

LIAM J. CHASE

QA & Software Developer
Software Support

Contact

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WWW

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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

MUEWS

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

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

Flowers By Bees

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.

Selenium Automation Demo

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

Selenium / Cucumber automation test demo.

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