Areas for Improvement:

**Organization** – When I am assigned a case and receive log files, screenshots, descriptions of errors etc, that information is saved off on my desktop and I have to search for the correct information when I need to enter support issues, ask questions, or do further research.

Improvement – Organize files by case number and create folders to save on my desktop for easy access. Once case the case has been closed, delete the folder.

**Networking –** I need to become more knowledgeable about networking in general. Switches, routers, host files, etc. I realize it is a small part of my job BUT when customers mention these things it would be nice to at least have an understanding.

Improvement – Brush up on networking basics. I’ve taken networking classes in the past but since I have not actually applied any of that knowledge most of it has escaped me. Reading in my spare time will allow me to regain what I have lost.

Goals:

I would like to learn more about QA Wizard. Now when I receive a QAW case, I almost immediately ask a question in slack or create a support issue. Sometimes the answer can be something that I could have found on my own. Being that I do not have that much knowledge, I immediately seek help. Within the next year, I would like to be able to troubleshoot QAW cases similar to the way I troubleshoot TestTrack or SCM cases by conducting independent research before I seek help. In order to accomplish this I will need to learn more about QAW. This will include: reading documentation, best practices, and delving into the sample scripts to see how they are working.

I would also like to learn more about SOAP. Typically when I have assigned a SOAP case I first verify the SOAP call/operation is working in SOAPUI. There have been several times when customers have had issues with WSDL files or they’re using Axis and there is some fix that needs to be applied. The latter can simply be found by googling the issue.