FRANCESCO A. ALBANESE JR

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Quality Assurance Engineer with experience in software development, customer service, and management.

PROJECTS

HotSpot | UNH's Coding Bootcamp   Developer
- Travel search app using a third-party API. Users can create accounts and save their searches. The technologies used were HTML5, CSS3, JavaScript ES6, Node.js, Express.js, Heroku, GraphQL, MongoDB, Mongoose, and several npm modules.

Movie Refresh | UNH's Coding Bootcamp   Developer
- Movie search engine built using third-party APIs. Provides user with relevant information about Movies they have seen or wish to see.
- Working in an agile team, developing a web application from scratch. Relevant technologies used were HTML5, CSS3, Bulma, JavaScript ES6, and several APIs.

PROFESSIONAL EXPERIENCE

Promoboxx Boston, MA

Senior *QA Engineer*   February 2024 - Present
- Execute functional, regression, performance, and usability testing to ensure product quality.
- Maintain and provide legacy product knowledge needed to make informed product decisions.
- Collaborate with product teams for enhancements based on user acceptance testing results.
- Assist customer and sales teams in troubleshooting and documenting issues found in the application.

QA Engineer   May 2022 - February 2024
- Manage a suite of manual test plans to implement when new features are ready to test.
- Analyze test results and report defects to development teams to ensure timely resolution.
- Ensure the successful deployment of new features and coordinate with relevant stakeholders.
- Design, develop, and maintain automated test scripts using Cypress.

Manager, Customer Support / Team Lead, Customer Support   June 2020 - May 2022
- Point of escalation for high-priority or difficult customer interactions.
- Implemented new support processes that led to a 15% decrease in first response time and a 24% decrease in overall response time between 2020 and 2022.
- Responsible for the hiring and growth of company's new entry-level employees.

TECHNICAL SKILLS

- Experience with the following technologies:
    - HTML5, CSS3, JavaScript ES6, Bootstrap, Bulma, JQuery, Moment.js, Node.js, Express,js, NPM, SQL, MongoDB, Git, GitPages, Heroku, Cypress, DataGrip, Postman, GraphQL, CircleCI, Material UI, DataDog

EDUCATION

Emmanuel College, Boston, MA   Graduated May 2018
Bachelor of Arts degree in Business Management w/ a concentration in Marketing

University of New Hampshire's Coding Bootcamp   Graduated September 2022