

## Technical Skills

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- Atlassian Products (Jira, Confluence, Bitbucket)
  - Database work: SQL, MySQL
  - Linux Server Administration
  - Test Plan/Case Writing, Matrix Creation
  - QA Testing Methodologies: Black box, Troubleshooting, Performance Testing, Smoke, Acceptance, Regression, Exploratory
  - Release management
  - Versioning Tools(SVN, Git)

## Work Experience

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<b>Company Place Software</b>	City, ST
<i>Intake QA Engineer</i>	Mar 2019 – July 2019

- Performed daily health checks of client servers
- Took direct action to correct errors caused by existing bugs
- Designed and presented new formats for daily health check reports
- Assumed additional responsibilities within QA team as able

<b>Company Name Systems</b>	City, ST
<i>Software QA Engineer</i>	Jun 2016 – Mar 2019

- Created software department's first training materials, reducing onboarding time from 1 month to 2 weeks, a 50% reduction.
- Taught all new QA employees, producing a unified team.
- Maximized testing uptime through centralization of release candidate build process. Consolidated build responsibilities to single person. New, streamlined process resulted in build times up to 3 hours shorter than previous method.
- Acted as server administrator for QA servers. Embedded server admin within team facilitated rapid response to server-wide issues and enabled greater control in stress testing.
- Maintained integrity of QA servers through stringent user management, ensuring no unauthorized users made changes during testing.
- Oversaw release mangement. Packaging and shipping final product under QA control, allowing releases to be shipped immediately when testing finished.
- Structured and implemented test case improvement initiative, increasing coverage of new and existing test cases from ~10% to 80% within a year.
- Handled all testing of hot-fixes, coordinating the deployment and testing of up to 30 fixes to 10 clients in a week.
- Designed complex SQL queries to: validate database integrity, enable in depth root cause analysis, and scrape data essential for QA team testing.
- Facilitated bimonthly lessons on QA best practices and upcoming process changes, enhancing team cohesion and overall skill level
- Provided feedback during developer code reviews, ensuring that all code met company standards before being handed to QA for testing.
- Represented QA team in deparment wide meetings

## Education

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<b>Associates in Information Technology</b>	Dec 2018
<i>Degree Focus: Applications Development</i>	
<i>Placename Tech   City, ST</i>	
3.35 GPA	

## Certifications

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| • IT Software Development Certificate, SchoolName          | Dec 2018 |
| • Entry Level Software Development Certificate, SchoolName | Dec 2018 |
| • IT Hardware & Software Certificate, SchoolName           | Dec 2018 |
| • Certified Microsoft Technology Associate, SchoolName     | Jan 2016 |