networks

2008-2009 Specialist Degree – Engineer in software information networks.

Languages

Ukrainian (native)

Russian (native)

English (Upper-Intermediate (B2))

Bulgarian (beginner)

Japanese (only Hiragana, Katakana)