Serina B Harris

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Full-stack web developer with extensive software testing experience in designing, implementing test plans and test cases while operating in Agile environments.

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

Skills & Abilities

QUALITY ANALYST

- Web Apps testing
- SQL Scripting
- Desktop/Client Server Testing (Windows)
- Functional/User acceptance Testing
- Manual Testing
- Bug/Test Tracking System
- Execute Test Plans
- Python

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.

Experience

SOFTWARE QUALITY ENGINEER | ENVIRONMENTAL SYSTEMS CORPORATION | 02/20-13 - CURRENT

- Perform manual and full regression testing on software and hardware products based on business requirements.

- First to implement automated software installation with Python.
- Prioritize and execute test plans and test cases in Agile environment.
- Track and report bugs in DevOps, then validate once the bug is fixed.
- Collaborate via SCRUM with developers and engineers to ensure quality and usability.
- Troubleshoot and analyze all bugs to investigate the cause.
- Test functionality of new installations and software upgrades.

SOFTWARE QUALITY ANALYST | TROWBRIDGE & TROWBRIDGE LLC | 09/2001 - 02/2013
- Originally hired as a Helpdesk Agent to take calls from Job Corps staff about software issues.
- Troubleshoot both hardware and software issues experienced by staff.
- After one year promoted to Junior Software QA for a new career services web application.
- Performed manual QA duties by creating test cases and reporting bugs.
- Learned SQL by updating, editing, and deleting data with the ability to create simple joins.
- Delivered products on time and highly organized.
- Mentored and trained junior QA on Agile process as well proper testing procedures.
- Recognized numerous times with the "Top Quality" award.
- Sole tester of four web applications for the Department of Labor.