**GINA FERGUSON**

**SOFTWARE ENGINEER**

**PROFILE**

Software Engineer and Computer Science undergraduate with 4+ years of experience in QA, specializing in test automation, accessibility, and collaborative problem-solving. Proven expertise in scripting 100+ P0 tests, reducing efforts by 50%, and leading high-impact projects such as React Native Rewrite, Apple Pay, and Venmo integrations. Passionate about leveraging technology to enhance user experiences.

**RELEVANT SKILLS/KNOWLEDGE**

* Programming Languages: Ruby, Python, C++, SQL, JavaScript, TypeScript, HTML/CSS, JSON
* Automation Frameworks: Detox, Cypress, Appium, Jest, Jasmine, Cucumber
* Testing & QA: Accessibility (a11y), BDD, Stress Testing, API Testing, Unit Testing, End-to-End Testing, Regression Testing, Sanity Testing, Test Planning, Test Case Writing
* Version Control & CI/CD: Git, GitHub CI, CircleCI, Jenkins
* Database: Relational Databases (SQL), BigQuery, Firebase
* UI/UX Tools: Figma, Xcode Accessibility Inspector, Android Studio, Appium Inspector

**EDUCATION**

**Portland State University**  Portland, OR Expected 06/27  
*Bachelor of Science Degree, Computer Science*

**Portland Community College**  Portland, OR Expected 06/25

*Dual Enrolled at Portland State University |* GPA: 3.65  
 **Relevant Coursework:** Information Systems and Programming, Discrete Structures(I, II), Public Speaking, Technical Writing, Programming (I, II, and III), Computer Science II, Data Structures, Calculus (I, II)

**RELEVANT WORK EXPERIENCE**

**Technical Operations Specialist,** *Freakscene.diy* Portland, OR 01/25-Present

**•**  Redesigned web and app using HTML, CSS, and JavaScript for an accessibility-friendly color theme

• Utilizes mySQL and Postman to write and automate dev workflows and tests

• Reports and fixes bugs directly in a local environment, then in a production environment

**Senior QA Engineer,** *Mercari* Portland, OR 09/20-04/23

* Scripted 100+ P0 tests using TypeScript and Detox, reducing testing efforts by 50%
* Led Apple Pay and Venmo integrations, boosting GMV through seamless payment experiences
* Led A/B testing with LaunchDarkly, enhancing feature rollouts with real-time user data

**QA Tester,** *Mercari* Portland, OR 06/19-09/20

* Developed Mercari’s first mobile app automation framework using Appium for iOS/Android.
* Revamped web checkout process, integrating Apple Pay, PayPal, and card authentication
* Implemented SQL-based database tests, documented findings for future scalability
* Published accessibility testing documentation, prioritizing inclusivity company wide

**Customer Experience Lead,** *Mercari*  Portland, OR 10/17-06/19

* Triaged customer-reported bugs for QA, reducing backlog by 40%.
* Built and presented full agent reports using Looker, GoodData, and Zendesk Dashboards on Jira, ensuring alignment between engineering and CX

**OTHER WORK EXPERIENCE**

**Food Pantry Assistant,** *Portland Community College*  Portland, OR 01/24-06/24

**Student Receptionist**, *Portland Community College* Portland, OR 08/24-03/25