

Software Quality Assurance Tester with 3+ years of experience assessing the quality of software and 2+ years of leading a QA Team. Currently attending a full-time software development bootcamp to gain further skills in coding.

Education & Training

- **Software Development, Upright Education, February 2022 – April 2022**
 - 480 hours of curriculum and coding focused on testing and deploying software applications using JavaScript on the client and server side of applications. Studied complex programming concepts solidified through challenges such as pair programming, weekly projects, lab exercise, and code reviews
- **Bachelors of Science in Social Work, The University of Vermont, 2013**

Additional Skills

Technical Skills: Currently learning JavaScript, HTML, CSS, Git, Agile, Scrum

Code Editor: Visual Studio Code, IntelliJ IDEA, Eclipse IDE

Application Lifecycle Management tools: Azure DevOps, SpiraTest, and Micro Focus ALM

Certifications: Certified Tester Foundation Level (CTFL) Issued March 2021, DHS Trusted Tester V5 issued June 2020

Accessibility Testing: WCAG (Web content Accessibility guidelines) 2.1

Competencies: Project management, communication, collaboration, teamwork, leadership

Professional Experience

Lead Software QA Tester, State of Vermont, Waterbury, VT, December 2019-February 2022

- Successfully lead a testing team of 8 testers for Vermont Health Connect Premium Processing project that reached 19,862+ customers
- Reduced 3% of accessibility defects for the MABD (Medicaid for the Aged, Blind and Disabled) SSAP (Self-Service Application) project
- Involved in test activities for multiple web-based projects and one mobile application
- Conducted functional, validation, end to end, regression, and accessibility testing
- Developed test summary reports for project stakeholders
- Reviewed requirements, user stories, and product documentation to develop test scenarios
- Mentored and trained new QA Testers using quality assurance best practices
- Performed automated testing using Selenium IDE

Account Specialist, American Red Cross, Burlington, VT, December 2014-November 2019

- Provided inside sales support for Donor Recruitment District
- Confirmed upcoming blood drives and communicated with blood drive sponsors
- Managed inventory and distribution of donor giveaway items

Client Service Representative, WageWorks, Williston, VT, April 2014-December 2014

- Managed broker and employer relationships
- Answered upwards of 40 phones calls daily
- Discussed employer's benefits plans and provided excellent customer service