**Andriy Zyuzikov**

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**Software Quality Assurance Engineer**

**SUMMARY:**

* I see software through user's eyes and can tell right away where they will experience a problem, will call to support asking for help
* Diverse life background
* Hands-on in professional web testing, client-server following Agile methodology
* Perform Functional, UI, Smoke, Regression, End-to-End, Cross-Browser/Cross-platform, User Acceptance, and API testing
* Experienced with SDLC including traditional Waterfall and Agile/Scrum methodologies
* Successfully co-founded and managed "Adsense Websites-as-a-service" startup
* Successfully built a passionate community around my educational products
* Open-minded (used to change IT to sales for soft skills improvement),
* Friendly (used to help people on the street when they ask for help: with health, money, parking, etc),
* Communicative (used to get first clients on Facebook through private messages),
* Patient (people used to say I am a good listener),
* Responsible (my credit payments in time always),
* Punctual (prefer to come to appointments earlier to be in time for sure)
* Team player who can take on new and varied tasks with an ability to prioritize and perform effectively in a fast-paced environment

**TECHNICAL SKILLS:**

Programming: HTML; CSS; JavaScript (entry-level); SQL

CMS: WordPress

Frameworks: Bootstrap

Bug Tracking: Jira

Wiki system: Confluence

IDE’s: Microsoft Visual Studio

Version Control: Git, GitHub

Other Tools: Postman (automation), Chrome DevTools, Loom

**EDUCATION:**

Telecommunications Academy (Odesa, Ukraine), 2007:

Master’s Degree in Informational networks,

Master’s Degree in Management of Telecommunication organizations

**CORE PROFESSIONAL COMPETENCIES INCLUDE:**

Test Case design, Bug reporting and tracking

**EXPERIENCE:**

**Jun-Jul 2022 – QA engineer, FLEA market project, USA**

**Project:** FLEA market e-commerce web app, 10 people

**Project Role:** QA engineer

Tasks and accomplishments:

* Worked in teams in a Scrum environment with daily Standup meetings
* Participated in the Sprint Planning, Sprint Retro, and other ceremonies to stay on top of product requirements and new features
* Wrote various QA documentation from scratch like Test Cases divided by features, Test Plan, general Smoke Test
* Verified and followed up on Bugs and other Issues on Jira
* Used Confluence to learn about features and requirements
* Executed manual Smoke and Regression Testing with every new build
* Reported the results to the managers and developers
* Helped QA team members

Tools: Jira, Confluence, Google Docs, Slack, Zoom

**Apr 2016 – Feb 2022 – IT startup, Ukraine**

**Project:** Content money (Websites for Adsense As A Service), 7 people

**Project Role:** Co-founder, Project manager, QA engineer, Customer Onboarding Manager, Customer Support Lead, Business Administration Lead, CFO.

Tasks and accomplishments:

* Developed BDR and PDR
* Gained inflection amount of customers to breakeven in first three months
* Implemented quality control in Agile environment (Kanban)
* Gathered customer feedback to improve our product ASAP
* Coordinated communications between customers and our developer
* Converted conflicts and angry customers into happy ones
* Returned our project to profitability in 3 months after Google changed requirements for websites
* Deployed a network of Wordpress websites
* Analyzed content metrics and customers statistics and provided feedback for improvements
* Administered and optimized financials
* Managed content creators' team

Tools: Wordpress, Skype, Google Analytics, Google Adsense, Google Docs, Facebook Groups, Proprietary statistics web-tools

**Feb 2013 – Feb 2015 – startup, Ukraine**

**Project:** ProfitPost (drag&drop web tool to publish interactive posts on Facebook), 3 people

**Project Role:** Co-founder, Project manager

Tasks and accomplishments:

* Designed web app architecture
* Wrote PRD and functional specifications for outsourced developer
* Managed development process according to Waterfall model
* Black Tested the functionality of every module
* Provided release, marketing, and support of web app

Technology: PHP, Flash, JS

Tools: Facebook, Skype

**Oct 2012 – Apr 2016 – Social media online instructor, 1day1step Academy, Runet**

**Project:** Facebook Pages Administration online training, 50 students

**Project Role:** tutor, mentor

Tasks and accomplishments:

* Graduated 500+ students
* Became tutor of the year in 1day1step Academy
* Implemented own methodology of the educational process
* Improved the mentality of students from “I can nothing” to “I got my first business results”.

Tools: Facebook Groups, Facebook Pages, Facebook Ads, Skype, mind maps, Google Spreadsheets, MS PowerPoint

**Jan 2011 – Apr 2016 – software tester, front-end developer, social media marketer, freelance, Ukraine**

**Project:** Facebook pages creating and advertising

**Project Role:** developer, tester, marketer

Tasks and accomplishments:

* launched MVP and gained an inflection amount of email subscribers and Facebook followers in 4 month
* Implemented "aka" Steve Jobs approach to selling my services
* Created HTML-Facebook tabs on demand
* Developed and executed black box and white box testing, acceptance testing
* Consulted alien front-end developers
* Got experience working with Facebook OAuth, API, JSON
* Created popular video series - Facebook Pages for marketers
* Got 5.0 out of 5 reviews on Facebook from 120 clients
* Won the Award “For huge contribution” from the Runet Facebook community

Technologies: HTML, CSS, JS, JQuery, Facebook OAuth2.0, JSON

Tools: Facebook Pages, Facebook Ads, Facebook Insights, Facebook Debugger, Youtube