

# LIAM J. CHASE

QA & Software Developer  
Software Support

## Contact

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### WWW

liamjakechase.com

## Skills

Asana  
Bootstrap  
Confluence  
Cucumber  
CSS / SASS  
Express.js  
GitHub  
HTML  
IntelliJ IDE  
Java  
JavaScript  
JIRA  
jQuery  
JSON  
MongoDB  
MySQL  
Node.js  
Postman  
React.js  
Salesforce  
Selenium  
Slack / Teams  
TestRail  
Visual Studio Code  
WebDriver  
Zendesk

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.

## Work History

2020-11 –  
Present

### Software Developer

*Freelance, Guelph, ON*

- Boosted revenue by 50-70% for businesses by developing web pages using HTML, SCSS, jQuery, Bootstrap, and React
- Adhered to SEO best practices while designing sites.
- 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.

2021-11 -  
2022-08

### QA Developer & Tech Support

*Monstercat, Vancouver, BC*

- Reduced defects in internal musician software through effective utilization of manual testing, TestRail, and Asana, aiding developers in resolving issues promptly.
- Increased developer productivity by creating Cypress Automation tests for UI, minimizing regression and enabling developers to focus on feature development and bug fixes.
- Ensured prompt resolution of internal technical requests with response time of 10 minutes and turnaround time of 24-48 hours.
- Tested functional and compatibility of new programs or updates in comparison to existing applications.
- Recommended changes and corrections to developers for optimal software performance and usability.
- Authored and maintained well-organized, efficient and successful manual test cases for entire team.

2018-09 -  
2019-09

### QA Analyst

*TradeRev, Toronto, ON*

- 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.

## Projects

### Github

[github.com/liam-jake-chase](https://github.com/liam-jake-chase)

### MUEWS

[liam-jake-chase.github.io/muews](https://liam-jake-chase.github.io/muews)

A work in progress REACT (Context API) application for searching your favourite musician or band.

### Vancouver Island Barber Co

[vancouverislandbarberco.ca](https://vancouverislandbarberco.ca)

Website created with HTML, CSS, and JavaScript for a local barber business.

### Flowers By Bees

[liam-jake-chase.github.io/flowersbybees](https://liam-jake-chase.github.io/flowersbybees)

A work in progress React (Context API) storefront site for a friend's business.

### Cypress Automation Demo

<http://surl.li/oovcy> - code

<http://surl.li/oovdg> - video

Cypress automation test demo for my portfolio website.

2016-09 -  
2018-08

## Technical Operations Analyst (Level II)

TradeRev, Toronto, ON

- Expedited Level 1 support issue resolution by providing detailed escalations, reducing SLA timelines by 1-2 business days for customer response.
- Took ownership of front-line technical requests with turnaround time of 1-3 business days
- Collaborated with product teams to enhance product features, offering valuable suggestions and contributing to bug tracking improvements.
- Investigated system issues and implemented resolutions to reduce downtime.

## Education

2023-10 –  
Current

### C, C++, C#, Java & Python Programming

Udemy - Online

2020-08 -  
2020-11

### Web Development Diploma (MERN Full-Stack)

BrainStation - Toronto

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

2018-09 -  
2019-09

### Web Development

Udemy - Online

- Proficient in HTML5, Bootstrap CSS, JavaScript, jQuery, and MongoDB.

1999-09 -  
2005-01

### High School Diploma

Port Arthur Collegiate Institute - Thunder Bay, ON