

Maxim Gagnon

QA Analyst

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Experiences

Claire Automotive Support

July, 2019 to present

QA Analyst

- Manual testing of the web-application and of its android application.
- Handle bug tickets by investigating and reporting them in a clear and concise format to Product Owner.
- Create and publish release notes after obtaining PO approval.
- Maintain knowledge base documentation, by creating and updating articles of existing and new features with their translation in Zoho Desk.
- Help and answer any questions Developers could have about the product.
- Manage inflow of troubleshoot and resolve customer issues plus occasional sales and training.

Exova

May, 2012 to July, 2017

OTC Reporting and System super user

- Manage fixed asset module in Microsoft Navision, and process full cycle fixed asset accounting involving additions, depreciation, disposals and transfers plus reconciliation between GL balances and sub ledger records.
- Prepare account reconciliation for fixed asset accounts, payroll related accounts, capital lease accounts, dilapidation accounts, and other accounts.
- Join month-end closing process, support other accounting team members, and prepare schedules for Group Cognos reporting.
- Assist Manager, Controller and Finance Managers in budgeting and forecasting activities.

Konica Minolta Business Solutions

May, 2006 to September, 2011

Bilingual Credit and Collection Analyst

- Investigate and analyze customer profile and business history.
- Process, evaluate and approve credit applications.
- Perform collection calls to overdue clients.
- Maintain strong business relations with clients.
- Work closely with sales department to ensure smooth business.

Skills

Skilled In

- Black box manual testing
- Agile methodology
- Users documentation
- Data analysis
- Microsoft Offices
- Google Workspace
- Zoho Platform

Familiar With

- Webhook
- API
- Javascript
- Git methodology
- WebSocket
- Html
- CSS
- SQL
- Python
- Robot Framework
- Linux/Windows
- Visual Studio
- Android Studio
- Jira
- Github
- Bitbucket

Education

- 2009 - 2012, Credit Institute of Canada - CCP Diploma
- 2000, CEGEP de Drummondville - Administration Courses
- 1995 - 1998, CEGEP de Trois-Rivières - Administration Courses