ÖZGÜR ŞERVAN DOK

CONTACT

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📍 Krakow / POLAND

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SUMMARY

Results-driven QA Manual Tester with 4+ years of IT industry experience and a proven track record of ensuring the delivery of high-quality software products. Seeking a challenging role to utilize expertise in manual testing, strong analytical skills, and comprehensive understanding of STLC.
Has strong communication skills across the team and is the first contact for mentoring the team members. In addition, I am a residence card holder with work permit.

SKILLS

Core Skills

Wordpress   Quality Checks   QA Testing
SQL   Google Analytics   Ad Optimization

Area of Expertise

API Testing   Debugging   Bug Reporting
HTML/CSS   UI Testing   Test Script

Tools and Methodologies

Agile   SCRUM   Postman   Google Apps Script   Jira
Proxyman   Salesforce   Confluence   Swagger

Soft Skills

Active Listener   Asking Question   Mentoring
Open Minded   Problem Solving   Analysis

CERTIFICATES

🏅 **Google Analytics Certification**
Google, 2022

🏅 **Google Ads Certification**
Google, 2022

🏅 **Software Testing Masterclass (2023)**
Udemy, 2023

🏅 **Team workflows in JIRA**
Udemy, 2023

PERSONALITY

Cheerful, social, curious, positive, responsible, creative, successful in teamwork.

HOBBIES

Cycling, Playing Chess, Playing Ukulele, Camping, Cooking

WORK EXPERIENCE

QA Tester @Google Carbon Project, Creative Excellence Team
Cognizant

📅 *2022 November – Present*   📍 Poland, Cracow

- Contributing to and organizing several periods of tool-testing.
- Conducting quality checks on the created Responsive Search Ads and Extensions on Google Ads, making sure the content created is according to the quality standards, best practices and the guidelines of the project. Quality checks include but not limited to dialect, ad strength, relevance, keyword optimization.
- Presenting the final product to the advertisers through Ad Sales Team at Google.
- Designing, maintaining and regularly updating the project's knowledge hub.
- Using Google Apps Script tools and reporting the bugs to the Developer team.
- Being in constant contact with the customer and making regular product presentations using Agile methodology.

Senior Process Executive - DBO - Tech Delivery @Google Carbon Project
Cognizant

📅 *2022 May – 2022 November*   📍 Poland, Cracow

- Google Ads Optimization
- Reporting and data analysis with Google Apps Script tools to the customers.
- Sharing experience and knowledge by shadowing to the new team members.
- Escalating complex issues to the appropriate team manager after first troubleshooting.

QA Manuel Tester - Internship
KRISTO TECHNOLOGY

📅 *2022 November – 2023 April*   📍 Poland, Katowice

- API testing using Postman.
- Requirements analysis.
- Creation of test cases, checklists and test scenarios.
- Producing test reports.
- Using Swagger, Contract tests of different microservices that are related to each other.

Wordpress Designer
Freelancer

📅 *2019 November – 2022 May*   📍 Poland

- Designing and developing websites upon client requests.
- Creating responsive layouts and animations with HTML/CSS/JavaScript.
- Fixing clients' website issues like SSL certificates and buttons.

PROJECTS

- Transforming corporate customers' advertising data into comprehensive reports and delivering them through Google Slides, ensuring insightful analysis and effective presentation, Cognizant – Google Carbon Project
- Creating dynamic Web projects with Wordpress in line with customers' demands, FutureOpportunity.eu / haksagranit.pl /

LANGUAGES

🇬🇧 English – Fluent
🇹🇷 Turkish – Native

EDUCATION

Bachelor of Science in Computer Science Engineering
WSB University

📅 *2019 – Present*   📍 Poland