Marie Elodie Ineza

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# Profile

Enthusiastic bilingual tester with almost 2 years of experience in software testing, verifying complex data and solid understanding of software development life cycle (SDLC), software testing life cycle (STLC) and bug cycle.

# Experience

## Kelly Connect | Bilingual Tech support 06/2023 – 10/2023

* Resolving username and password difficulties
* Troubleshooting email issues
* Navigating customers through various apps
* Data sharing & synchronization troubleshooting
* Verifying proper hardware and software configuration and set up
* Diagnosing and resolving issues including, internet connectivity, email, application downloads, and more

## CGI | CIBC Salesforce QA Analyst 06/2021 – 04/2023

* Preparing Test Cases according to the business requirements and execute the test cases
* Responsible for analyzing the business requirements by interacting with the business analyst and developers
* Attend daily meetings to discuss the progress of assigned task
* Helping with bug detection and fixing
* Defect tracking
* Re-test fixes for defects
* Perform various types of testing including smoke testing, regression testing, functional testing, non-functional testing and sanity testing
* Perform positive and negative testing

# Education

## Holland College, college diploma 2021

Major: Computer Information Systems

# Skills & abilities

* Problem solving
* Attention to details
* Working in an Agile environment
* Knowledge of SQL, Java, HTML, CSS, PHP languages
* Ability to effectively manage time and prioritize tasks
* Multitasking
* Flexible and adaptable to different work environments

# Tools & Software

* Jira
* ALM management tool
* Selenium
* MS Excel
* MS Word
* Outlook

# Languages

* English
* French