Orce Jovanov

QA / SUPPORT ENGINEER

Profile

Highly motivated and diligent individual with a proven track record of success in various work settings. Possessing excellent communication and interpersonal skills, I am known for being a loyal team player who is dedicated to achieving goals. With exceptional problem-solving skills and attention to detail, I am a dependable and fast worker who strives for the best results. Having a reputation for being a fast learner, I am eager to take on new challenges and gain further professional experience.

Employment History

Development Support / Quality Assurance, LuckyStreak, Skopje / Riga

MARCH 2023 — PRESENT

- Managed the JIRA ticketing system, ensuring prompt resolution of customer inquiries, technical issues, and unfinished rounds
- Conducted in-depth investigations into unsuccessful transactions, delivering comprehensive solutions to customers and internal teams
- Provided technical assistance to Customer Support Level 1, offering guidance on complex technical issues, thereby enhancing customer satisfaction
- Collaborated closely with the development team to expedite the resolution of challenging technical problems
- Oversaw data migration from MongoDB to SQL, ensuring data integrity and a smooth transition
- Performed routine maintenance tasks to optimize data storage and retrieval processes.
- Executed SQL queries to compile data on failed bets, response times per operator, and other vital performance metrics
- Maintained meticulous records and evidence of failed bet percentages and response times, utilizing data-driven insights for system enhancement
- Performed testing and maintenance of live casino games, including Roulette, Baccarat, and Blackjack, ensuring the reliability and functionality of these games
- Conducted integration testing with new operators, providing assistance throughout the entire integration process with our casino games
- Successfully harnessed previous DevOps experience, particularly in the management of AWS EC2 Instances and SQL Server administration, contributing to enhanced operational efficiency
- Effectively communicated and collaborated with both technical and non-technical stakeholders, fostering seamless operations and issue resolution

Junior Support/QA Engineer, Codex Computers, Negotino

JULY 2022 — OCTOBER 2022

- Provide responsive customer support for ERP software, offering solutions to software issues and inquiries.
- Adhere to ISO standards and data security regulations, ensuring the protection of personal information.
- Utilize IBExpert and SQL tools to diagnose and resolve software problems and errors.
- Conduct on-site client visits to facilitate software installation and database setup, including testing and troubleshooting.
- Deliver consistently high-quality service, maintaining professionalism and customer satisfaction as top priorities.

Details

Negotino
Republic of Macedonia
+389 70 566 751
orce.qa@gmail.com

Social Links

LinkedIn

Skills

JIRA

Manual Testing Methods

SQL

Python

Power BI

Skills

Black Box Testing

Defect Reporting

Agile Technologies

Python

Junior QA Engineer, BetOxygen, Skopje

MARCH 2022 — JUNE 2022

- Agile driven environment
- Defect reporting
- Write, review & execute test cases
- Smoke & regression testing

Software Tester Intern, EmbedSocial, Skopje

FEBRUARY 2022 — MARCH 2022

- Test plan execution
- Support end users with issues
- Exploratory testing
- Defect reporting and tracking through JIRA

Software Tester, Test.io (Freelance)

OCTOBER 2021 — FEBRUARY 2022

- Write, log & execute test cases
- Work required great time management and organization skills

Education

Software Testing Academy, Semos Education, Skopje

2021

Internet networks & security, Faculty of Computer Science and Engineering, Skopje

DECEMBER 2019 — PRESENT

Certification

CTFL, ISTQB

DECEMBER 2021

CTFL-AT, ISTQB

DECEMBER 2021

References

Metodi Tosheski from LuckyStreak

Development Team Lead

Ivan Jankov from Digital Present, Housefly

Founder

Ivancho Pavlov from Verint

QA Team Lead

Biljana Veljanoska from Endava

Senior QA Engineer

Nikola Bojkov from EmbedSocial

CEO