

Michelle McConville

Senior QA Engineer



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MichelleMcConville

PROFILE

Skilled Senior QA Engineer with experience in Quality Assurance & Software Testing

Experienced in supporting the SDLC and STLC with traditional Waterfall and Agile/Scrum methodologies

Seeking a QA position in the Kansas City Area

Fast learner with great customer service skills

SKILLS

Agile & Waterfall Methodology
Problem Solver
Collaboration
Communication
Project Management

EXPERIENCE

Senior QA Engineer

Embarq/CenturyLink, Overland Park/Gardner KS | 2006 – 2020

- Functioned as test lead for the eCommerce team
- Authored and tested digital content using Adobe Experience Manager (AEM)
- Collaborated with development teams, clients, vendors, contractors and management on a daily bases to discuss business goals, requirements, issues and testing
- Worked within both Scrum and Kanban agile teams including Development, Product Owner, Scrum Master and Business Analysts
- Conducted front end application testing across multiple browsers
- Defined test scope and test requirements for releases based upon new functionality
- Managed all defects to resolution.
- Prepared and provided status reports throughout test cycles
- Participated in Program Increment (PI) Planning sessions to ensure test quality needs were met
- Managed all phases of testing: System, Inter-connectivity, E2E and User Acceptance
- Authored detailed execution test plans and test cases
- Supported after hours release validations for releases
- Participated in defining, implementing and refining Agile processes during transition from Waterfall to Agile development methodologies
- Created and maintained procedural documentation
- Experience with functioning in both a Quality Assurance and Product Owner capacity early throughout the testing cycle
- Served as coach and mentor to junior testers

Software QA Engineer

Sprint/Embarq, Overland Park KS | 2002 – 2006

- Interfaced with international development teams, clients, vendors, contractors and management
- Designed new and modified existing manual test scripts based upon available requirements and hands on exploratory testing
- Coordinated the Systems and Integration testing using Waterfall
- Participated in meetings and status calls for major and stand-alone releases
- Provided first level assistance for defect resolution
- Refreshed test environment data and performed code migrations
- Created and updated procedural documentation
- Provided on-call assistance in a 24X7 environment

A E M

AEM Sites
Core Components
Custom Components
Templates
Editable Templates
HTML/CSS
Asset Management (DAM)
Adobe DTM
Adobe Analytics
CRXDE Lite

System Support Analyst

Sprint, Leawood KS | 2001 – 2002

- Submitted requests to migrate/promote code into production
- Applied scheduling and JCL changes
- Reviewed and implemented work orders
- Provided support to internal and external customers
- Created and updated procedural documentation and checklists
- Trained team members in code migration process

EXTRA

Adobe Experience Manager
MS Office
JIRA
xRay (JIRA)
HP Quality Center (ALM)
CA Agile Central (Rally)
SharePoint
MS Project
Borland Caliber RM
HP Service Desk & QTP
ESP Cybermation
EDP
Connect Direct
Control-M
FTP
Browserstack

QUALITIES

- ❖ Strong understanding of Web based project test methodologies, test environments, defect life cycle and release support
- ❖ Knowledge with Waterfall, Agile Scrum and Kanban teams
- ❖ Solid knowledge of common desktop and mobile browser technology
- ❖ Ability to focus on deadlines and deliverables
- ❖ Ability to work well with shifting priorities
- ❖ Ability to work with cross-functional teams of internal and external geographically dispersed resources
- ❖ Keen attention to detail
- ❖ Ability to negotiate with key stakeholders to drive desirable outcomes
- ❖ Strong organizational skills
- ❖ Ability to track multiple test efforts simultaneously and synthesize results in a fast-paced environment
- ❖ Strong analytical and problem-solving skills
- ❖ Dependable, motivated and committed

CERT

Certified SAFe 4 Agilist – 2019

EDUCATION

Bachelors of Science in Business Administration

Columbia College | Courses included:

- Management
- Math
- Statistics
- Business Law
- Economics
- Marketing
- Accounting

KU Coding Boot Camp

University of Kansas | Sept 2020 – Mar 2021

- HTML, CSS, Bootstrap
- JavaScript, jQuery, AJAX, Node.js, React
- Web API, Postman
- MySQL, MongoDB, Mongoose