

Vince Charals

683 Sailors Avenue Lewisville, TX 75056



Professional Profile

- Customer Service representative with over 5 years of experience in various fields.
- Expert at creating reports to analyze company data and inform work force of day to day progress.
- Possess excellent customer service, sales and communication skills.
- Implemented new means of testing and organization methods that cut overall testing time down by 50%, thus leading to higher proficiency.

Skills

- Able to pick up new systems or methods at a relatively fast pace
- Able to deal with constant work pressure and deliver excellent results to maintain a high level of client satisfaction
- Passionate to learn more and hone skills in order to enhance the productivity of the organization
- **Proficient with the following tools:**
 - Microsoft Word
 - Microsoft Excel
 - Mac and Windows OS
 - Android and iOS
 - Chrome, Safari and Firefox - Testrail
 - Postico
 - Postman
 - BrowserStack
 - Atom
 - Hansoft and HP Quality Center - GitHub
 - Zeplin
 - Waffle

Relevant Work Experience

(Continued on the following page)

2014-2015

QA Analyst

Vinli Inc. – Dallas, TX

- Designed test plans, scenarios, scripts, and procedures.
- Tested system modifications to prepare for implementation.
- Documented software defects, using a bug tracking system, and report defects to front and back end developers.
- Worked towards Continuous delivery with less than 30 seconds of downtime during 2 years of operations.
- Test 65+ services before and after release.
- Monitored bug resolution efforts and track successes.
- Created and maintained databases of known test defects.
- Planned test schedules or strategies in accordance with project scope or delivery dates.
- Participated in product design reviews to provide input on functional requirements, product designs, schedules, or potential problems.
- Documented test procedures to ensure replicability and compliance with standards.
- Developed standards, methods, or procedures to determine product quality or release readiness.
- Investigated customer problems referred by technical support.
- Installed, maintained, and used software testing programs.
- Provided feedback and recommendations to developers on software usability and functionality.
- Developed automated testing tools.
- Conducted historical analyses of test results.
- Evaluated and recommended software for testing or bug tracking.
- Smoke and regression tested both iOS and Android company apps.
- Smoke and regression tested websites and portals on Mac and windows using multiple browsers.
- Created daily test result reports that were distributed to the whole company

2014-2015

QA Analyst

iD Software – Richardson, TX

- Created Excel spreadsheets for issue tracking and team reports.
- Tested system modifications to prepare for implementation.
- Documented software defects, using a bug tracking system, and report defects to software developers.
- Monitored bug resolution efforts and track successes.
- Identified, analyzed, and documented problems with program function, output, online screen, or content.
- Created or maintain databases of known test defects.
- Planned test schedules or strategies in accordance with project scope or delivery dates.
- Documented test procedures to ensure replicability and compliance with standards.

Education

Full-Stack Developer Bootcamp

Southern Methodist University – Dallas, TX

Studied Kinesiology

University of North Texas – Denton, TX