ANDREA CORLEY

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QUALITY ASSURANCE TESTER

SKILLS SUMMARY

- Experience with black and gray box testing
- Working knowledge of Unix/Linux and BASH scripting
- Reporting and tracking via Bugzilla
- Automation testing using Selenium
- Virtualization with VirtualBox
- Understanding of SQL queries and basic schema design using MySQL

- Versed in agile Scrum methodologies
- Source control with Subversion
- Excellent written and verbal communication skills
- Microsoft Windows (95/98/XP/Vista/7), proficiency in Microsoft Office applications (Word, PowerPoint, Excel, Outlook and Libre/OpenOffice equivalents)

PROFESSIONAL EXPERIENCE

Freelance Gray Box Web/SQL QA Tester | 2010 – Present
- Independently wrote test plans detailing scope, environment, test cases, and instructions
- Documented test materials and results in Wiki format
- Wrote BASH scripts for automated SVN checkouts and builds in Linux
- Crafted direct SQL queries to verify displayed data against MySQL DB back end
- Performed issue and bug tracking via Bugzilla
- Composed detailed, specific reports including steps to reproduce
- Classified issues according to severity and importance
- Suggested usability and accesibility improvements to solve annoyances and pain points discovered during testing
- Examples of previous work are available online at: https://github.com/andicorley/samples

Volunteer Computer Game Tester | 2006 – Present
- Participated in alpha/beta testing phases for various MMORPG video games
- Documented and submitted bug reports with comprehensive details
- Selected for subsequent testing opportunities based on performace
- Coordinated with other testers through in-game tools and community forums

Citibank
Teller | January 2010 – January 2012
- Assisted a high volume of customers with various banking transactions and services, emphasizing personal responsibility and attention to detail
- Used office suites along with proprietary tools to increase transaction speed and accuracy, along with maintaining detailed bookkeeping records for auditing and standards compliance
- Managed facilities and IT issues, delegated responsibilities as neeeded, and coordinated with staff

AT&T / NTI – T&T Wireless
Sales Agent | 2004 – 2008
   • Upheld store policies and made managerial decisions for customers and other agents
   • Managed inventory levels, anticipated trends, and ordered appropriate stock
   • Handled day to day store operations including opening, closing, and securing the property
   • Provided personalized information, device tutorials, and troubleshooting assistance directly to customers
   • Handled incoming calls for customer service and communicated instructionds to customers
   • Performed administrative duties including maintaining accurate records (validating customer identification and credit, completing contracts, and taking payment.)
   • Used computerized in-house AT&T tools and customer databases (POS I and POS II) to process sales and activations

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EDUCATION

Foothill College | 2011 – Present
   • Currently enrolled and pursuing a BA in computer science
Middletown High School | 1999 – 2003

REFERENCES available upon request.