

JENNIFER GARZA

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AREA OF EXPERTISE

Software QA & Testing	Strategic Planning & Problem Solving	Agile Framework
Product Feedback Analysis	Cross-functional Collaboration	Root Cause Analysis

PROFESSIONAL EXPERIENCE

SQA Engineer Team Lead, Craftable

Jan 2025 - Present

- Collaborate closely with Product Managers to translate feature requirements into technical test plans and identify potential risks.
- Provide clear communication on technical impacts and quality implications of new features to non-technical stakeholders.
- Act as a key stakeholder in release readiness reviews, ensuring quality standards are met before production deployment.
- Join customer calls to gather firsthand feedback and understand user needs, enabling Product and QA teams to shape specs and prioritize features more effectively.

Software QA Engineer, Craftable

Feb 2023 - Jan 2025

- Test end-to-end workflows for purchasing, inventory management, and supplier integrations to ensure data accuracy and process reliability.
- Validate front-end user interfaces across web and mobile platforms for usability and responsiveness.
- Perform API testing for integrations with POS systems, supplier databases, and accounting software.
- Develop, execute, and maintain automated and manual test cases for new features and bug fixes.

Customer Success Manager, Craftable

August 2021 - Jan 2023

- Managed a portfolio of key client accounts, ensuring high levels of customer satisfaction and retention.
- Developed and delivered training programs to customers, enhancing their understanding and utilization of the product.
- Resolved complex customer issues and escalated technical challenges, acting as a primary liaison between customers and internal product/engineering teams.

Cloud Onboarding Engineer, Microsoft (Contract)

Oct 2020 - Mar 2021

- Guided enterprise customers through technical onboarding for Microsoft cloud solutions, ensuring smooth adoption of Azure and Microsoft 365 services.

Customer Experience Advocate, Hulu

Feb 2019 - Sep 2020

- Acted as a first point of contact for customer escalations, demonstrating strong problem-solving and communication skills.

Customer Service Technician (M365 Specialist) , Rackspace

Mar 2018 - Feb 2019

- Guided enterprise customers through technical onboarding for Microsoft cloud solutions, ensuring smooth adoption of Azure and Microsoft 365 services.

EDUCATION

Bachelor of Science in Psychology

In Progress

Oregon State University

Associate of Science in Computer Science

May 2016 - May 2018

Northwest Vista College