

# First Last

QA (Quality Assurance) Manager

## WORK EXPERIENCE

- Resume Worded**, London, United Kingdom

*Education technology startup with 50+ employees and \$100m+ annual revenue*

QA (Quality Assurance) Manager

08/2021 – Present

- Supervised a quality control team of 60+ members across five departments, bolstering departmental integration of processes.
  - Identified key indicators for all major process areas, leading to a 65% decrease in detrimental quality oversights.
  - Analyzed, summarized, and interpreted collected data, which helped to increase team efficiency by 20%.
  - Tracked quality metrics for 10+ departments and updated leadership to use for performance reviews and bonus recommendations.
- Polyhire**, London, United Kingdom

*NYSE-listed recruitment and employer branding company*

Data Analyst

10/2019 – 07/2021

- Analyzed and interpreted complex data sets to identify trends and patterns presented to 140+ stakeholders.
  - Developed KPI dashboards to monitor sales, revenue, customer engagement, user behavior metrics, and 20+ other business performances.
  - Collaborated with 10+ cross-functional teams to define and implement data-driven solutions that supported 68% of business goals.
  - Utilized regression analysis and clustering to reveal relationships between 50+ variables, improving decision-making by 94%.
- Growthsi**, London, United Kingdom & Barcelona, Spain

*Digital marketing agency focusing on search engine marketing (SEO & PPC).*

Software Test Engineer

11/2018 – 09/2019

- Identified and reported 2900+ bugs in the beta release of a software product by providing detailed analysis for research and resolution.
  - Partnered with a 10-person development team to resolve 57% of software glitches during testing.
  - Devised and developed a test automation framework that reduced overall regression test time by 81%.
  - Conducted research into 70+ native mobile applications across two platforms to integrate with an enterprise system.

## PREVIOUS EXPERIENCE

- Penetration Tester**, ABC Company, London, UK

06/2017 – 10/2018
- IT Support Engineer**, XYZ Company, New York, USA

01/2016 – 05/2017
- Software Trainer (Internship)**, ABC, New York, USA

07/2014 – 12/2015

## CONTACT

- Aberdeen, United Kingdom
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## SKILLS

- Hard Skills:

  - Quality Auditing
  - Auditing
  - Exploratory Testing
  - Analytical Prioritization
  - Documentation
  - Lean Manufacturing
- Techniques:

  - Continuous Improvement
  - Quality Assurance
  - Root Cause Analysis
- Tools and Software:

  - Selenium
  - JUnit
  - Jira
  - Cucumber Pro
- Languages:

  - English (Native)
  - Romanian (Native)
  - Spanish (Conversational)

## EDUCATION

- University of New York**
- Associate of Science
- Computer Science
- New York City, New York
- 10/2011 - 06/2014

## OTHER

- Six Sigma Green Belt, IASSC - 2020
- Certified Quality Auditor (CQA) -2022