

TAYLOR MCCREA BOVI

PROFESSIONAL SUMMARY

From my early days working on vehicles and heavy machinery maintenance and testing, I developed meticulous attention to detail and a deep understanding of quality control. As I transitioned into the world of software engineering, I took on a help desk role, where I provided technical support and immersed myself in learning about software development processes. This experience allowed me to gain valuable insights into the challenges and intricacies of different software products. Inspired by my newfound knowledge, I eagerly pursued my first QA engineer job, where I successfully applied my skills in test planning, execution, and defect management to ensure the delivery of reliable and robust software solutions. Now, driven by my passion for QA, I am excitedly seeking the next opportunity to further grow and contribute in this field

SKILLS

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|-------------------------|----------------------------|-------------------------|
| • Mobile Applications | • Engineering Team Support | • Web and Mobile |
| • Git | • IOS and Android Testing | Application QA |
| • GitHub | • Bug Tracking and | • Manual Test Case |
| • Test Case Management | Resolution | Preparation |
| • Problem Documentation | • Agile and Scrum | • Software Development |
| | Environments | Tools: JIRA, Confluence |
| | • Continuous-Integration | • Test Implementation |
| | Testing | |

WORK HISTORY

QUALITY ASSURANCE ENGINEER 11/2022 to 05/2023 Eco

- Collaborated with the development team to ensure adherence to quality testing standards during app release cycles
- Assisted in creating test plans and executing them for mobile applications
- Utilized tools such as Jira to document testing progress and track defects
- Worked closely with developers to understand quality requirements and support the implementation of necessary features
- Gained exposure to Scrum/ Agile methodologies and contributed to project success and productivity
- Acquired knowledge in continuous integration practices using Circle CI
- Mobile testing using Xcode Simulator and Android Studio
- Incorporated delivery requirements into planning of testing schedules.
- Documented testing procedures for developers and future testing use.
- Monitored resolution of bugs, tested fixes and helped developers tackle ongoing problems by providing QA perspective.
- Completed in-depth usability testing on Android and iOS mobile devices.

HELP DESK SUPPORT SPECIALIST 06/2019 to 07/2021**Tractor Supply Company**

- Answering and logging all Store communication received by phone, email, or Help Desk Tickets (directly from store)
- Troubleshooting and resolving all POS/IT Software and Hardware issues.
- Assigning issues to the appropriate team as necessary
- Follows through with any research or additional contact to ensure complete resolution.
- Monitoring Stores Network system and follow thru as needed
- Answering any operational or procedural questions
- Directs calls to the appropriate person or team
- Enters all calls into Service Now (the call log database)
- Installed and configured operating systems and applications.

SERVICE TECHNICIAN 05/2016 to 06/2019**Skyworks, La Vergne, TN**

- My recent professional experience involves handling the log operations surrounding service requests on heavy machinery.
- Safety Team Leader I monitored and enforce safe practice requirements throughout the service areas.
- Maintain manifest of over 100 company assets consisting of heavy machinery, monitoring returns and preparation for dispatch.
- Determine and verify repairs necessary to keep as optimum operational condition.
- Assisted on heavier vehicle repairs such as: engine transmission, and hydraulic system replacement.
- Performed heavy machinery maintenance as needed
- Maintained safety standards for a team of 16 employees.

SERVICE TECHNICIAN 08/2014 to 05/2016**Eurofix, La Vergne, TN**

- Performed vehicle maintenance and oil changes.
- Repaired and replaced vehicle tires
- Assisted on heavier vehicle repairs such as: engine transmission replacement.
- Performed vehicle maintenance and oil changes.
- Performed many solo repairs to vehicles.
including brakes, hubs, gaskets, radiators, and small suspension parts.

EDUCATION**Nucamp, Murfreesboro, TN****Certification** , Web Development, 05/2021

Completed course in web development fundamentals

Treehouse

Certification , Quality Assurance, 10/2022

Quality Assurance, Manual Testing & Regression Testing, Test Cases & Bug Reporting, and SCRUM (Daily Scrum, Sprint Planning, Sprint Retrospective)