

Krystal Stanton

PHONE: (816) 674-6484 | EMAIL: KRISTALDELATTE@GMAIL.COM | LEE'S SUMMIT, MO |
LINKEDIN: [/KRISTALSTANTON](#) | GITHUB: [/BLDAMBTN](#) PORTFOLIO: GITHUB: [/KSTANTONPORTFOLIO](#)

Professional Summary

A seasoned QA Engineering Analyst with 7+ years of experience across legal support, business analysis, customer account management, and quality assurance. Expertise in leading QA teams, developing QA strategies, and ensuring product quality. Proficient in SQL, Jira, Postman, Xray, and testing methodologies. Adept at managing complex technical issues, identifying process improvements, and delivering high-quality solutions in fast-paced environments.

Technical Skills

- **Testing Tools:** Jira, Postman API, Xray
- **Programming & Query Languages:** SQL, HTML, CSS
- **Software Development:** SDLC, Agile Methodologies, OOP
- **Software & Tools:** Microsoft SQL Server, Microsoft Office Suite, Salesforce Vlocity, Adobe Acrobat X Pro
- **QA & Testing:** Regression Testing, Manual Testing, Agile Testing, UAT, Test Planning, Integration Testing
- **Other Skills:** Team Leadership, Team Motivation, Requirements Gathering, Business Analysis, Troubleshooting, Problem Solving, Remote User Support

Work Experience

Companion Protect – Kansas City Metropolitan Area (Remote)

QA Engineering Analyst | October 2023 – Present

- Lead a team of QA engineers to ensure product quality and performance.
- Develop and implement QA strategies and processes to streamline testing and issue resolution.
- Collaborate with development teams to identify and resolve software issues.
- Conduct comprehensive testing, quality assessments, and continuous improvement initiatives.
- Mentor and train junior QA staff on best practices and new tools.
- Drive the adoption of improved QA tools and methodologies (e.g., Jira, Postman API).

QA Tester | March 2021 – October 2023

- Utilized Jira and Xray to write and execute test cases for software enhancements.
- Designed and compiled test data to facilitate thorough testing across multiple environments.
- Participated in daily stand-ups, weekly grooming, pre-release, and post-release meetings.
- Identified and documented bugs for resolution by developers and project owners.
- Developed and implemented testing efficiencies and documented SOPs in Confluence.
- Worked independently to meet strict deadlines for software releases.

Companion Protect – Leawood, Kansas

Technical Support Specialist II | October 2019 – March 2021

- Delivered technical support via Happy Fox Ticketing System to clients.
- Analyzed client issues and provided step-by-step solutions.
- Reproduced software errors and documented detailed replication steps.
- Created knowledge base content and procedural guidelines for internal use.
- Trained team members during meetings and managed microchip registrations.

Jackson County Prosecutor's Office – Kansas City, Missouri

Legal Assistant | January 2016 – October 2018

- Liaison to attorneys, defendants, and police officers, managing case files and court documents.
- Prepared motions, briefs, and discovery; managed docket schedules and court filings.
- Assisted during trials by editing audio/visual materials and troubleshooting software.
- Managed case file archiving and responded to third-party records requests.

Plunkett Research Ltd. – Houston, Texas

Customer Account & Service Manager | August 2014 – May 2015

- Led client relations, developing long-lasting relationships with key stakeholders.
- Managed account metrics, created retention strategies, and oversaw billing administration.
- Provided product training and promotional materials to clients and internal teams.

Education

University of Houston – Houston, Texas

B.S. in Political Science | June 2015

Graduated Cum Laude | Dean's List

Certifications

- Certified Tester, Foundation Level (CTFL) | ASTQB - ISTQB | July 2022
- CSS Essential Training | LinkedIn Learning | May 2021
- HTML Essential Training | LinkedIn Learning | May 2021
- Vlocity Platform Foundations (VPF) | Vlocity, Salesforce | November 2020
- DAT201x: Querying Data with Transact-SQL | Microsoft Corporation through edX | March 2019

Achievements

- Promoted to QA Engineering Analyst in October 2023.
- Promoted from Technical Support Specialist I to Specialist II at Companion Protect.
- Awarded Excellence in IT 2017 by Jackson County Prosecutor's Office – SVU Team.
- Credited as a Writer/Editor in Plunkett's Energy Industry Almanac 2015.