

Kristyn Brown | Software QA Engineer

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[LinkedIn Profile](#)

SUMMARY

Collaborative, flexible, and business-focused software quality specialist with a strong leadership background. A detail-oriented professional with a proven ability to thoroughly analyze systems, identify risks, and formulate test strategies to meet business requirements. Adept at effectively communicating system behavior and testing status to all stakeholders. Passionate about building efficient and effective processes and tools to enhance testing operations and improve product quality.

TECHNICAL SKILLS

Platforms:	macOS, Windows, Linux, iOS, Android
Browsers:	Chrome, Safari, Firefox, Edge, Opera
Web testing:	Chrome DevTools, BrowserStack
Mobile testing:	Android Studio, Xcode
Test management:	Jira, TestRail
Testing Types:	Regression, Smoke, User Acceptance, End-to-End, Functional, UI, Sanity, Cross-Browser
API testing:	REST API, Postman, Charles Proxy
Database:	MySQL

WORK EXPERIENCE

Software QA Engineer, Screenia, Hayward, CA

February 2024 – May 2024

- Implemented Jira for bug tracking, communication, and verifying bug fixes, resulting in faster issue resolution and improved team collaboration
- Leveraged Chrome DevTools to improve bug analysis, resulting in a faster bug resolution time and a more seamless user experience.
- Increased customer satisfaction through compatibility testing on different devices, ensuring seamless user experiences.
- Collaborated with the product team to meet deadlines, delivering high-quality products and achieving an increase in customer satisfaction, boosting company reputation
- Reviewed project documentation and release notes to produce 130 detailed test scenarios, ultimately enhancing testing accuracy and effectiveness

Business Manager, Living Spaces, Millbrae, CA

June 2020 – November 2022

- Mentored and developed 1 lead into an effective business manager and 3 team members into leads, resulting in a more cohesive and efficient business unit.
- Led 2 teams of 10 salespeople resulting in the top 3 sales leaders coming from my team, driving a 5% increase in overall sales revenue and boosting team morale and productivity.
- Achieved a 5% increase in customer service scores by educating staff on product knowledge, leading to improved customer retention and higher revenue.
- Reduced customer inquiry and complaint resolution time by 20%, enhancing overall customer experience and loyalty

EDUCATION

Software Testing and Quality Assurance Training, Careerist.com