

Emily Dokken

QA Engineer

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PROFILE

QA Tester with experience building exploratory, accessibility, and regression test plans. Project leader, managing teams to consistently meet quarterly goals. Proficient problem solver, providing a wide scope perspective that allows mutually beneficial solutions for all parties. Self-motivated with a positive attitude and a strong belief that teams can achieve anything through hard work, determination, communication, and a growth mindset.

SKILLS

Agile Methodologies



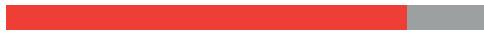
Debugging & Troubleshooting



JIRA / Atlassian



HTML & CSS



Selenium & Javascript



PASSIONS

 Travel

 Photography

AWARDS

Squarespace 2016

Spotlight Award for Excellence in Customer Service

University of Idaho 2011

Outstanding Senior Design Award

EDUCATION

University of Idaho, 2006

Bachelor of Science, Virtual Technology & Design

Epicodus, 2017

Introduction to Programming

WORK EXPERIENCE

Squarespace, Present - QA Tester II

- Exploratory, regression, feature-specific, & accessibility testing
- Create and oversee test plans
- Manage project teams
- Automate test scripts
- Collaborate with engineering teams & project stakeholders
- Facilitate advisor QA residency
- Maintain composure while working on multiple projects at once

Squarespace, 2015 - Senior Advisor

- Respond to customer-submitted live chat & email requests
- Exceed pace & quality scores while troubleshooting and guiding customers through website setup
- Identify & communicate system/site-specific issues to Product Solutions team
- Maintain high level of product knowledge through multiple product releases
- Aid in training of new hires and provide constructive feedback during their on-boarding
- Present and moderate Webinars for new customers
- Examine community forum for outdated, incorrect, and successful solutions

Dokken Implement, 2016 - Freelance Web Designer

- Curate, design, & build Squarespace websites
- Maintain client relationships

U.S. Outdoor Store, 2013 - Copywriter

- E-commerce Product Photographer
- Modify images using Adobe Photoshop
- Participate in strategic marketing meetings
- Edit & film product videos using Adobe Premiere
- Write and edit product descriptions for e-commerce website