

ANDREA GAIETTO

QUALITY ASSURANCE SPECIALIST

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SUMMARY

Experienced Quality Assurance 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
- Perform user acceptance testing of inventory system software updates

RELEVANT TECHNICAL KNOWLEDGE

Testing Frameworks: Selenium, JMeter, Postman

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

Languages: Python, Java, HTML, CSS, CLI, SQL

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

PROFESSIONAL EXPERIENCE

QA Testing Intern, Blue Arrow Telematics

October 2020 - Current

Wake Forest, NC

Internship/part time position testing web based telematics and fuel card apps.

- Perform manual testing of application prior to new feature releases
- Create manual test tracking system
- Implement bug and feature improvement tracking system
- Build Page Object Model based automated testing

QA Tester, Faction Cooperative - Resilience App (volunteer position) May - July 2020

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 – July 2020

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 Associate – Wake Technical Community College – est. completion May 2022

Programming Fundamentals Certificate – Wake Technical Community College – 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 Triangle Software Quality Association
- Member of the Triangle Chapter of Women Who Code