**KATHLEEN CUTTS**

**Software QA Tester**

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**408-398-6517**

**Los Gatos, CA**

**Skills**

* QAProject Lead
* Work with Offshore Teams
* Test Plan and Test Case Writing for Mobile and Web Projects
* Agile Methodologies
* Testing of iOS and Android Mobile Apps, Web Apps
* Android tools Android Studio and adb
* Work with internal cross-functional teams and off-shore QA teams
* Device Firmware Flashing and Testing
* Bluetooth and WifI Home Security Device Testing
* Google Drive, Google Home, Amazon Alexa
* Manual, Ad-hoc, Regression, Functional, Integration, UAT Testing
* Customer Support
* MacOS, Windows and Unix Platforms
* Bug Filing and Tracking using Jira
* Selenium Webdriver with Ruby and Java framework
* MySQL command line queries

**Education**

Bachelor’s Degree, Computer Science, 2001, National University, San Jose, CA

**Professional Experience**

**Enquero 1/22/2019 - 9/4/2019**

**Milpitas, CA**

**Consultant**

**Client: Driscolls**

Project 2:

As a QA Engineer, test the integration of a new browser based application designed to streamline the sales process.

* Created stories in Jira for each business requirement
* Wrote test case steps in qTest for each business requirement
* Execute qTest test cases for each sprint
* Use Postman to run API collections
* Write and run SQL queries using MySql and Microsoft SQL to run queries against an AWS database and company databases to verify expected data results from the API tests
* Login to Microsoft DAX and confirm the integration
* Attend daily stand-ups and give status
* File bugs using qTest or Jira
* Use the Liaison EDI Notepad to verify EDI documents are formatted properly
* Login to Microsoft DAX to confirm integration with the new app
* Login to Mulesoft web interface to review logs while running API tests

Project 1: Test the integration of a new Warehouse Management System with a JDA Software system and Microsoft DAX

* Familiarize and become SME for assigned functionality
* Create and execute test cases using qTest Manager
* Utilize MySql to run queries
* Create bugs in Jira
* Use Postman to post API tests
* Verify bugs as they are fixed
* Attend daily stand-ups and give status

**Switchmate, Inc. 12/18/2017 - 1/21/2019**

**Pleasanton, CA**

**Lead QA Engineer**

Switchmate sells bluetooth and wifi supported consumer home security devices. Provide leadership for QA activities with test plan and test case management, defect management and team priorities. Also involved in daily testing.

* Lead and assign tasks for two offshore QA teams
* Communicate with the team using Slack and Uber Conference
* Google Drive, Google Sheets are used to share test cases
* Utilize Windows 10 laptop for use of firmware flashing tools
* Review defect tickets in daily stand-up and determine sprint placement
* Write test cases using Story, Task and Sub-Task tickets
* Flash bluetooth and wifi firmware and test in our native app
* Connect wired security devices for firmware log capture while executing tests
* Test bluetooth and wifi range as well as location services for an app feature
* Test both iOS and Android applications using defined test cases
* Run Google Home and Alexa test cases. We are currently certified under the Alexa platform.
* Verify fixed defects
* Update test case spreadsheets when needed
* Tools used: Jira/Confluence, Slack, Nordic firmware flash tools, Segger UART, JLink and JLinkRTTClient tool to capture Nordic firmware logs, Coolterm wifi firmware log capture, Omnivision firmware flash MFT tool, Uber Conference for meetings

**Doctor Evidence**

**Santa Monica, CA**

**Software QA Engineer 6/2016 - 10/2017**

In an agile environment, **t**est a medical web application designed for professionals needing to run analysis against clinical trials. The company is in start-up mode and caters to their new and existing clients which means testing requirements can change daily.

* Create Test Plan, test cases and run test reports using theTestRail tool
* Perform manual testing including ad-hoc, regression, functional, integration, api testing
* Execute Selenium Webdriver and Ruby automation suite locally and remotely using SauceLabs
* Verify and troubleshoot automated Jenkins runs for each build
* Communicate with the team using Slack and Zoom video conferencing
* Identify, document and track defects using Jira
* Coordinate once weekly QA Meetings and attend daily stand-ups for Dev and QA
* Prompt process and meetings between Project Management, QA and Dev

**Zynx Health 10/2014 - 6/2016**

**South San Francisco**

**QA Engineer Lead**

Lead US and India teams in testing Carebook, a care coordination patient centric mobile application for iOS, Android and Web platforms in an agile environment.

* Execute manual tests against iOS, Android and web platforms
* Utilize Unix command line tools to monitor server logs
* Prepare test data via browser upload or database changes
* Test electronic data exchanges of patient information using HL7 (Health Level-7) data format
* Verify and troubleshoot automated Jenkins runs for each build
* Create test plans and test cases. When necessary, delegate test case writing and review for completion
* Provide training for interns
* Coordinate testing efforts with our offshore team
* Work in agile environment with 2-3 week sprints, daily stand-ups, weekly bug triage
* Manage functional, end to end, regression, ad-hoc and cross platform testing
* Tools used: Mingle and Jira for bug reporting, Testpad for managing test cases, svn and git to download latest application code, MySQL for confirming and modifying database user tables, Xcode to create iOS builds and run Simulator, Android SDK, ADB to obtain Android device logs, Charles Proxy to monitor client traffic and determine API calls for jmeter tests, IntelliJ and Appium, Java to run automated tests, MS Office Suite for managing documents
* Schedule QA meetings with US and India teams
* Install daily server builds on QA test servers
* Use Xcode to install iOS developer app for debugging
* Attend automation test coverage meetings

**eBay 4/2014 - 10/2014**

**San Jose**

**Senior Software Quality Assurance Engineer, Contractor**

Provide testing of email migrations from legacy to customer requirements in a code refactoring lean agile environment.

* Write test plans for QE wiki page and update page with test results
* Create test cases using TestLink
* Trigger emails manually and verify links and content for US and L10n
* Develop automation during test cycle using Eclipse and TestNG

**Overstock, Inc. 4/2013 - 4/2014**

**Salt Lake City, UT**

**Senior Software Tester, Contractor**

Perform functional, regression and performance testing of web applications within the IT Partner Applications group in an Agile Scrum and Planning Poker environment.

* Review documents and attend project meetings to obtain testing requirements
* Write functional and end to end comprehensive test cases using TestLink, a test management tool
* Work closely with the Lead Developer during test cycles
* Report test status in morning stand-ups
* Attend weekly bug triage meetings
* Validate DML scripts before production deployment
* Create SQL queries using SQLDeveloper to create and validate UI data as well as Electronic Data Interchange documents
* Review Selenium UI automation scripts written with Java web driver for web app projects; IDE used is Intellij Idea running on Linux
* Modify and run JMeter performance tests and monitor run results
* Communicate with in-house teams for project clarification as needed

**Syncplicity 11/1/2012 – 01/31/2013**

**Menlo Park, CA**

**Mobile QA Engineer, Contractor**

Perform ad-hoc and documented acceptance and functional test cases for Syncplicity’s mobile cloud app in an agile testing environment.

* Accomplished testing of 20 test cycles for 5 major product releases on iOS 6 and Android 2.4 devices - iPhone 5, iPad 3, iPad Mini and Samsung Galaxy III
* Completed testing of 5 releases for the browser based Syncplicity Mac Client on OSX 10.8
* Create Testopia test runs and manually run the user scenarios and record results in Testopia
* Install new iOS releases on mobile devices using Test Flight
* Run shell scripts on the Mac to generate test files and to switch between dev/staging/production test environments
* Write test cases in Testopia for missing scenarios
* Administer security policies for user groups and test them against authorized user’s mobile devices on different Windows platforms using VMWare
* File bugs using Bugzilla Redmine

**West Marine 10/2010 – 03/2012**

**Watsonville CA**

**QA Analyst, Contractor**

Testing of UAT Scripts and validation of bug fixes against Micros POS terminals and a Micros Order Management browser based CRM call center application using a combination of agile and waterfall methodologies.

* Review specifications and requirements documents to validate flow of end to end testing, update test scripts to reflect current work flow
* Meet with internal user community and retail store managers to validate UAT scenarios for flow of both the call center and POS applications; Document changes and results
* Click through on UI components of the application to ensure program flow
* Perform UAT scenarios on a Micros XStore retail POS terminal to validate functionality of new software builds; Document changes and results
* Collaborate with development and cross functional teams during functional and regression test, bug fixes and release stages
* Check back-end accounts receivable is posting correctly
* Verify customer orders initiated on the POS terminal are sent through to the call center application and fulfilled correctly
* Perform inventory and warehouse fulfillment tasks on an IBM iSeries AS400 system to ensure end to end processes are functioning correctly
* File bugs using Bugzilla

**Doubleknot, Inc. 01/2010 – 09/2010**

**Saratoga, CA**

**Senior QA Engineer Contractor**

Perform functional and regression testing of a .NET C# web application providing event registrations, web reservations, membership sales, donations and online store sales for scouting, zoos, aquariums, camps and educational web sites.

* Use Microsoft SQL Server Management Studio to edit and create test data for user scenarios
* Create and document event booking UI scenarios, including membership, registration and store purchases both at the regular user level and administrator level
* Ensure registration options such as wait lists, up-sell items, camp reservations, donations and dues payments are functioning
* Verify payment transactions
* Log and track bugs and improvements using the JIRA tool; Validate bug fixes
* Perform functionality testing of new features
* Perform PC and Mac functionality testing of MyPublisher, a Windows & Mac photo book application
* Initiate UAT scenarios for customer photo book purchases
* Verify bug fixes after performing daily Mac and Windows product builds
* Evaluate daily product builds for additional fixes or enhancements
* Complete testing requirements for maintenance and general release cycles
* Track, monitor and file bugs using JIRA
* Perform functionality testing on Power MAC 10.5.8 and Windows 7, XP, 2000 platforms
* Create test plans and identify test cases to provide complete feature test coverage
* Participate in weekly calls, coordinate with Saratoga project management and QA team in New York regarding testing activities

**McCann Worldgroup** **10/2008 – 11/2008**

**San Francisco, CA**

**Senior QA Engineer Contractor**

QA Lead for browser compatibility testing of a Microsoft Office Live site using IE, Firefox and Safari on Windows XP, Vista and MAC OSX platforms

* Create UI tests from a site navigation requirements document and perform browser compatibility tests
* Verified compatibility of site media components with Microsoft Silverlight browser plug-in
* Validate web analytics using the IEInspector HTTP Analyzer to check for the existence of WebTrends and Atlas site tags
* File bugs using Microsoft Visual Studio Team Foundation Server(TFS)
* Communicate with the lead developer and producer to discuss and reproduce bugs

**YourShoppingChoices.com 09/2006 – 10/2008**

**San Jose, CA**

**Sales, Web Developer, QA Selenium Automation Tests (Selenium tasks ongoing)**

YourShoppingChoices.com is a site that I created to become familiar with the “how to” of an eCommerce business and to teach myself web technologies. I created an automation framework using Selenium, Junit , Java and Eclipse. I’m developing test libraries as well.

* Promote web site and drive sales at networking events
* Document and create UI test scenarios
* Create PayPal payment buttons using PayPal Merchant Services
* Gain product attention and create sales by demonstrating scooters, attend business networking events and conduct market research
* Utilize JUnit, Selenium and Eclipse to create an automated test suite
* Create Perl scripts to extract customer referring page data from log files
* Design web pages using HTML, CSS, JavaScript and Dreamweaver
* Edit product images using Adobe Photoshop and Macromedia Fireworks
* Utilize email marketing and field sales to promote products
* Browser Compatibility Testing: Firefox, IE, Safari
* Use FileZilla FTP client for file uploads
* Utilize MySQL Query Browser to edit data

**Yahoo! Inc., Sunnyvale, CA 01/2002 – 03/2006**

**QA Manager**

Successfully formed a QA team of 5 Engineers and tested the Yahoo! Enterprise portal which was a “My Yahoo” landing page for corporate clients

* Create a test harness for the Messenger plug-in API using HTML and JavaScript
* Manage multiple feature testing of Messenger including Parental Controls, Voice, Address Book, Mail, Music, 360 social application and API’s for plug-in development
* Perform regression testing of Messenger updates on the server side
* Develop automation regression test scripts for Messenger using SilkTest
* Test interactive Flash ad environments in the Messenger IM window
* Create test plans and UI scenarios using Engineering technical specifications and marketing requirements documents
* Define testing roles, interview and hire five QA Engineers, managing a total of seven
* Identify automation test tools to best fit the needs of our test projects
* Track testing progress, test schedules and deliver status to team meetings
* Participate in bug review meetings
* Manage regular Webex or phone meetings with the off-shore QA team in India; Follow-up with emails to ensure communication and goals were clear
* Facilitate weekly team and one-on-one meetings with staff
* Present annual year-end reviews for staff
* Manually test the Tibco Portal Builder intranet web application integration into My Yahoo enterprise for U.S. and European locales
* Analyze engineering specifications and marketing documentation to create test plans and functional and regression test cases
* Planned a lab space; Installed Windows Server software; Use Ghost tool to re-image systems