

Volha Lishko

Software QA Engineer | QA Analyst | Release manager | Full-Stack Python Developer (in training)

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SUMMARY

QA Engineer with 6 years of experience in manual and automated testing, primarily on FinTech projects and startup, where I built QA processes from the ground up. Passionate about improving user experience, creating clear test documentation, and collaborating closely with developers and product teams. Currently based in Calgary and retraining as a Full-Stack Developer through WIT, updating my skills and gaining hands-on experience with modern development practices.

TECHNOLOGIES

- **API Testing & Documentation:** Postman, Swagger, SoapUI
- **Databases:** PostgreSQL, MySQL, ClickHouse, Redis
- **Version Control:** GitHub
- **Languages & Tools:** Python, JavaScript, HTML, CSS, Bootstrap, Selenium, Playwright
- **Logging & Monitoring:** Splunk, Grafana, Sentry
- **CI/CD & Cloud:** GitHub Actions, Harness, AWS, Docker
- **Automation & Integration:** n8n, RabbitMQ
- **Collaboration & Project Management:** Jira, Jira Align, Confluence, TestRail, Xray, Notion, Miro, Figma
- **Security & Access:** 1Password, Logto Cloud
- **Formats & Protocols:** JSON, XML
- **Cross-Browser Testing:** BrowserStack
- **Operating Systems:** Windows, macOS

PROFESSIONAL EXPERIENCE

Sr. QA/QC Engineer

January 2025 - June 2025

Maildoso - Startup (San Francisco, USA)

[Maildoso](#) – a cold-email platform helping B2B teams and agencies automate mailbox setup, manage campaigns, and improve deliverability.

- Established end-to-end QA processes from scratch, significantly improving product stability and development flow.
- Performed manual web testing (regression, bug verification) and maintained full test documentation.
- Designed and implemented automation strategy, integrating test suites into the CI pipeline for reliable execution.
- Performed end-to-end testing of billing and subscription flows, including Stripe integration (webhooks, payments, and limits).
- Reduced post-release bugs by 40% within 3 months.
- Fostered a strong quality mindset across the team by integrating QA into daily workflows.

QA Engineer (Village Wellth, Calgary)

October 2024- Feb 2025

Responsibilities:

- Test and validate chatbot functionality through manual and automated testing, including UAT and regression.
- Identify, document, and track defects while collaborating with developers and stakeholders.
- Analyze performance and provide feedback to improve usability, reliability, and compliance.

QA/QC Engineer, Release manager

June 2022- September 2024

Godel Technologies Europe (Wroclaw, Poland)

Financial project (Intelliflo, State Farm)

[Intelliflo](#) – a leading global platform for financial advisers, implemented for **State Farm** to provide practice management, financial planning, portfolio management, and digital advisory tools, helping advisors serve clients efficiently.

- Created and maintained clear, detailed test documentation (checklists, bug reports) in JIRA and Xray, making testing more transparent and collaborative.
 - Wrote and updated automated tests as an AQA using Python and Selenium, boosting test coverage and speeding up bug detection.
 - Conducted functional, non-functional, API, E2E, and smoke testing to ensure product stability and quality.
 - Managed database CRUD operations to maintain data integrity and optimize performance.
 - Used Splunk and Grafana for effective log monitoring and fast issue detection.
 - Worked with AWS services (AppStream, Harness) to support cloud app deployment and development.
 - Supported CI/CD pipelines, ensuring smooth and timely software releases.
 - Contributed to building microservices architecture for better scalability and maintainability.
- Tested Android and iOS apps using BrowserStack, ensuring a seamless mobile user experience.
- Participated actively in SAFe, helping teams stay aligned on large projects.
- Presented demos to stakeholders, showcasing product features and improvements.
- Improved testing efficiency and product quality, reducing defects by 25% and regression time by 30%.
- Maintained zero critical incidents and ensured timely releases with CI/CD.

QA Engineer

August 2021- May 2022

Andersen (Minsk, Belarus) VTB - *Banking project*

[VTB Bank](#) – a leading Belarusian bank providing retail and corporate banking services.

- Creation and upkeep of detailed test documentation using JIRA and TestRail.
- Conducted thorough functional and non-functional testing, API testing, regression testing, and smoke testing to ensure the software was robust and reliable.
- Presented product demos to customers, clearly explaining complex technical concepts to ensure they understood and were satisfied with
- Enhanced test documentation practices, leading to better traceability and smoother communication among team members. Improved customer satisfaction by effectively communicating product features during demos and addressing their concerns. Contributed to the overall quality and reliability of software solutions through diligent testing and problem identification.

QA Engineer

February 2019 - August 2021

Alfa Bank (Minsk, Belarus)

[Alfa Bank](#) – a major commercial bank offering digital banking services and mobile apps for personal and business clients.

- Performed UI testing to ensure banking apps met design and business requirements.
- Reported and tracked defects; collaborated with developers to resolve issues.
- Verified requirements and aligned testing with project goals.
- Reported critical defects that improved app stability and user satisfaction.
- Helped enhance UI by providing actionable, user-focused feedback.

EDUCATION

Full-Stack Web Dev with Python Programming, Making Changes Association
Master's degree in Economy Science, Belarusian State Economic University

Oct 2025 - present
 May 2011

CERTIFICATIONS

EPAM courses for QA	2020
CS50's Introduction to Computer Science	2024
RedRover.school.Programming language : Python	2024