

KENDRA TODD

SOFTWARE QUALITY ASSURANCE ANALYST



EXPERIENCE

2021
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2017

Quality Assurance Analyst II

Simple Finance

📍 Remote

- Designed end-to-end test plans and manually executed exploratory, functional, and acceptance testing for numerous large-scale initiatives, including:
 - New product launches
 - Customer service tooling implementations
 - Third party integrations.
- Wrote new test cases for Web, iOS, Android, and Salesforce clients. Helped maintain Simple's test case repository in Testrail and Xray.
- Mentored QA interns and analysts in software QA methodologies and strategies, and supported their onboarding, growth, and success.
- Became the primary contributor to Simple's Cypress test harness, written in JavaScript & TypeScript. Increased new coverage by more than 25 percent.
- While embedded in a product team, advocated for a "shift left" mentality; provided testing insight, raised risks, and offered product knowledge and design input as early in the software development cycle as possible.

2017
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2016

Customer Relations Escalation Agent

Simple Finance

📍 Portland, OR

- Triaged bug tickets 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
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2015

Customer Support 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.



SELECTED PROJECTS

2020

New Product QA - Loans Feature

Simple Finance

- Led and organized all manual testing efforts across Android, iOS, and Web clients
- Contributed 60 percent of automated web coverage for the feature
- Quality delivery of the product led to successful launch, with booked loans exceeding \$8MM within 1 year

2017
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2018

Salesforce CRM Implementation

Simple Finance

- As primary QA, led functional and regression testing efforts for migration from internally built customer relationship management tool to Salesforce platform
- Co-facilitated ongoing User Acceptance Testing sessions with 20+ agents, triaged and reported defects
- Manually tested initial telephony implementation with Tenfold, and later, migration from Tenfold to Five9



EDUCATION

2010
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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
Testrail
Xcode
Xray