

Ben Neilson

QA Specialist | Humble Human being

SUMMARY

- 4+ years of hands-on experience in testing web and mobile software applications.
- Strong analytical, prioritizing, verbal, written communication and problem-solving skills.
- Enjoy learning new tools and technologies.



EDUCATION

VANCOUVER COMMUNITY COLLEGE | WEB DESIGN | 2010

COLUMBIA ACADEMY | SOUND DESIGN, REC ARTS | 2004-2005

UNIVERSITY OF VICTORIA | BFA - VISUAL ARTS MAJOR | 2000 - 2002

CAMOSUN COLLEGE | VISUAL ARTS (UNIVERSITY TRANSFER) | 1998 - 2000



JOB EXPERIENCE

QA ANALYST | COMMUNITY MANAGER

DRAMAForum TRANSMEDIA, VANCOUVER, BC | 2013 - 2016

Quality Assurance

Performed functional, black box, regression, acceptance, and stress testing on web and mobile software applications to isolate and resolve issues. Logged/verified issues, built and maintained test plans, executed test cases and automated test scripts, delivered QA reports and provided feedback.

Community Manager | Customer Success

Synthesized community feedback & played the intermediary role between company and community. Created promotional content, updated and optimized blogs & social channels. Handled customer inquiries, subscription payments/cancellations, requests and FAQ.

QA ANALYST

ELECTRONIC ARTS, VANCOUVER, BC | 2011-2013

Performed functional, black box, acceptance, reliability, regression and automated testing for EA title websites, forums and account settings. Created test plans, submitted bug reports, pushed builds and managed test environments. Worked closely with development teams investigating, correcting bugs and deficiencies based on the testing results.

WEB MANAGER

FIRST AVENUE MARKETING, VANCOUVER, BC | 2010

Maintained, updated and authored new content for the company websites. Handled customer inquiries and affiliate payouts. Built landing pages and promo content. Monitored analytic tracking and provided reports.



OFFLINE

HOBBIES AND PERSONAL INTERESTS

Originally from Pemberton, BC, I naturally love the outdoors. I enjoy photography, design, making music, mountain biking, skiing and camping. I'm also a wine making enthusiast and currently trying to master the craft of beer brewing.



1255 Pendrell St. Vancouver, BC



604-715-9444



benneilson0226@gmail.com



www.b-n.me



instagram.com/benhayze



flickr.com/benhayze



www.facebook.com/benhayze

SKILLS

PROFESSIONAL SKILLS

Adobe Creative Cloud

HTML/CSS/Javascript

Test Tools: Selenium IDE, Jira, Test Rail

CMS [Wordpress, Drupal, Blogger]

Final Cut, Adobe Premier, Pro-Tools

PERSONAL SKILLS

Communication

Teamwork

Creativity

Leadership

Management