

Eliza Walker
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SUMMARY:

- Experience in an agile software development environment and software Product Testing experience with document control and project management skills.
- Strong understanding of Software Development Life Cycle (SDLC) and STLC/QA standards, SQA Methodology, testing strategies, and tools
- Experience working on Agile SCRUM development processes on multiple projects in a dynamic, fast-paced team environment
- Participate in Daily Stand-ups, Sprint Planning, Sprint Demos, and Sprint Reviews and retrospectives.
- Perform integration, functionality, system, GUI, regression, load, and acceptance testing using manual methods and testing tools on multiple web-based and mobile products and platforms by validating the acceptance criteria and requirements.
- Collaborate with Engineering and Product Management to understand requirements and design test plans that meet company needs concerning functionality, performance, scalability, reliability, usability, agile implementation practices, and adherence to testing goals and principles.
- Creating and developing QA documents such as Test Plans, Test Cases, and Bug reports, ensuring development outputs meet defined specification cases in coordination with Business requirements and technical Specifications.
- Perform cross-browser testing using Safari, Firefox, Chrome, etc.
- Manage all aspects of test execution in support of Mobile releases/projects.

TECHNICAL SUMMARY:

- Platforms: Windows 10/8/7, and MacOSX, Salesforce
- Mobile Platforms: Windows Mobile, iOS, Android (TestFlight)
- Programming: HTML, CSS, SQL, Gherkin, JavaScript
- Management tools: JIRA, Jenkins, Rally, Android Studio, Figma, Coda, Slack
- Applications: MS Office Apps, Success Factor, Deltek, Virtual Edge, Siebel, RST

SKILLS:

- Excellent verbal and written communication skills, attention to detail, great collaboration and interpersonal skills
- Strong ability to work independently and manage time
- Strong ability to accurately execute a test script
- Great team player; curiosity with a strong desire to continually learn and take on increasing levels of responsibility with a “go-getter approach.”
- Strong customer service experience

EDUCATION AND TRAINING:

- Scrum Master Certificate
- Salesforce Admin Certificate
- Master Certificate program - University of Houston in Downtown
- Continuing education in Computer Science - Lone Star College, North Harris, Houston, Texas
- B.S. in Management and Education - Arbaev Kyrgyz State University, Bishkek, Kyrgyzstan

PROFESSIONAL EXPERIENCE

11/2020 - Present

Senior Software Quality Engineer
Sitracker - Remote

- Salesforce QA specialist focusing on a CRM application designed for project management in the telecom industry. Create, document, execute, and maintain test plans for Web, Mobile, and Community contractor platforms by performing functional, smoke, regression, sanity, localization, usability, compatibility and performance testing by using Jira/TestRail management tools.
- Provide customer support by collaborating with both the customer and sales representatives. Communicating technical information to stakeholders, product managers, and corporate personnel to ensure clear requirements and test scenarios are confirmed.
- Collaborate with Product Owners and UI/UX designers to capture customer flows and translate them into test scenarios. Suggested product development ideas and recommendations to improve product quality and product features.
- Periodically facilitated scrum events and meetings. Mentor new hires to ramp them up by providing the proper training.

07/2020 - 10/2020

Software Quality Assurance
Abbott Laboratories - Remote

- Executed functional, usability, compatibility, and performance testing on Salesforce products according to test procedures using ASQ - HP ALM tool. Set up and conducts regression tests using written test cases and test requirements.
- Conducted client/server and browser-based software testing by performing on desktop and mobile platforms such as iOS and Android devices to ensure that application functionalities worked as expected.
- Shared knowledge with other test engineers and continuously researched industry best test methods and technologies by assisting the team in tracking issues and working out the steps to reproduce, locate, and fix.

05/2019 - 05/2020

QA Engineer / Manual Tester
Visa - Austin, TX

- Performed manual iOS and Android mobile application testing by creating test cases and using Android, Test flights, Jenkins software tools, and using ADB-commands.
- Documented and reviewed defects/issues in Jira BTS, including relevant brief descriptions of the problem with detailed steps to replicate. Planned and executed functional and regression, usability, compatibility, system, and performance testing.
- Installed applications and proceeding testing Assisted the Development team in tracking down issues and working out the steps to reproduce
- Helped the Automation team with updates and clean-ups of Gherkin test scripts by creating new ones.

01/2018 – 02/2019

QA Engineer / Manual Tester
ValleyTekSolutions - Remote

- Entire lifecycle QA experience – designed test plans/cases, executed and maintained manual test suites, analyzed the results, reported, tracked, and triaged defects, and ultimately decided on test completion.

- Documented defects/issues in Jira BTS, including relevant brief descriptions of the problem with detailed steps to replicate
- Wrote and executed test cases on significant features of the application
- Planned and executed functional, integration, regression, usability, compatibility, system, and performance testing
- Performed cross-browser tests (Firefox, Chrome, Safari, etc.)
- Tested native mobile applications by performing compatibility testing with various mobile platforms, such as iOS and Android, to ensure that functionality works as expected. Installed applications and tested using Jenkins, Testflight software tools, and ADB commands by connecting the Android device to the computer with a USB cable.
- Advised stakeholders and developers regarding usability issues
- Shared knowledge with other test engineers and continuously researched the industry's best test technologies
- Assisted the Production/Development team in tracking issues and working out the steps to reproduce, locate, and fix them.
- Completed regression/verification testing in the required time.
- Environment: Windows, MacOS, iPad, iPhone, Android, MySQL, Jira

08/2013 - 01/2018

HR/Technical Recruiter

Bureau Veritas – Houston, TX

- Overall responsibilities included implementing and executing talent acquisition strategies across all business units and divisions within the company.
- Established recruiting requirements by studying organizational plans and objectives; and meeting with managers to discuss company employment needs.
- Prepared and supported hiring managers during the interview process to ensure interviews were conducted efficiently and professionally.
- Coordinated and supported HR with new hire processes from the beginning till the end of hiring procedures. Duties also included the following tasks:

10/2011 – 08/2013

Junior QA Engineer

Intertek - The Woodlands, TX

- Performed manual testing of web applications, including test case creation and verification of fixed issues/bugs.
- Performed cross-browser testings (Firefox, Chrome, Safari, etc.) by documenting defects/issues in BTS, including relevant brief descriptions of the problem with detailed steps to reproduce.
- Provided online and conference call training for users in different affiliations, including overseas offices (Europe, Latin American countries, Canada, and Mexico) by assisting Managers and Project Coordinators with their questions. Participated in ensuring the smooth functioning of the unit's operations
- Coordinated initiatives by planning and creating project plans throughout the process; started user guides and manuals for new web-based database systems as a handbook style.
- Provided Management support by advising/consulting on application development and improvement
- Tested the RST (Resource Searching Tool) application for internal use and consequently completed regression/verification tests.
- Identified, analyzed, reported, tracked bugs, and drove issues to resolution
- Reviewed defects raised by business stakeholders and updated for accuracy as necessary
- Performed functional, usability, performance, and end-to-end testing, implemented agile practices, and met testing goals.

References upon request