YELENA STAROSELSKAYA

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Objectives

To secure a position as a **QA / Software Tester** with an exceptional organization seeking a highly qualified QA specialist to perfect the quality of software.

Summary

- A highly competent Software Engineer with **over 7 years** of experience in both **Manual and Jr. Automation** testing of applications.
- BS & **MS in Computer Science**.
- Solution-oriented Quality Assurance Software Tester with expertise in identifying and defining testing strategies, tracking testing progress and results for test cycles to assess and enhance product and process quality and efficiency with extensive experience with desktop and mobile app, Web Design, and Web Site Administration.
- Professional knowledge in Accounting, Insurance, Customer Service, and Booking applications.
- Accessibility testing. Experience with 508 compliance review.
- Experience with E-commerce in the cruise/tourism industry, IVR system.
- Good knowledge of various DevOps tools and technologies.
- Experience with Git version control and GitHub as a cloud repository.
- Knowledge of API and programming language used for QA automation.
- Skills in the implementation of Page Object Model (POM), and Java Object Oriented Programming (OOP) approach for Automation Testing Framework.
- Experience with QA Automated Testing Tools (Selenium, Postman, SoapUI).
- Skilled in manual and automated testing of desktop, mobile, and web applications, creating test plans and test cases across multiple systems, cross-platform, cross-browser Testing by executing the test cases in Firefox, Chrome, Safari, and Edge, and helping to increase testing efficiency.
- Expertise in Database Testing, and knowledge of writing SQL queries to retrieve, insert, and update data from the SQL server database as well as Oracle and MySQL database.
- Expertise in Smoke testing, Positive, Negative, Black Box, Functional Integration Regression, and UAT testing.
- Excellent experience in each step of the Software Development Lifecycle (SDLC), Software Testing Lifecycle (STLC), and Agile development methodologies with major responsibilities in all the phases.
- Active participation in sprint planning for testing activities.
- Led the team in planning, writing, and executing tests on complex data from sourcing to calculation based on business and functional specifications.
- Prioritize, manage multiple assignments, and direct the work of others to meet deadlines.
- Experience in analysis of Software Requirement Specifications, use cases, and development of Test Plans, Test Scripts, and Test Cases. Experience in writing Test Cases according to business requirements and User Stories.
- Worked closely with Scrum Masters, Product Owners (PO), and Business Analysts (BA) and used tools like Jira and HP Application Lifecycle Management (ALM) to follow the process.
- Proven ability to excel in fast-paced environments and achieve quality deliverables within timelines.
- Strong understanding of engineering tools and concepts.
- Detail-oriented. Strong analytical skills. Strong listening, presentation, and interpersonal skills. Good team player.
- Quick learner with a great sense of duty, responsibility, punctuality, and teamwork, eager to learn new products and technologies.
- Experience in an accounting environment such as payroll, taxes, bookkeeping, booking, direct deposit and payments.
- Strong initiative, priority-setting, and collaboration skills. Able to work under stress.

- Received "Silver Archer" International Award.

Skills

- **Testing Tools:** Selenium IDE, Visual Studio, SQL Developer, Postman, SoapUI
- **Testing Types:** Manual, White & Black Box, Functional, Smoke, API, ETL, Usability, Accessibility, Localization, UI, Regression, End-to-End, Front-End, Back-End, Acceptance/UAT/Beta
- **Project Management Tools / Bug Tracking Tools**: Asana, Jira, Confluence, Slack, ServiceNow
- **Database:** MySQL, MS SQL Server, AWS, Oracle
- **Documentation:** MS Office Products (Word, Excel, PowerPoint, Outlook), Office 365, Google Docs, Google Forms, MS OneNote, Snagit
- **Operating Systems:** MS Windows (Vista, Windows 7 & 10,11), Mac OS, Android, iOS
- **SDLC Methodologies:** Waterfall, Agile/Scrum, Agile/Kanban
- **Browsers:** Internet Explorer, Mozilla Firefox, Google Chrome, Opera, Safari, Edge
- **Software and Platforms:** MS Azure, IVR system, Zoom, Cisco WebEx, MS Teams, Visio, Adobe (Lightroom, Dreamweaver, Photoshop), Corel Video Studio, SSIS, SSRS, Power BI, QuickBooks, Citrix Workspace, Splunk
- **Knowledgeable:** 508 Compliance: JAWS, Wave, ZoomText, Dragon, Talkback, VoiceOver; API: SOAP, XML, REST, JSON, Swagger Editor; GitHub, Bitbucket
- **Security:** DHS/TSA PIV authorization, Dual-factor authentication (2FA), Cisco AnyConnect VPN, Anti-phishing rules, AAA (Authentication, Authorization and Accounting)
- **Interpersonal:** Good team player, Organizational, Multi-tasking and Time-management skills. Easy going person, always looking for opportunities to learn new technologies.

Work Experience

QA ENGINEER
Norwegian Cruise Line (NCL) - Miami, FL
September 2021 to Present
- Performed Smoke, Usability, Regression, API, UAT and Functional testing using Jira, Citrix, Swagger, Splunk, SQL Server, Cloud, AWS, SoapUI, ServiceNow, Microsoft Office 365 (Teams, SharePoint, Excel, PowerPoint, OneNote, etc.) and Agile.
- Partnered with business analysts and developers to build detailed and effective test cases for Reservation System.
- Testing of web services and web applications.
- Created and executed test cases for Interactive Voice Response (IVR) system, API, web, and desktop applications for testing in a test and then in a production environment during deployment.
- Designed, developed, and executed automation scripts using selected tool suites.
- Defect Management. Identified, documented, and tracked defects/bugs.
- Wrote post-deployment evidence with test cases and screenshots, adding documentation to Jira.
- Stays informed of changes in technology.
- Created reports, tracked problems, and reported on errors/bugs that are identified to the technical and non-technical team members for an effective solution.
- Used knowledge in SoapUI, Swagger, and Splunk to perform API (REST/SOAP) testing tasks.
- Collaborated with off-site teams to complete timely tests by streamlining testing processes to verify and validate results and facilitate smooth product releases using Teams, Zoom, Confluence, and OneNote.
- Back-end testing using SQL scripts and conducting user acceptance testing to perform data validation.
- Engage in the full life cycle of testing and Quality Assurance practices, in multiple types of projects.
- Strong focus on delivering a quality product to production environments.
- Preparing templates for testing.
- Training new team members. Created and conducted presentations on the technological process to improve the quality of testing in the team.
- Identification and elimination of inaccuracies in business rules during testing, which allowed an increase in the profitability of the company.

- Experience in accounting environment. Examples of tests: registration, password reset, booking cruises, hotels and flights (via UI or API), transfer schedule, payment and refund by different types of credit cards, sending an email with a set of documents for each passenger, data transfer to the cloud, database validation and so on.

SOFTWARE QA / DATA ANALYST
RELI Group / Client DHS (TSA) - Arlington, VA
June 2020 to August 2021
- Updated the requirements traceability matrix to document requirement ID, type, description, and test case status.
- Designed and updated test cases and test scripts for automated testing using Selenium.
- Interfacing with business partners on their data needs, requirements for new data requests, tracking and prioritizing changes.
- Checked software programs for usability, functionality, and design issues.
- Assisting team with data analysis and ensuring quality of outputs and in the planning, creation, and control of the test environments using Jira/Confluence, Slack, Bitbucket.
- Compiled data on quality issues, risks, compliances, vulnerabilities and reported all findings to Scrum Master and Developers with suggestions for improvement.
- Analyzing and visualizing data with SSRS and Power BI.
- Working with spreadsheets and relational databases.
- Knowledge of research techniques, scientific sampling, use of PCs and business software.
- Understanding/experience of marketing research and application.
- Using Zoom, MS Teams, and Cisco WebEx attended listening sessions (quality assurance calibration, patience, leadership) and provided information to improve current processes.
- Accessibility testing. WCAG. Developed and created clear written test plans for the 508 compliance project that encompassed JAWS, Wave, ZoomText, Dragon, Talkback, VoiceOver tools.
- Created test plans for mobile and web applications and execute a bunch of cross-browser (Firefox, Chrome, Edge) and cross-platform (Windows, Mac OS, Android, iOS) test cases, and helping to increase testing efficiency.
- Augmented knowledge of software and tools by actively participating in all available training and workshops.

SOFTWARE TESTER
Academic Center Metaphor - Falls Church, VA
March 2018 to May 2020
- Worked on such projects as designing bilingual web applications.
- Designed data gathering process using MS Office Products.
- Analyzed business requirements and user stories to create and execute a bunch of cross browser and cross platform test cases.
- Performed Smoke, Usability, Regression, Functional, and End-to-End testing.
- Oversaw front-end and back-end testing.
- Designed and developed basic automation test cases using Selenium IDE.
- Experienced in test planning, choosing test strategy, coverage and acceptance criteria.
- Assisted in system integration and user acceptance testing on later stages of SDLC.
- Performed SQL queries to retrieve data from databases to validate data mapping.
- Worked in financials and accounting environment on the software side.
- Performed as part of the several Agile teams.
- Participated in Scrum meetings for the architecture and design features in the development cycle, influencing it to drive quality and adherence to the specification.
- Supported users through training, as well as providing one-on-one technical assistance.
- ETL testing using SSIS ETL environments.
- Designed, developed and executed detailed ETL related functional, performance, integration and regression test cases scenarios, and scripts to ensure quality Data Warehouse / BI applications.

- With knowledge of 508 compliance, I recommended advanced features for web application. My suggestions helped to attract people with disabilities, which increased the number of visits to the site. Used accessibility testing for web and mobile.
- Identified, analyzed, and documented defects/bugs utilizing Jira/ALM as defect tracking system.
- Experience in accounting environment such as payroll, bookkeeping, booking, direct deposit and payments.

QUALITY ASSURANCE TESTER / DATA ANALYST
RussianDC Inc. / Client Target Labs Inc. - Vienna, VA
December 2015 to February 2018

- Organized and analyzed project, design, and business requirements and facilitated design and development of test scenarios, manual test cases, test plans, test scripts, and release notes. Oversaw testing including black box testing, functional and non-functional testing, regression testing, exploratory testing, and usability testing.
- Facilitated the development of QA data for testing purposes. Held responsibility for creation and maintenance of test results and logs. Reported defects arising during the test cycles and participated in identification of remediation strategies. Attended regular Scrum meetings.
- Worked on such projects as:
  - Search system.
  - Creating a password management, file synchronization and backup solution.
  - Software for the video cameras.
  - Designing web applications, etc.
- Key Achievements:
  - Designed and executed manual test cases.
  - Leverage Selenium experience to develop and deploy automation test cases.
  - Scripting for automated testing in Python using PyCharm.
  - Successfully validated data mapping by designing and executing SQL queries for retrieving data.
  - Performed back-end testing of MS SQL Server 2016 database.
  - Documentation of identified defects with Jira/Cucumber and help developers solve problems.
  - Worked with design & development teams to resolve open issues regarding new functionality using Git.
  - Worked with off-site teams to complete timely tests and facilitate smooth product releases.
  - Used MS Office Products to document project features, capabilities and requirements.
  - Working experience in Agile environment.
  - API Testing (SOAP, XML, REST, JSON).
  - Mobile app testing for iOS and Android.
  - WCAG. Accessibility testing using JAWS/ NVDA on both web and mobile platforms.
  - Conducted load tests to determine server operating parameters using JMeter and BlazeMeter.
  - Working knowledge specific to E-Commerce/Marketplace using ServiceNow.
  - Worked with OPP Migrations/Office 365.
  - Performed black box testing on data bases virtualized in AWS / Cloud and MS Azure.
  - Ensured cross-platform test coverage reliability through comprehensive testing on diverse browsers.
  - Using Photoshop for visualization of graphic content, and Corel Video Studio for video.

Education and Certifications

- **BS&MS in Computer Science**
  Saint-Petersburg State Technical University
- **Comprehensive Software Testing / QA Analyst Program**
  Learnix Tree Center
- **Web Design, HTML/CSS, Introduction to Dreamweaver, JavaScript, Oracle SQL**
  Tysons Institute
- **Agile with Atlassian Jira**
  Coursera, Inc.
- **Section 508 Standards for Web**
  DHS & OAST

- **Microsoft Azure Master Class**
  NetCom Learning
- **SQL Fundamentals Course**
  SoloLearn, Inc.
- **Data Analytics**
  Shaw Academy
- **Multimedia Tools in Online Journalism, Digital Photo, Social Networks**
  Moscow State University (MSU), Faculty of Journalism
- **SD-WAN Workshop**
  Silver Peak & Teneo
- **Other Training, Certificates and Awards**
  - **Multiple courses**, Higher School of Economics
  - **International "Silver Archer" award** for efforts in creating informational environment and forming positive image and consolidating of the native diaspora throughout the United States.

Personal Information

- Citizenship: **US Citizen**
- Address: **Sunny Isles Beach, FL** & **Falls Church, VA**
- Gender: **Female**
- Ethnicity: **White**, not Hispanic or Latino
- Veteran Status: **I am not a veteran**
- Disability: **I don't have a disability**
- Willing to Travel: **Yes**
- Willing to Relocate: **Yes**
- COVID-19 Vaccination Status: **Fully vaccinated**
- Clearance: **Public Trust, DHS clearance**
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- Time zone: **EST**
- References: **Available upon request**