

ANDREW

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OBJECTIVE

Software Engineer focused on advancing software and testing skills. Previous experience includes end-user support, resolving computer hardware, software, and networking IT-related issues.

EXPERIENCE

Software Engineer

Nov 2021 – July 2023

- Assess business requirements discussed in 3-Amigos/Triage to prepare testing scenarios
- Test tracking utilized within Jira and qTest to centralize management and support Agile
- QA Automation with Cypress as a tool for frontend integration and unit testing
- Practice Behavior-Driven Development (BDD) methodology to create concise code and meet requirements
- Add documentation and knowledge transfer material during software upgrade transition

May 2021 – Nov 2021

SDET Intern

- Analyze and develop test scenarios after review of application and business specifications
- Prepare Manual and Automated testing scenarios for system design of an application
- Tracked tasks and tests within Jira and Agile for project management and delivery
- Execution of Smoke, Functional, and Regression test suite to test software functionality
- Mobile Automation using Appium and QAF framework for both iOS and Android support

Enterprise Support Technician II

April 2019 – August 2020

- Resolved IT-related issues for a global network of 2,000 end-users in 40 locations
- Mentored new Enterprise Support technicians by providing guidance and feedback/metrics
- Prioritized and established process and procedures in accordance with company policy using Agile methodology
- Maintaining accurate documentation for systems, processes, and troubleshooting procedures

Cyber Security Analyst Associate

June 2018 – Feb. 2019

- Provided Tier 2 Support to meet deadlines and complying with established Service-Level Agreements
- Documented security-related processes and procedures ensuring 100% accuracy
- Managed accounts completing all security-related requests submitted by the client
- Performed daily and weekly updates on various tools and systems to stay secured and compliant
- Communicated with different teams to mitigate cybersecurity-related incidents

Software/Application Development Intern

June 2017 – August 2017

- Developed GUI-based code for an internal employee/project management system
- Utilized Node and Git for server management and version control
- Learned Agile Development acquiring principles and values for effective collaboration
- Experienced development with ServiceNow resolving tasks for the OCIO self-service portal

EDUCATION

Associates of Science - Information Technology | May 2018

RELEVANT SKILLS

Soft Skills

- Ambitious learning behavior
- Consistency in mood
- Openminded and responsive to conversation
- Motivated to inspire and build relationships
- Encouraged by feedback
- Committed to assignments and tasks

Methodologies

- Agile
- Waterfall

Tools & Technologies

- Active Directory
- Appium Desktop
- Bitbucket
- Cypress
- Git
- JavaScript
- Jira
- Sauce Labs
- TestNG
- QMetry Automation Framework
- qTest

Certifications

- Programming Foundations (Coursera/Duke University)
- Introduction to SQL (Coursera/University of Michigan)
- Front End Web Development (Coursera/Hong Kong University of Science and Technology)
- CompTIA Network+ (N10-007) – September 2019
- CompTIA Healthcare IT Technician

Continued Learning