OLIVER DAVIS

QA Tester | Data Analysis | Software Testing

📞 +1-(234)-555-1234   @ Email   🔗 linkedin.com   📍 Charlotte, North Carolina   ⭐ Extra Field

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SUMMARY

Motivated QA Tester with 3 years in software testing and significant contributions to revenue increase. Proficient in IT systems delivery and committed to ensuring high-quality testing services. Experience in defect tracking tools and Agile methodologies.

SKILLS

Software Testing, Software Troubleshooting, Defect Tracking, Agile Methodologies, Test Documentation, Traceability Analysis

EXPERIENCE

04/2021 - 10/2023

Charlotte, NC

Software Quality Assurance Analyst
Cisco Systems

- Successfully led testing for 5 software projects, improving delivery quality by 30% and customer satisfaction by 20%.
- Implemented a new defect tracking procedure, reducing bug turnaround time by 25%, enhancing team communication and efficiency.
- Conducted in-depth analysis of software specifications, resulting in identification and resolution of 100+ critical defects.
- Collaborated with development teams to ensure compliance with end-user requirements, boosting project success rates by 15%.
- Designed and maintained comprehensive test documentation library, aiding in knowledge transfer and training for new hires.
- Proactively participated in Agile sprints, driving team engagement and contributing to a 10% increase in velocity.

09/2019 - 03/2021

Charlotte, NC

IT Consultant
Accenture

- Led consulting efforts on 4 software development projects, resulting in a 20% improvement in system reliability.
- Analyzed client needs and developed custom testing protocols, increasing on-time project completion by 10%.
- Created detailed test plans and test cases, helping reduce post-release defects by 15%.
- Coached and developed junior QA staff, ensuring consistent test execution, and resulting in improved team performance.
- Assessed and recommended tools for test automation, cutting manual test execution time by 30%.

06/2017 - 08/2019

Charlotte, NC

Junior QA Tester
Bank of America

- Assisted in the execution of 10 complex test procedures, enhancing product quality by reducing defects by 25%.
- Documented test results for improved traceability, supporting project decisions and stakeholder reporting.
- Orchestrated test environment setup for multiple projects, ensuring smooth project kick-offs and operations.
- Participated in mentoring sessions to enhance testing skills, resulting in personal efficiency increases by 20%.

EDUCATION

01/2015 - 01/2017

Charlotte, NC

Master of Science in Information Technology
University of North Carolina at Charlotte

01/2011 - 01/2015

Raleigh, NC

Bachelor of Science in Computer Science
North Carolina State University

PROJECTS

Open Source Finance Tracker

🔗 github.com/finance-tracker

Collaborated on a secure finance tracker app using Agile practices. Improved user engagement by 15% on GitHub link.

Automated Test Suite Project

🔗 github.com/automated-test-suite

Developed an automated suite for a CRM application reducing manual testing time by 50% at github.com/automated-test-suite.

KEY ACHIEVEMENTS

Successful Delivery of Critical Test Projects

Drove the testing process on 4 major projects resulting in zero critical issues on release.

Recognized as Top Performer

Awarded for exceeding performance benchmarks, directly influencing 15% reduction in software faults.

Lean Six Sigma Green Belt

Completed Six Sigma project reducing operational waste by 30%, increasing team productivity significantly.

Speaker at Software Testing Conference

Presented on enhancing test practices, resulting in positive feedback from 100+ industry professionals.

INTERESTS

Software Quality Assurance

Focused on ensuring software integrity and reliability, consistently advocating for user-centric development.

Digital Photography

Enjoy capturing moments through the lens, participating in local photography exhibitions and workshops.