

# KENDRA TODD

## SOFTWARE QUALITY ASSURANCE ANALYST

### EXPERIENCE

2021  
|  
2017

#### Quality Assurance Analyst II

Simple Finance

📍 Remote

- While embedded within a cross-functional product team, advocated for a “shift left” mentality to deliver high quality features on Android, iOS, Web, and Salesforce platforms
- From April 2020, became the primary contributor to Simple’s Cypress test harness, written in JavaScript and TypeScript; increased new coverage by more than 25 percent
- Maintained and contributed new test cases to Simple’s test case repository in Testrail and Xray
- Mentored QA interns and analysts in software QA methodologies and strategies
- Designed end-to-end test plans and executed exploratory, functional, regression, and acceptance testing for numerous large-scale initiatives, including:
  - Simple Personal Loans:
    - Contributed 60 percent of automated web coverage in Cypress
    - Quality delivery of the product led to successful launch, exceeding \$8MM booked loans within 1 year
  - Salesforce CRM Implementation:
    - Co-facilitated ongoing User Acceptance Testing sessions with 20+ agents, triaged and escalated defects based on severity
    - Led manual test efforts for accompanying telephony implementation with Tenfold, and migration from Tenfold to Five9

2017  
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2016

#### Customer Relations Escalation Agent

Simple Finance

📍 Portland, OR

- Triaged defect reports from customer support agents, and provided effective troubleshooting to resolve most client-side issues
- Documented unexpected product behaviors in detailed and concise bug reports whose audience was Simple’s product and engineering teams
- Generated and maintained clear internal documentation about known bugs
- Assisted in the escalation of critical service interruptions and posted to a customer-facing status page via GitHub

2016  
|  
2015

#### Customer Relations Agent

Simple Finance

📍 Portland, OR

- Responded to inbound customer contact; assisted customers with product navigation and troubleshooting on mobile and web platforms, general account maintenance, and in-depth support for payment and funding issues
- Effectively identified and escalated technical, risk, and partner-related issues to the appropriate team using internal ticketing systems
- Created and maintained an Atlassian Confluence page for a team of 14 customer support agents, which provided easy access to knowledge base articles, team updates, and job aids

### EDUCATION

2010  
|  
2006

#### Lewis & Clark College

French Studies, Art History

📍 Portland, OR

B.A. with Honors, summa cum laude

### CONTACT INFO

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### Languages I've Shipped Code In

JavaScript  
TypeScript  
Python

### Frameworks & Tools I've Used

Android Studio  
Cypress  
GitHub  
Jira  
Postman  
Salesforce  
Testrail  
Xcode  
Xray