

Liam J. Chase

QA, Software Developer , & Software Support

Software development, QA, and Software Support professional with experience in developing, designing, and testing web applications using various development languages, frameworks, and automation methods. A logical and results-driven Software Support Specialist with proven ability to analyze, diagnose and resolve computer user support issues. Experienced in providing comprehensive software support to users and resolving complex technical issues.

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📞 647-640-4660

📄 liam-jake-chase.github.io/portfolio/

🐙 github.com/liam-jake-chase

WORK EXPERIENCE

Software Developer Freelance

11/2020 - 02/2024

Achievements/Tasks

- Boosted revenue by 50-70% for businesses by developing web pages using HTML, SCSS, jQuery, and Bootstrap.
- Discussed site and app requirements with clients to produce actionable development plans.
- Developed user-oriented visuals and features using front-end languages to increase site traffic.
- Employed coding practices based on commonly accepted standards to establish site layout and user interface.

QA Developer & Technical Support Monstercat

11/2021 - 08/2022

Vancouver, BC - Remote Hybrid

Achievements/Tasks

- Reduced defects to internal software via manual testing and supporting developers in escalating issues via JIRA.
- Increased developer productivity by creating Cypress Automation tests for UI, minimizing regression and enabling developers to focus on feature development and bug fixes.
- Supported and took ownership of internal technical requests with a response time of 10-15 minutes and a turnaround time of 24-48 hours.
- Recommended changes and corrections to developers for optimal software performance and usability.
- Led video call training and launch of new features.

QA Analyst TradeRev

09/2018 - 09/2019

Toronto - Remote Hybrid

Achievements/Tasks

- Developed comprehensive test plans and cases, resulting in 30% decrease in defects through meticulous manual software testing.
- Improved test case writing process efficiency by integrating TestRail and JIRA, facilitating unified approach between developers and QA.
- Compiled and distributed weekly feedback to team leaders and managers to improve service time and quality while increasing productivity.

SKILLS

Asana

Bash

Bootstrap

Confluence

Cucumber

CSS/SCSS

Cypress

Eclipse IDE

Express.js

GitHub

HTML5

Java

JavaScript

Jira

jQuery

JSON

MongoDB

MS SQL / My SQL

Node.js

NPM

PHP

PhpStorm IDE

Postman

React.js

Salesforce

Selenium

SDLC

Sharepoint

Slack

SSMS / SSRS

Teams

TestRail

Technical Analysis

Troubleshooting

Visual Studio Code

PERSONAL PROJECTS

Refer to my portfolio website

- liam-jake-chase.github.io/portfolio/

EDUCATION

C, C++, C#, Java & Python Basics Udemy - Online

10/2023 - Present

Web Developer Diploma BrainStation

08/2020 - 11/2020

Toronto, ON

Courses

- MERN - Full-Stack:
Proficient in HTML5, CSS/SCSS, JavaScript, React, Node.js, Express.js, REST API, JSON, and MySQL.

High School Diploma Port Arthur Collegiate Institute

09/1999 - 01/2005

Thunder Bay, ON