

Business Analyst/Quality Assurance Business Analyst/Quality Assurance Business Analyst/Quality Assurance Warren, MI Result-oriented recent college graduate with a Bachelor of Science in Computer Information System, around 4 years of IT work experiences. Searching for a position in the Information Technology field where I can use my Data Analysis, Quality Assurance, and Web Application development skills along with my interpersonal skills.

**Work Experience Business Analyst/Quality Assurance HELM INC - Plymouth, MI July 2018 to June 2019** Designed and built statistical analysis models on large ecommerce site that helped increase online sales (up to 22% per product) and lowered cart-abandonment rate by 23%. Worked with different Stack holders including the development team to propose and develop technical solutions under Agile platform. Created systems models, specifications, diagrams, and charts to provide direction to developers, and participated in system design reviews to provide input on functional requirements. Developed project plans and test plan that conform to Software Development Life Cycle (SDLC) standards, and provide comprehensive status reporting for ongoing programs of work. Developed Test script to run manual regression test, Penetration test, and ADA Compliance check. Prepared system analysis document, UAT, and performed Functional Test and SQL Backend Test for Web Application functionality and performance.

**Quality Control Brose Belvidere - Belvidere, IL April 2017 to June 2018** Belvidere IL Quality Control, April 2017 - June 2018 Compiled test data and perform appropriate analyses. Used SAP business client to JIS monitoring operation and define root cause of product failure. Served as a technical liaison between project manager and other departments, vendors, and contractors in Waterfall platform. Monitored testing procedures to ensure that all tests are performed according to established item specifications, standard test methods. Developed new testing methods, use case diagram, process flow diagram. Revised standard quality control operating procedures. Conducted routine and non-routine analyses of in-process products.

**Web Developer HiTekUSA - Detroit, MI March 2016 to March 2017** Developed web application through WordPress. Designed, and edited web page element and Ecommerce content. Developed Test script to run automation test and manual regression test in weekly basis. Identified problems uncovered by testing and from customer feedback and corrected the problems.

Maintained understanding of modern web technologies through continuing education, participation in professional conferences, workshops. Developed system interaction and sequence diagrams and wrote supporting codes for web applications. Register web sites with search engines to increase traffic. Performed Manual and Automation tests according to planned schedules, and after any new web site revisions. Tech Support PC Treasures - Auburn Hills, MI April 2015 to February 2016 Provided technical support to customers through Remote session and telephone. Read technical manuals, conferred with users, and conducted computer diagnostics to investigate and provide technical assistance and support. Answer user inquiries regarding computer software and hardware operation to resolve problems. Provided support by remote session and over the phone. Installed and performed minor repairs to software. Maintained records of daily data communication transactions, and installation activities. Modified and customized commercial programs for internal needs. Education Bachelor of Science in Computer Information System in Computer Information System Walden University - Minneapolis, MN January 2019 Skills QA, Quality Assurance, Selenium, UFT, SQA, QTP Additional Information Experienced on SDLC, Agile and Waterfall platform and process. Highly analytical and process-oriented data analyst with in-good knowledge of database types; ability to create report by running SQL Query. Strong analysis skills; ability to create business and system design and analysis documents Well experienced on preparing System Analysis document, Test Plan, Test Case, Business Requirement document, Software Requirement document, Data Flow Diagram, Gantt chart. Programing & Automation skill: HTML, CSS, MySQL, Java, Selenium, Load Runner, UFT. Testing Skills: Manual & Automation Regression Test, Smoke Test, ADA Compliance Test, Systems Acceptability Test, Penetration Test. User Acceptance Test, Functional Test, SQL Back End Test. Application: Word, Excel, PowerPoint, Access, Outlook, WordPress, Open Project Experienced on Designing and Developing Web Application and Database. Strong knowledge & experienced in project management and SDLC process and able to manage multiple deadlines. Reporting Tool: Quick Base, Zendesk, Jira, Spice Works, and HP Quality Center.

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