DESISLAVA ANDREEVA

QA AND SUPPORT ANALYST

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RELEVANT SKILLS

- Manual Testing
- API, Performance, Regression testing
- Quality Customer Service

WORK EXPERIENCE

QA and Support Analyst
Net Natives
November 2020 to February 2024 (3 years, 4 months)

- *Working with the development team to plan, design, and execute test cases for SaaS products, meeting functional requirements and performance standards.*
- *Testing API's and integrations like Salesforce, Facebook Ads, WebHooks, Slate, Zapier, and others using Postman tool.*
- *Creating conversion tracking for various platforms.*
- *Troubleshooting existing tracking and measurement solutions enabling clients clarity on key performance KPIs.*

EDUCATION HISTORY

QA Engineer Diploma
Institution: Software University, Bulgaria
Year of Graduation: 2025

- *Programming for QA*
- Back End Test Automation
- Front End Test Automation

CERTIFICATIONS

ISTQB Foundation
Institution: BCS, The Chartered Insitute for IT
2023

ITIL Foundation
Institution: AXELOS Global Best Practice
2018