Serina B Harris

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GitHub: https://github.com/SBHarris1977 | **LinkedIn**: https://www.linkedin.com/in/serina-harris-9772764/
Portfolio: https://sbharris1977.github.io/SerinaHarris-Portfolio/index.html

Full-stack web developer with extensive software testing experience in designing, implementing test plans and test cases while operating in Agile environments and recognized as top Quality-Performer. Also, a collaborative team-player with analytical skills to solve any software issue with mentoring experience.

Skills & Abilities

TECHNICAL SKILLS

- Web Apps testing
- SQL Scripting
- Desktop/Client Server Testing (Windows)
- Javascript
- HTML/CSS
- Bug/Test Tracking System
- React
- Python
- DevOps
- Git
- Nodejs
- MySQL/MonogDb

PROJECTS

- **Event Locator**: https://github.com/SBHarris1977/event_locator
- **Girl Scouts:** https://github.com/SBHarris1977/GirlScouts
- **ChoreTracker:** https://github.com/SBHarris1977/ChoreTracker

COMMUNICATION

- Present new software features to customers at user's conference.
- On-site training for co-workers and customers.

LEADERSHIP

- Train and mentor Junior QA.
- Nursery Director at local church.
- Team Supervisor – Customer Support

Experience

SOFTWARE QUALITY ENGINEER | ENVIRONMENTAL SYSTEMS CORPORATION | AUSTIN, TX | 02/20-13 – CURRENT

Work with software developers, customer support and engineering teams to improve and create software products for utility plants to help them comply with federal, state, and local air quality regulations during development in an Agile environment. Review test requirements to compile test plans and test cases for functionality and usability. Record bugs/defects in Microsoft Teams/DevOps and record time estimates for assigned work items. Attend daily SCRUM to provide status and possible blocks. Our primary testing is manual but moving into automation with Python.

- Programmed automated test scripts for new software installation and upgrade using Python.
- Lead tester for 70% of CEMS new client application.
- Guide junior Software Quality Engineers on testing and documenting techniques for test plans, test cases, and bugs.
- Educate customers on new software during user conferences via PowerPoint slide presentations.
- Founded the Employees Events and Community Outreach Committee.
- Documented software releases and help files for bugs and software enhancements.

SOFTWARE QUALITY ANALYST | TROWBRIDGE & TROWBRIDGE LLC | AUSTIN, TX| 09/2001 - 02/2013

Originally hired as a helpdesk technician that took calls from counselors at the Job Corps Data Center by recording software issues and troubleshooting to resolve their concerns. A year later promoted to Junior Software Tester for the new Career Transition System web application, which tracked Job Corps graduates' employment and continued training outside of the Job Corps program. Reviewed requirements to create test plans and use cases. I was the primary contact for Beta testers, recorded all bugs and verified bug fixes.

- Awarded multiple times for Superior Customer Service.
- Exceeded our quality standard of 85% with little or no serious defects which resulted in the "Top Quality Award."
- Authored business requirements for Career Transition System and Significant Incident Reporting.
- Learned SQL by updating, editing, and deleting data with the ability to create simple joins to help our customer support with data concerns.
- Delivered quality products on time while being highly organized which help to meet production release deadlines.
- Mentored and trained junior QA on Agile process as well proper testing procedures.
- Sole tester of four web applications for the Department of Labor (Career Transition, Property, Finance, and Significant Incident Reporting).

Education

BACHELOR OF SCIENCE IN BUSINESS ADMIN | AUGUST 2010 | UNIVERSITY OF PHOENIX-AUSTIN

- Major: Business Administration| Minor: Information Systems

FULL-STACK WEB DEVELOPMENT -CERTIFICATE | APRIL 2020 | UNIVERSITY OF TEXAS

- Related coursework: JavaScript, HTML, CSS, NODEJS, ReactJS, MySQL, MongoDb, and web service API