

## Contact

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## Top Skills

Statistics

Process Improvements

Research Skills

## Honors-Awards

Year Up High Points Awards

Year Up Student Ambassador

Year Up Core Value Award

Year Up Ultimate Attendance Award

# Lydivine Mugisha

Quality Assurance Engineer | Specializing in Automation, Manual, Regression & Integration Testing | High-Quality & Efficient Software Delivery

Dallas, Texas, United States

## Summary

Dedicated QA Engineer and Analyst with over 4 years of experience in manual and automated testing, risk management, and process improvement. I specialize in ensuring high-quality software by identifying critical defects, optimizing testing processes, and improving operational efficiency. Notable achievements include reducing defects in final implementation by 30% and increasing testing efficiency by 25%. I focus on delivering measurable results and maintaining software stability through structured testing methodologies and collaboration across teams.

### Key Technologies:

- Testing Tools: Selenium, UFT, Postman
- Automation: Python, VBScript, Selenium WebDriver
- Test Management: JIRA, Quality Center, ALM
- Defect Management: JIRA
- Process Improvement: Agile (Scrum), Waterfall
- Database Testing: SQL
- Version Control: Git, GitHub
- Reporting Tools: Power BI, Excel Analytics

### Achievements:

- Reduced defects in final implementation by 30% through thorough testability analysis of incomplete business requirements.
- Increased testing efficiency by 25% by developing and executing comprehensive test plans, cases, and scripts.
- Spearheaded the implementation of automated test scripts, decreasing testing time by 20% and accelerating project timelines.
- Improved application stability and quality by identifying and resolving defects during unit testing, contributing to a 15% reduction in post-release issues.
- Led cross-functional teams in PowerApps implementations, increasing tool utilization and productivity by 15%.

- Streamlined procurement and contract renewal processes, ensuring compliance and effective tool maintenance in SAP ARIBA.
- Enhanced testing coverage throughout the SDLC, reducing requirement gaps by 20%, resulting in fewer development reworks.

I am committed to ensuring top-notch software quality through structured testing methodologies, continual process optimization, and collaboration with teams to drive improvements. Let's connect and explore how I can contribute to your next project!

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## Experience

### Federal Reserve Bank of Dallas

#### Quality Assurance Analyst

September 2020 - Present (4 years 2 months)

Dallas, Texas, United States

At the Federal Reserve Bank of Dallas, I play a key role in ensuring the quality of financial software applications through both manual and automated testing methods. I collaborate with cross-functional teams to meet rigorous quality standards and deliver projects on time.

#### Key Contributions:

- Analyze incomplete business requirements, reducing defects in final implementations by 30%.
- Develop detailed test plans, cases, and scripts, improving testing efficiency by 25%.
- Implement automated test scripts using UFT, decreasing testing time by 20%.
- Lead cross-team PowerApps implementations, enhancing tool utilization and boosting productivity by 15%.
- Coordinate procurement and contract renewals in SAP ARIBA, ensuring compliance and supporting ongoing tool maintenance.
- Provide data analysis support and conduct peer reviews, improving data accuracy and the reliability of reports.
- Coordinate verification and validation activities, substantially reducing validation errors and ensuring compliance with quality assurance standards.

In this role, I continue to drive quality improvements through structured testing, automation, and effective project management.

### JPMorgan Chase & Co.

#### Quality Assurance Analyst

January 2020 - June 2020 (6 months)

Fort Worth, Texas, United States

At JPMorgan Chase, I was responsible for ensuring the quality and regulatory compliance of critical transaction processing systems.

#### Key Contributions:

- Conducted rigorous testing, reducing transaction errors by 25% and ensuring adherence to regulatory standards.
- Developed and maintained QA documentation, streamlining quality assurance processes and improving workflow clarity.
- Conducted surveillance testing and quality reviews, improving data accuracy by 15%.
- Ensured that transaction processing systems met regulatory standards, reducing compliance issues.
- Performed system verification and validation activities, decreasing validation time and maintaining application quality.

In this role, I helped reduce transaction errors, enhanced data integrity, and ensured the smooth operation of transaction processing systems through thorough testing and process documentation.

### Federal Reserve Bank of Dallas

#### Software Quality Assurance Analyst

July 2018 - May 2019 (11 months)

Dallas/Fort Worth Area

During my time as a QA Analyst, I focused on improving application quality by conducting both manual and automated testing throughout the software development life cycle (SDLC).

#### Key Contributions:

- Ensured comprehensive SDLC testing, reducing requirement gaps by 20%.
- Prepared and executed test cases for various testing phases, improving application reliability and reducing post-release defects by 15%.

- Developed automated test scripts using Selenium, reducing manual testing effort and expediting test cycles by 15%.
- Served as a liaison between business analysts, developers, and end users, improving communication and facilitating feature development.
- Identified and resolved defects during unit testing, significantly enhancing application stability and overall quality.

My work in this role improved overall application quality and testing efficiency, allowing faster, more reliable releases through automated and manual testing processes.

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## Education

### Dallas College

Associate of Science - AS, Information Technology · (January 2023 - January 2025)

### Year Up

Professional & Technical Training, Information Technology · (January 2018 - January 2019)

### G{code} House

Bootcamp, HTML , CSS & Javascript · (January 2022 - March 2022)