Monnelisa Mangalie

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PROFESSIONAL SUMMARY

Detail-oriented Junior Quality Assurance Analyst with hands-on experience in both manual and automated testing. Proficient in test case design, defect tracking, and regression testing with strong knowledge of QA methodologies and SDLC processes. Skilled in identifying bugs, validating UI/UX consistency, and supporting continuous integration environments. Proactive in learning automation tools and frameworks, with a growing focus on test automation using Selenium, Python, and Java. Open to both local and international opportunities in software quality assurance and testing.

TECHNICAL SKILLS

• Testing: Manual Testing, Automated Testing, Regression Testing, Functional Testing, UAT, Bug Tracking, Test Plans & Scripts
• Tools: Selenium WebDriver, Postman, TestRail, JIRA, Swagger, CI/CD, GitHub Actions
• Languages: Python, Java, JavaScript, C#, HTML, CSS, SQL
• Frameworks: Pytest, JUnit, TestNG (beginner-level experience)
• Version Control: Git & GitHub
• Networking: OSI Model (theoretical), TCP/IP, LTE, Wi-Fi
• Operating Systems: Windows, Linux, macOS

EXPERIENCE

Software Quality Assurance Analyst | Cnnect App
Mar 2025 – Present, Cape Town, South Africa

• Execute manual and automated test cases to validate web and mobile system functionality, performance, and responsiveness.
• Identify, document, and track bugs and inconsistencies using JIRA.
• Perform regression and smoke testing on sprint builds to ensure stability before release.
• Conduct User Acceptance Testing (UAT) with project stakeholders and the Project Manager.
• Validate UI/UX alignment across browsers and devices.
• Collaborate with developers to reproduce, verify, and resolve defects.
• Support test documentation (test cases, bug reports, release notes) for agile sprints.
• Assist in basic automation using Selenium WebDriver and Postman Collections.

Technical Support Consultant | DSG
Jan 2025 – Mar 2025, Cape Town, South Africa

• Provided technical support and troubleshooting for network and system issues.
• Resolved Wi-Fi and LTE connectivity challenges using OSI model principles.
• Logged and tracked customer queries using CRM tools to maintain SLA compliance.
• Collaborated with backend teams to escalate and verify software-related issues.
• Gained practical experience documenting technical solutions and reproducing bugs.

PROJECTS

Code Blanks Game – Personal QA & Development Project

• Designed and developed an interactive coding game with three learning modes: Fill the Blanks, Debug This, and Multiple Choice.
• Implemented multiple programming languages (HTML, Python, Java, JavaScript, C#, Ruby).
• Integrated level-based progress tracking and performance metrics.
• Applied QA principles through debugging, functional testing, and validation during development.

EDUCATION

WeThinkCode_ | Diploma in Information Technology (Systems Development)
2022 – 2024

Worcester Secondary School | National Senior Certificate
2019

CERTIFICATIONS

• ISTQB Foundation Level (In Progress – Expected 2025)
• AWS Certified Cloud Practitioner
• Foundations of User Experience Design (Coursera)