



# Alejandra Tejada

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## OBJECTIVE

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**Manager of Quality Assurance Engineering** with 5+ years of experience seeks opportunity to promote a cross functional mentality and identify best practices to achieve high quality and on-time delivery of software while fostering a positive, inclusive, and collaborative culture.

## PROFESSIONAL EXPERIENCE

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### **Manager of QA Engineering**, Exago BI

**Sep 2021 - Present | New York, NY**

- Meet weekly with a team of 8 people to manage and assign tasks, ensuring optimal efficiency, productivity, and delivery.
- Continuously monitor the quality of software and coordinate with the release manager to address risks.
- Communicate processes, improvements, test strategies, and project statuses to all levels of the company.
- Develop tools, documentation, and agile processes to improve software engineering productivity, increasing the average percentage of meeting release deadlines from 76% to 98% on time.
- Helped transition team from a manual testing focus to an automated testing focus as well as proposed and helped restructure the department's responsibilities based on areas of expertise
- Aided in the evaluation of offshore QA testing companies, then manage and train once a new team is in place
- Led over 40 employees in company-wide testing initiatives to review and test new features, increasing the number of bugs found in pre-production by 70%.
- Mentor and provide professional guidance to team members, as well as participate in the training program

### **Lead Quality Assurance Engineer**, Exago BI

**March 2019 - August 2021 | Exago Inc, New York, NY**

- Validated bug fixes, assigned team resources for development projects, and managed internal manual regression test suite, and became QA's point of contact for release management
- Developed test strategies for successful product deliveries and organized cross department testing sessions
- Oversaw the growth and maturation of the test case management suite
- Collaborated with the engineering team to develop QA processes and developer testing practices
- Worked with the project manager to create project milestones and define success criteria
- Developed onboarding material for new QA engineers

## EDUCATION

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Bachelor of Science in Informatics with a concentration in Information Technology

**2020 | University at Albany**

## SKILLS

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**Programming Languages:** Python, C#, HTML, CSS, SQL

**Leadership:** Release Management, Project Management, Resource Management, Manual and Regression Testing, People and Relationship Management

**Software/Tooling:** Visual Studio, Jira, Git, Jenkins, Docker, Monday, Microsoft 365 Suite, Google Suite

**Language Skills:** English & Spanish (Proficient in verbal and written)