MONNELISA MANGALIE

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SUMMARY

Motivated Software Quality Assurance professional with hands-on experience in software testing, debugging, and version control. Skilled in manual and automated testing with a growing focus on test automation and QA engineering. Strong foundation in programming, networking concepts, and web technologies. Adept at collaborating with cross-functional teams, documenting findings, and ensuring product quality.

EDUCATION

WeThinkCode

Information Technology (Systems Development)
2022 – 2024

Worcester Secondary School
2019

SKILLS

- **Programming & Scripting**: Python, JavaScript, HTML, CSS, Java, C#, SQL
- **QA Testing Tools:** JIRA, Postman, Swagger, Selenium, TestRail, CI/CD
- **Networking:** OSI Model (theoretical knowledge), Wi-Fi technologies, FLTE, TCP/IP
- **Version Control**: Git & GitHub
- **Operating Systems:** Windows, Linux, iOs
- **Software Testing & QA:** Manual Testing, Automated Testing, Regression Testing, UAT, Bug Tracking, Test Plans & Scripts, UI/UX Validation

PROJECTS

Code Blanks Game
- Designed and developed an interactive coding game with three modes: Fill the Blanks, Debug This, and Multiple Choice.
- Implemented multi-language support (HTML, Python, Java, JavaScript, Ruby, and C#).
- Built a tiered level system (easy, medium, hard) requiring users to achieve 80% accuracy to advance.
- Added real-time progress tracking and sound alerts for incorrect answers, enhancing user engagement.

EXPERIENCE

Software Quality Assurance Intern [Cnnect App]
Mar 2025 - Current

- Execute manual and automated test cases to validate system functionality, performance, and responsiveness. Identify, document, and track bugs, defects, and inconsistencies using issue-tracking tools.
- Perform regression testing to ensure new features do not introduce unintended issues.
- Conduct user acceptance testing (UAT**)** alongside the Project Manager and internal stakeholders.
- Verify UI/UX compliance for web and mobile responsiveness.
- Support creation of wireframes and technical documentation, assisting in translating designs into functional system features.
- Collaborate with development and project management teams to align testing with sprint deliverables and project timelines.
- Maintain detailed testing documentation and reporting, including test cases, bug reports, and defect resolutions.
- Assist in performance and security verification, providing feedback on scalability, reliability, and compliance with security protocols.

Technical Support Consultant [DSG]
Jan 2025 - Mar 2025

- Provided frontline technical support, resolving software and system issues.
- Troubleshot Wi-Fi and LTE connectivity issues for end-users, applying OSI model concepts to identify root causes.
- Gained strong experience documenting technical problems and solutions.
- Guided customers through connection setups and configurations.
- Handled support queries ensuring prompt responses and resolutions within SLA.
- Logged all customer interactions and resolutions using CRM tools.

Certifications

- ISTQB Foundation (pending)
- AWS Certified Cloud Practitioner
- Foundations of User Experience Design (Coursera)