ISOLDE MERCER

Software QA Engineer

✉ i.mercer@email.com

📞 (123) 456-7890

📍 New York, NY

in **LinkedIn**

EDUCATION

Bachelor of Science
Software Engineering

Rochester Institute of Technology

📅 2010 - 2014

📍 Rochester, NY

SKILLS

- TestRail
- Selenium
- Bugzilla
- TestLink
- Jenkins
- Apache JMeter
- SQL Server Management Studio
- BrowserStack
- Firebase Test Lab
- Jenkins

WORK EXPERIENCE

Software QA Engineer

DigitalOcean

📅 2019 - current   📍 New York, NY

- Carried out performance testing for 13 high-traffic applications, finding and resolving current bottlenecks, and improving load times by 9 minutes.
- Implemented multiple QA strategies using TestRail, reducing **bug leakage by 11%**.
- Led weekly regression tests, spotting 86% of critical bugs before production deployment.
- Executed load testing scenarios for DigitalOcean's main website on Apache JMeter, supporting 11,458 simultaneous users without any drop in performance.

Associate QA Engineer

Peloton

📅 2016 - 2019   📍 New York, NY

- Automated testing procedures using Selenium, reducing manual testing time by 16 minutes and increasing test coverage by almost 29%.
- Conducted mobile testing on Firebase Test Lab, achieving a 97% success rate in discovering and fixing device-specific issues within deadlines.
- Assisted in the successful launch of 3 major fitness equipment products for Peloton, meeting all quality benchmarks and regulations.
- **Ensured 94% data accuracy** in test environments with extensive SQL queries for data validation.

Junior Software Tester

Etsy

📅 2014 - 2016   📍 Brooklyn, NY

- Used Bugzilla to **identify and report 204 bugs** on Etsy's official website, contributing to a 21% improvement in resolving monthly bug issues.
- Integrated Jenkins for continuous integration, decreasing deployment times for new features by 2 days.
- Managed test plans on TestLink for 17 projects, ensuring detailed documentation and tracking process.
- Practiced cross-browser testing on BrowserStack for Etsy's 4 new landing pages, ensuring compatibility and a high-quality UX across various platforms.