

Steven Boutcher

Tech professional who values curiosity, good energy, and empowering those around him. Always learning and growing is a top priority.

PORTFOLIO WEBSITE → <https://www.stevenboutcher.com>

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EXPERIENCE

Fetch Rewards, Madison, WI (Remote) — QA Analyst

MARCH 2020 - PRESENT

- Designed and developed a “receipt faker” web app to enable the QA team to test the mobile app’s receipt scanning UX more quickly and easily
- Created several multimedia training materials on the company wiki to fill in team knowledge gaps

Fetch Rewards, Madison, WI — Client Support Specialist

OCTOBER 2019 - MARCH 2020

- Caught and logged a bug found with a specific gift card reward that was creating a poor UX for iPhone users
- Helped with Spanish Zendesk tickets when the team was temporarily without a bilingual support specialist

Walgreens, Janesville, WI — Shift Lead

FEBRUARY 2019 - OCTOBER 2019

- Prioritized excellent customer experience, acquiring enough business knowledge to work independently, and empowering my team to help customers in my absence

EDUCATION

University of Wisconsin - Whitewater, Whitewater, WI — Spanish Education, BSE

SEPTEMBER 2012 - DECEMBER 2018

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SKILLS

HTML/CSS/JS

React.js

Responsive Design

Functional Testing

API Testing

MongoDB

Node.js

Ruby

CERTIFICATES

ASTQB - Agile Tester

LANGUAGES

English, Spanish