

ANDREA GAIETTO

QUALITY ASSURANCE SPECIALIST

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SUMMARY

Experienced Quality Assurance and Customer Service specialist, looking to join a tech company in a software QA role. Leveraging my previous experience implementing Quality Assurance and Control systems for highly regulated pharmaceutical clients to troubleshoot and streamline software applications.

PROFESSIONAL ACCOMPLISHMENTS

- Created testing suite of manual & automated test cases to ensure inventory system stability post vendor updates
- Created suite of manual test cases for the alpha testing users of a mobile app
- Collaborated as a volunteer on several multinational software development teams
- Improved client satisfaction as local administrator of web and desktop based inventory system
- Reduced inventory system errors by automating database entry fields
- Improved internal performance by implementing company metrics tracking system

RELEVANT TECHNICAL KNOWLEDGE

Testing Frameworks: Selenium, JMeter, Postman

Issue Tracking: Jira, Trello, Airtable, Toggl, Github Issues

Languages: Python, HTML, CSS, CLI, SQL

Other: MS Office, G Suite, Slack, VS Code, GIT

PROFESSIONAL EXPERIENCE

QA Tester, Faction Cooperation - Resilience App (*volunteer position*) **2020 – Current**
Multinational

Volunteer with a grassroots organization focused on creating web based applications to assist community organizers.

- Perform smoke testing of web app prior to releases
- Assist with providing QA review of user stories
- Submit detailed bug reports to Github repository for developer review
- Collaborate with team members across time zones over Slack

Internal Testing Lead, The Body Literacy Collective (*volunteer position*)**2019 –****Current***London, UK*

Volunteer with a global organization focused on promoting women's reproductive health education as they develop a crowdfunded women's health phone app.

- Draft suite of manual test cases based on initial Requirements Spec documentation
- Perform ongoing testing of application throughout development
- Submit detailed bug reports to developers
- Provide support and guidance to other application testers
- Review app website for functionality and accessibility

Quality Assurance Manager, Kryosphere**2016 – April 2020***Cary, NC*

Managed Quality Department for a Biorepository storing research specimens and finished drug products.

- Review client requirements documentation to ensure accuracy of services provided
- Perform and/or review testing of software updates prior to system usage
- Verify accuracy of documentation prior to submission to clients
- Maintain internal metrics program and present current trends to management
- Perform user onboarding training at client sites for client inventory portal system
- Provide telephone, email, and in person inventory system support to clients and staff
- Respond to and manage client concerns and complaints
- Conduct company wide training on SOP and regulatory topics
- Serve as electronic inventory system administrator (BSI software)
- Author new Standard Operating Procedures (SOPs) and approve SOP updates
- Perform internal audits of Kryosphere systems
- Ensure conformance with USA and EU pharmaceutical regulations
- Authored organizational Quality Manual
- Participated in major updates to Validation Master Plan (VMP)

Biorepository Technician, Kryosphere**2014 – 2016***Cary, NC*

Performed sample handling, shipments, and temperature monitoring of client specimens and drug product.

- Coordinate directly with clients to arrange safe shipment and/or local transport of temperature sensitive materials
- Validate freezers and refrigerators to place into service
- Remain on call bi-weekly to troubleshoot freezer emergencies and failures
- Inventory material and place into BSI inventory management system
- Train interns on proper execution of SOPs and assign tasks as needed

Receptionist, Hill Creek Veterinary Hospital

2013 – 2014

Pittsboro, NC

Served as the public face of a local veterinary practice.

- Manage incoming telephone calls and emails
- Maintain paper record system
- Clean patient rooms and front desk areas

Laboratory Technician, Perinatology Research Branch of the NIH

2011 – 2012

Detroit, MI

Performed immediate sample processing of collected research specimens.

- Processed clinical specimens. Received and sectioned tissue samples for histology purposes. Assisted with tissue embedding and equipment maintenance

EDUCATION

Programming Fundamentals Certificate – Wake Technical Community College – est. completion December 2020

Global Regulatory Affairs Course – North Carolina State University – 2017

BioWork Process Technician Course – Wake Technical Community College – 2015

Bachelor of Science, Biology – Bowling Green State University – 2009

PROFESSIONAL ASSOCIATIONS

- Member of Raleigh Chapter of the American Society for Quality (ASQ)
- Member of the Triangle Chapter of Women Who Code