





Gabbie POND



1001 S Campus Dr. Unit 2438

Orem, Utah 84058

Summary

Detail-oriented QA Analyst with expertise in functional testing, test case creation, and automation testing within an Agile environment. Skilled in authoring and maintaining test cases, executing integrated functional and regression testing, and ensuring software quality through automated testing frameworks. Strong technical proficiency in testing methodologies, defect tracking, and software tools, with a keen eye for identifying and resolving issues efficiently. Adept at collaborating with cross-functional teams to enhance software reliability and user experience.

Employment

Ice Mortgage Technology: March 2024 - present

- Effective issue resolution and troubleshooting by leveraging my 6+ years of customer service and Salesforce experience to diagnose and resolve client issues. This skill translates directly to identifying, analyzing, and finding defects. Strong attention to detail and strong problem-solving abilities.
- Strong product knowledge and client advocacy by developing expertise in company products and services while managing customer needs.
- Create documentation and reporting by meticulously tracking client interactions, issues, and solutions. My technical expertise enables me to create detail Jira stories and documentation.
- Collaboration with counties, technical staff, and product teams to resolve complex client issues. Effective resolution through strong verbal and written communication skills, along with my calm demeanor.

ArbiterSports & FamilyID: Apr 2021 - March 2024, Sandy UT

- Email, Training & API Specialist: Specialized in email, training, and API-related tasks.
- Customer Satisfaction: Dedicated to ensuring customer satisfaction with products and services.
- Proactive Client Engagement: Proactively follows up with clients, educates them on products or services, and quickly resolves issues to enhance their experience.
- Cross-Departmental Collaboration:: Collaborates with other departments to address complex issues, promoting a unified approach to problem-solving.
- Troubleshooting and Training: Proficient in troubleshooting software problems and providing training to both customers and personnel on software applications. Handles API-related issues and administrative account changes efficiently.

Internships: *ArbiterSports: Jun 2023 - Aug 2023*

QA Tester - Testing new sprints every 2 weeks with Jira.

Automated testing with Selenium and API implementation with postman.

Use Case, test case documentation, and manual testing.