

# Monnelisa Mangalie

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Email: monnelisa01mangalie@gmail.com | Location: Cape Town, South Africa | Open to Relocation/Remote | Portfolio: <https://monnelisamangalie.netlify.app/> | GitHub: <https://github.com/Monnelisa>

## PROFESSIONAL SUMMARY

Junior Quality Assurance Analyst with hands-on experience supporting agile software delivery in a startup environment. Strong background in manual and automated testing, defect tracking, regression testing, and UAT, with growing exposure to project coordination, sprint support, and delivery activities. Comfortable working closely with developers, project managers, and stakeholders to ensure timely, high-quality releases. Actively developing skills toward a hybrid QA and Technical Project Management career path.

## TECHNICAL SKILLS

- Testing: Manual Testing, Automated Testing, Regression Testing, Functional Testing, Smoke Testing, UAT, Test Case Design, 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, prioritise, and track defects using JIRA, collaborating closely with developers to ensure timely resolution.
- Perform regression and smoke testing on sprint builds to ensure release stability and quality.
- Support basic test automation using Selenium WebDriver and Postman collections.
- Conduct and support User Acceptance Testing (UAT) with stakeholders, assisting with validation and sign-off readiness.
- Support agile sprint cycles by coordinating testing activities, test readiness, and release validation.
- Work closely with the Project Manager to assist with sprint planning support, progress tracking, and delivery coordination.

- Validate UI/UX alignment across browsers and devices.
- Coordinate internal and client sign-off on approved briefs before development commences to reduce scope creep and delivery risk.
- Contribute to the creation of client briefs and scope documents for new features and enhancements, ensuring requirements are clearly defined prior to development.

## **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\_ | National Certificate (NQF 5) in Information Technology (Systems Development)  
2022 – 2024

Worcester Secondary School | National Senior Certificate  
2019

## **CERTIFICATIONS**

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