

CYDNEY POLLARD

MANUAL QA ENGINEER

cydneypollard.hire@gmail.com

Atlanta, GA

Mobile: 470-718-2835

PROFILE

Dedicated and detail-oriented Manual QA Engineer with a strong background in technical problem-solving and cross-functional collaboration. Experienced in manual testing, troubleshooting, and customer support. Committed to delivering high-quality products and driving company success through effective communication and relationship building. Seeking to leverage my skills and experience to contribute to a fast-paced environment as a Junior QA Engineer.

SKILLS

- Manual QA Testing Techniques
- Agile Methodology with Scrum
- SQL and MongoDB Databases
- Postman (API Testing Software)
- Troubleshooting and Debugging
- Cross-Functional Collaboration
- Excellent Problem-Solving Skills
- Javascript, CSS, and HTML
- Exceptional Communication and Relationship-Building Skills
- Test Planning and Execution
- Test Case Design and Documentation
- Jira, Trello, Confluence (Work Management Tools)

CAREER EXPERIENCES

API Engineer (Junior Application Solutions Engineer)

Priority Technology Holdings, Inc. | NOVEMBER 2022 - PRESENT

- Identifying the root cause of complex issues that require in-depth evaluation to provide effective and scalable solutions and ensure seamless integration of the company's reporting CRM APIs for new partners while documenting all processes
- Supported Integrations team for API integration project for the company's largest VIP client, projected to process \$1.1 billion in transactions
- Performing UAT, Positive, Exploratory, Negative, and API testing to ensure endpoints provide correct responses, bug causes are identified and insights are provided to the appropriate team.
- Cross-training current team members on API issues within the company's reporting CRM platform
- Reviewing code for JavaScript scripts that update skewed data between servers and databases while testing and controlling the changes applied to sandbox and production environments.
- Developing SQL queries for analysis, monitoring, and report generation.
- Collaborating with program managers and technical writers to update API documentation for reporting CRM platform

Technical Support Representative

Site Group | NOVEMBER 2021 - NOVEMBER 2022

- Troubleshoot through hardware functionality problems that prevented the full use of products through the Salesforce platform
- Earned Agent of the Month for September 2022 for displaying excellent mentorship with current team members
- Created internal resources for all company members to assist in training incoming team members
- Tested for cross-browser, cross-platform, and cross-device compatibility for all applications to ensure software meets users' experience
- Evaluated team members' calls to insure call quality is meeting company standards

Creative Virtual Assistant

Cydney B Design Services, LLC. | DECEMBER 2019 - DECEMBER 2022

- Designed, developed, and tested responsive web applications and crafted graphics for small businesses with \$0 ad spent budget
- Curated online course materials for content writer and editor to result in a course selling to full capacity upon opening week of course launch, collecting \$5,000 in net sales
- Assisted in social media launch for resume writing coach by designing social media graphics based on market research of audience

EDUCATION & CERTIFICATIONS

General Assembly Atlanta | **JULY 2019 - OCTOBER 2019**
Certification of Software Engineering - Full Stack

University of West Georgia | **AUGUST 2015 - MAY 2018**
Bachelor of Art in Studio Art, Minor in Marketing