**Phaustine Mulongo**  
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**Professional Summary**

I am a certified software tester with 1.5 years of experience in manual and automated testing. My expertise includes API testing, test planning, mobile/web testing, and test automation. I am passionate about ensuring software quality and user satisfaction, contributing to the success of every project I undertake.

**Skills**

* **Test Automation Tools**: Selenium
* **API Testing**: Proficient with Postman
* **Database Testing**: SQL
* **Incident Management**: ITIL Practices
* **Testing Methodologies**: Manual & Automated Testing
* **Other Tools**: Jira, Jenkins, Git

**Certifications**

* **Software Engineering Certification** – Saylor Academy
* **Software Testing Certification** – University of Leeds
* **Selenium Automation Certification** – Simplilearn
* **SQL Certification** – Simplilearn
* **ITIL Certification** – Simplilearn

**Professional Experience**

**Software Tester**  
**APA Insurance, Nairobi** | *Oct 2023 – Present*

* Conducted manual and automated testing for web and mobile applications, improving software quality by 30%.
* Designed detailed test plans and executed test cases for new features and enhancements.
* Performed API testing using Postman to validate service integrations.
* Automated regression tests using Selenium, reducing testing time by 40%.
* Collaborated with developers to resolve defects and enhance user experiences.
* Managed and resolved incidents efficiently using ITIL guidelines.

**Projects**

* **API Integration Testing**: Validated third-party API integrations using Postman and automated scripts.
* **Mobile App Testing**: Conducted testing for Android/iOS claim systems, reducing manual efforts by 30% through automation.
* **Web Portal Testing**: Executed cross-browser testing and automated scripts for a web-based insurance platform.

**Education**

**Diploma in Cooperative Management**  
*The Cooperative University of Kenya*