First Name Last Name

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www.linkedin.com/in/help-me-reddit/

Summary

QA Engineer with 7+ years of experience testing web and mobile products across various consumer and enterprise industries. Committed to delivering the highest level of quality to end users. Proficient at identifying and communicating issues in product components within frontend, backend, user experience, databases, and SDLC workflows.

Skills

QA: Chrome DevTools, GitHub, Postman, MySQL, AWS, Jenkins, Selenium IDE, TestRail, BrowserStack, FullStory, TestFlight, Visual Studio App Center
Management: JIRA, Confluence, Salesforce, Trello, Shortcut, Quip, Stripe, Slack
Analysis/Reporting: Tableau, ESRI, Microsoft Office, Google Suite
Operating Systems: MacOS, Windows, Apple iOS, Android

Professional Experience

Company Name – Location

Lead Quality Assurance Engineer   10/2021 – 01/2023
- Successfully planned, managed, and deployed weekly releases, including testing new features, identifying bugs, and conducting code reviews in GitHub, while meeting product deadlines, resulting in a 90% success rate of on-time and error-free releases.
- Implemented Agile development principles by leading scrum meetings (sprint planning, story and backlog grooming, bug triage, design reviews, and retrospectives), resulting in an increase in fully developed JIRA stories and a reduction in product issues identified.
- Created and maintained a full regression suite with thousands of test cases, ensuring defects in the code were identified in the staging environment and production was free of potential issues.
- Acted as a liaison between product and engineering teams, providing support to various internal department team members by debugging issues, providing product knowledge, and giving user support.

Company Name – Remote, USA

Quality Assurance Engineer   09/2020 – 10/2021
- Directed all QA responsibilities as the company's first technical hire, and implemented an end-to-end testing process for healthcare enterprise software, fostering a strong Agile culture.
- Developed a comprehensive regression test plan that included hundreds of test cases to ensure quality and prevent regressions during software deployments, resulting in a reduction of client reported issues.
- Assisted in the transition of all products from Rackspace to AWS by creating transition and test plans to ensure the continuity of product functionality.
- Led automation efforts using Selenium IDE to add quicker smoke and sanity tests, resulting in a 20% improvement in the performance times of the regression suite.

Company Name – Location

Quality Assurance Engineer   08/2019 – 09/2020
- Led mobile QA operations on advanced enterprise and consumer-facing applications across ticketing and event platforms.
- Investigated and debugged product issues using exploratory and scripted testing methods, triaging priority and severity of each, resulting in a 100% recording rate of known product issues on JIRA.
- Documented all use cases for regression tests to support automation efforts and enable continuous integration/continuous delivery.
- Created and designed full test plans for milestones, sprints, and new product features to ensure 100% test coverage.
- Organized testing events (regression, bug bash, dogfooding) to thoroughly evaluate the product across various devices and operating systems by leading internal teams and collaborating with external vendors, such as Applause, resulting in an increase in issue identification and an enhancement of company culture/engagement.
- Recorded release metrics and identified areas for improvement in the software deployment process, resulting in a 70% reduction in release time.

Company Name – Location

Quality Assurance Engineer   04/2016 – 08/2019
- Contributed to QA efforts for Data API and SaaS products by identifying and reporting defects, planning out product releases, and mentoring Junior QA Engineers, resulting in over 200 successful deployments.
- Emphasized quality in products by communicating requirements during sprint planning, prioritizing critical bugs, and regularly monitoring progress on new and reopened tasks using task management tools (JIRA and Trello).
- Implemented comprehensive test plans and product documentation on Confluence, focusing on frontend and backend components, yielding 100% test coverage.
- Performed API requests and JSON testing using Postman, evaluated the outputs, and ran SQL queries to extract reporting, campaign and client data from databases.

Associate Data Analyst   04/2015 – 04/2016
Intern   07/2014 – 04/2015