Serina B Harris

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Extensive software quality assurance experience in designing, developing and implementing test plans, test cases, and test strategies. Accomplished in Agile methodologies with tactical skills. A collaborative team player with a track record of delivering multiple concurrent projects in fast-paced environments. Debuting as a Full-Stack Web Developer with experience in JavaScript, HTML/CSS, Git, MySQL, and Node.

Skills

Web Testing	Client-Server Testing
SQL Scripting	Black Box/White Box Testing
C#/WPF Applications	TestComplete
Customer Service	NODE/Express
CSS/Javascript	HTML
Team Lead/Trainer	

Testing Environment/Tools

Microsoft Team Found Server (TFS) – 6 years	VMWare – 5 years
Microsoft Team Manager (MTM) – 6 years	QR Code Scanner – 1 year
StarTeam Server – 8 years	PowerBuilder – 8 years
DevOPS – Less than a year	

Server/Databases

Sybase	2012/Microsoft SQL Server 2014 Standard
2008/Microsoft SQL Server 2008 R2	2012/Microsoft SQL Server 2012
2012/Microsoft SQL Server 2012 R2	2016/Microsoft SQL Server 2016

Experience

SENIOR SOFTWARE QUALITY ENGINEER | ENVIRONMENTAL SYSTEMS CORPORATION | 02/2013 - CURRENT

· Perform manual and full regression testing on software and hardware products against the database, firmware, and GUI.

· Breakdown business requirements to create test plans and sophisticated test case matrixes in design phase.

· Analyze use cases and transform into test cases.

· Prioritize/execute test plans and test cases.

- Software Installation and upgrade tests across domains, gateways and servers.
- Establish appropriate test coverage requirements in an Agile environment.
- Collaborate with product management and developers to ensure high quality software releases.
- Report and prioritize defects.
- Verify bug fixes and new software requirements.
- Present new software features to customers via classroom and webinar.
- Assist Lead Technical Writer in creating help files and documenting new product features and resolved software issues.
- Some automation testing with SmartBear record and play application.

SOFTWARE QUALITY ANALYST | TROWBRIDGE & TROWBRIDGE LLC – JOB CORPS DATA CENTER | 05/2001 – 02/2013

- Collaborated with end users and QA testers to create software requirements.
- Functioned as Business Analyst and Software QA for several web applications in an Agile environment.
- Performed problem solving and resolution for technical quality, inspection and customer quality issues.
- Developed use cases per customer specifications and transformed into detailed test cases.
- Completed functional and compatibility testing on software products against the GUI and database.
- Provided guidance to technical writing team for software release notices and training sessions.
- Tested and documented software defects and work-flow issues found during the QA testing process.
- Trained junior QA on the SDLC, testing and documentation techniques for concise test cases and bug reports.

SOFTWARE QUALITY ENGINEER I | E-MDS | 07/2006 – 06/2007

- Analyzed system-level diagnostic failures for hardware and software and developed corrective actions.
- Assisted with on-site installation process at Beta sites for new Fax server.
- Trained customers, IT support, and training department on new software and work-flow methods.
- Awarded Employee Excellence Award for Quality Assurance.
- Performed integration testing for the e-MDs 30 module application to ensure quality and uniformity.
- Documented test and analysis results and facilitated presentations to stakeholders.

Education

UNIVERISITY OF TEXAS AUSTIN – FULLSTACK WEB DEVELOPMENT – Currently enrolled

ICAGILE – AGILE TEST AUTOMATION CERTIFICATE | COVEROS - AUSTIN| MAY 2019

BACHELOR OF SCIENCE – BUSINESS ADMINISTRATION | UNIVERSITY OF PHOENIX - AUSTIN| AUG 2010

MINOR – Information Technology