Kasey Jones

Address Raleigh, NC
Phone 828-406-5140
Email jones.m.kasey@gmail.com

LinkedIn https://www.linkedin.com/in/kasey-m-jones
Website https://github.com/joneskm72

A detail-oriented, results-driven manual test engineer with experience in all phases of STLC and an understanding of SDLC. Knowledgeable in creating and executing test cases and plans to support the development and release of applications in an Agile/SCRUM environment. Able to work both independently and with a team in a fast-paced environment to support software development initiatives.

System Skills

- Experience working in an Agile/SCRUM environment
- Proficient with test management and test case design in TestRail
- Working knowledge of Git Bash, Visual Studio, and Visual Studio Code
- Some experience deploying builds using Jenkins and Portainer
- Basic knowledge of SQL, HTML, CSS, and Shell Script

Core Competencies

- Able to diagnose complex issues and offer solutions
- Strong written and oral communication skills
- Exceptional organizational skills
- Able to work and meet goals independently, as well as collaborate with a team

Professional Experience

May 2021 – Dec 2021

Associate Quality Assurance Engineer
Prometheus Group

- Prepared tests plans, test data, defect summaries, and test results documents. Created and executed test cases in TestRail
- Interfaced with developers and project managers to create documentation that met system specifications and business requirements
- Verified releases, diagnosed defects, facilitated hotfix deployment and verification
- Performed integration, functional, acceptance, performance, smoke, and regression testing
- Reviewed user stories, documented bugs, created acceptance criteria, and provided test data in JIRA

| June 2017 – Dec 2019 | **Client Support Consultant** |
| | *Relias* |

- o Assisted clients via phone and email with technical issues on multiple Learning Management systems
- o Led training sessions in the Client Care Department
- o Analyzed data sets using SQL Server Management Studio and Power BI

| Nov 2015 – April 2017 | **Customer Experience Representative** |
| | *Eventbrite* |

- o Diagnosed, via phone and email, technical issues that event organizers and attendees encountered
- o Utilized Salesforce to create and maintain case records
- o Interfaced and collaborated with teammates to solve and escalate customers' issues

Education

May 2015	**East Tennessee State University – Johnson City, TN**
	Bachelor of Arts, English
	Summa cum laude

Certifications

| Dec 2020 | **The University of North Carolina Chapel Hill – Chapel Hill, NC** |
| | The Coding Bootcamp at UNC-Chapel Hill |

| Nov 2018 | **Tech Talent South – Raleigh, NC** |
| | Part-Time Code Immersion |