

Elena Tokareva, QA Engineer

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[LinkedIn](#), [GitHub](#)

Summary

QA Engineer with **1 year of experience** in testing AI-powered voice robots and chatbots. Participated in the testing and launch of **20+ voice assistants** for the banking sector and NPS surveys. Focused on ensuring high dialogue quality and user experience.

Professional Experience

Assessor | NAUMEN, *Moscow, Russia*

February 2024 – Present

- Tested voice assistants in both text and speech formats, identifying and reporting bugs. Contributed to the testing and successful launch of 20+ voice robots for the banking sector and NPS surveys.
- Transcribed and processed audio messages using specialized software, including editing audios and deployment to testing environments.
- Edited and improved voice robots dialogues to enhance response accuracy. Created and structured thematic datasets with relevant examples.
- Collaborated with team leads, analysts, and developers to refine AI models and improve system performance.

Senior Teacher | *St. Petersburg Polytechnic University, Russia.*

January 2018 – December 2022

- Conducted practical classes in Spanish and English for business for 1000+ students, focusing on structured learning processes and performance evaluation.
- Developed and maintained international cooperation programs (ERASMUS) with 8 Spanish Universities, ensuring smooth communication and process optimization.
- Engaged in research activities, including writing educational materials and analyzing student motivation and engagement, applying analytical and problem-solving skills.
- Developed curricula and learning plans, including the creation of testing materials to assess student knowledge and skills.

Senior Analyst | 220 Volt, *St. Petersburg, Russia*

October 2013 – January 2018

- Managed settlements with 30+ foreign clients (suppliers from China).
- Created reports for internal and external stakeholders, including currency control.
- Cooperated with software engineers to improve analytical tools in 1C Software, providing testing and reported bugs.

Education

Peter the Great St. Petersburg Polytechnic University, *St. Petersburg, Russia*

Postgraduate Degree in Language Teaching and Research

September 2024

Skills & Others

Skills: Test documentation (Jira, Redmine, Youtrack, Testrail, Qase, Test IT, Figma), Web Testing (DevTools, Postman, SOAP UI), Mobile Testing (Android Studio, XCode, Charles Proxy), work with database (MySQL, Mongo DB), work with code (Visual Studio Code, GitHub, Bash).

Certifications: "Junior QA Engineer School" by Olga Nazina (12/2021 - 03/2022) and "Functional Software Testing" by Artem Rusov (11/2024 - 02/2025)