**JUNIOR AUTOMATION ENGINEER**

**CHARLOTTE NATASHA MTHETHWA**

**CONTACT DETAILS:**

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**SUMMARY**

As an experienced Automation Engineer/Software Developer, I possess excellent skills in complex problem-solving, critical thinking, and time management. I specialize in designing, developing, automating, and testing using various platforms such as UIPATH, Power Automation, Automation Anywhere, and Blue Prism development. My expertise in tools such as SoapUI, Selenium, and UFT enables me to perform effective API testing and regression scenarios. I am proficient in Jira for task and defect management and have excellent communication skills, which helps me work effectively with different stakeholders. I am passionate about learning new technologies and domains and possess extensive knowledge of software testing and process automation. I value honesty, integrity, teamwork, growth, and result orientation, making me a highly creative and innovative professional focused on continuous improvement with a big-picture perspective.

**TECHNICAL SKILLS**

* C#
* Postman
* Swagger

● Python

● Power BI

● Microsoft SQL

● C

* Bitbucket

● JavaScript

● PowerShell

● Java

● JAVA Spring and EE

● Visual Basic

● WordPress

● API Testing

● Angular MVC

● TypeScript

● React JS

● SQL

● SAS

● Shell Scripting

● jQuery

● SOAP

● Selenium

● Ruby

● Uipath

● Microsoft Power Automate

● Microsoft 365

● Automation Anywhere

● Blue Prism

● Git

● REST

● SoapUI

● JIRA

* REACT
* TypeScript

● Microsoft SQL Server Integration Services (SSIS)

● JSON

● Appium

● Cucumber

● CI/CD Testing

* Jerkin

To design, code, test, debug and correct programs in development environments. May also. Works within a strict framework of programming standards under supervision of senior technical resources.

**SKILLS**

● Manual and automated testing.

* Behavior-driven development (BDD)test cases and pipelines.

● Data analysis, machine learning, and artificial intelligence.

● Agile development, Scrum, and microservices.

● Technical design and web application development.

● Web services and IT applications.

● Effective communication and team collaboration.

● Critical thinking, analytical, and problem-solving skills.

● Software and hardware testing, quality assurance (QA), and software quality assurance (SQA).

● Experience with application test tools, reporting, tracking, and follow-up.

● Proficiency in interpreting and articulating information, and embracing.

**WORK EXPERIENCES**

**DigiCall Group**

**Junior Automation Engineer and Test**

**04/ 2022 – 03/2023**

* **MA Assist**

DigiCall reviews damage assessment reports for insurance claims. This used to be a manual process performed by staff, but the entire process has been automated, and now claim results and claim settlement amounts are being concluded based on a series of inputs and parameters via robotic process automation software.

* Developed automated insurance claim conclusions, payout calculations, policy coverage analysis, and business process automation using robotic process automation software.
* Designed and developed API automation and UiPath app dashboards based on business and functional requirements.
* Implemented Behavior-Driven Development (BDD) methodology to enhance software development process and improve team collaboration, as stated in the job requirements.
* Conducted manual testing using tools like Selenium and Jira to identify and fix bugs.
* Translated business requirements into technical specifications and created programming code to create solutions.
* Compiled and created test plans and cases from design documentation, documented test results, and reported defects.
* Interacted with developers to verify post-development bug fixes and provided status updates to Test Manager on tasks.
* **PG Glassfit Insurance DPS System Automation**
* Developed and implemented an automation system for PG Glass and Glass Fit to process insurance claim details from NedGroup, ASBA, and South African Home Loans insurance providers.
* Implemented Behavior-Driven Development (BDD) methodology to enhance software development process and improve team collaboration, as stated in the job requirements.
* Implemented an automation system for PG Glass and Glass Fit to process insurance claim details.
* Designed a system to search through email content using specific keywords and utilized a robot for keyword searches and error messages.
* Conducted manual testing using popular tools such as Selenium and Jira to identify and fix bugs or errors.
* Translated business and functional requirements into technical specifications and developed programming code to create solutions.
* Compiled and created test plans and cases from design documentation, documented test results, and reported defects.
* Conducted thorough reviews and analysis of user stories, use cases, and requirements.
* Performed comprehensive testing at all levels, including system, integration, and regression.
* Created automation scripts and continuous integration and delivery pipelines as necessary to aid in design and development.
* **Android and iOS**
* Reviewed software requirements to ensure proper functionality of Android and iOS applications.
* Conducted manual black box testing on Android and iOS handheld devices to ensure proper operation.
* Performed functional and regression testing to validate the performance of software applications.
* Designed and executed test cases and test suites to identify potential issues.
* Maintained and updated test documentation between software releases.
* Analyzed user stories prior to coding to identify defects early and participated in user story walkthroughs.
* Prepared test plans, submitted test plans, and executed test cases using Jira to manage defects and tasks.
* Analyzed and executed logged defects and followed up on unresolved issues.
* Provided efficient service for test analysis function through careful and timely analysis, planning, execution, reporting, and updating of related information.
* Communicated with product owners, business analysts, and developers to ensure requirements were clear and met.
* Used SoapUI to evaluate APIs while the UX team was still developing the frontend.

Utilized Selenium and UFT to perform regression testing scenarios, including POS regression scenarios.

* **Web applications and API**
* Tested web applications and monitored project progress by tracking activity.
* Created test documentation, such as test cases, checklists, and bug reports.
* Identified and verified bugs using the Jira bug tracking system and analyzed documentation using Confluence.
* Developed a QA feature testing pipeline process that reduced deployed bugs and increased feature development.
* Designed and tested backend API endpoints, which resulted in the discovery and reporting of bugs.
* assigned testing tasks, developed project timelines, and design automation tests for the team, as well as led bi-weekly QA Sprints.
* Dean developed automated testing suite for all APIs, resulting in a decrease in bug response time.
* Documented and executed test cases for the entire MA assist platform, reducing new release testing time.

**Freelancers**

**Software Development /Automation Test Engineer.**

**04/2021 – 03/2022**

* Implemented Behavior-Driven Development (BDD) methodology to enhance software development process and improve team collaboration, as stated in the job requirements.
* Developed programs and provided programming tutoring for clients and students.
* Conducted functional, integration, and regression testing on software applications and reported/tracked defects using Jira.
* Collaborated with cross-functional teams to ensure high-quality software products and performed performance testing using tools such as JMeter.
* Developed and maintained test documentation and created automatic systems to reduce manual processes.
* Performed hardware and software tests to ensure proper functioning and created technical documentation for automation systems with identified areas of improvement and technical specifications.
* Collaborated with clients and verified design tools and firmware coding principles.
* Compiled and created test plans and test cases from design documentation, documented test results, and reported defects.
* Developed and executed firmware test plans to verify upgrades and executed tests across various platforms and product suite offerings.
* Interacted with developers to understand and verify post-development bug fixes and provided status updates to Test Manager on tasks.

**T7C Consulting and Trading**

**Data Analyst /software developer**

**03/2020 – 03/2021**

* Created reports on data modeling and forecasting and performed data cleaning.

● Designed database schemas, created data storage tables, and manipulated data to ensure effective data management.

● Utilized SAS statistical software to track and analyze data for the Barometer project.

* Developed a barometer.

● Built statistical analysis models on large data sets using a range of programming languages, including Python, SQL, Java, C#, Iconic, SOAP, Jupiter, VBA, SSIS, REST APIs, and Power BI.

● Interpreted data to identify key metrics and generate reports that informed decision-making.

● Developed interactive dashboards and reports for internal teams within the organization.

● Maintained records of invoices for payments and future data references.

● Worked with software development consulting companies to provide expertise in software testing.

**SOKO SOURCE**

* Conducted functional, integration, and regression testing on REST APIs
* Created and executed test cases and test suites.
* Developed and maintained API automation scripts using Postman, SoapUI, and REST Assured.
* Worked closely with development teams to ensure the timely resolution of issues.
* Reported and tracked defects using Jira.
* Collaborated with cross-functional teams to ensure the highest quality software products.
* Conducted performance testing on APIs using tools such as JMeter.
* Developed and maintained API documentation.

**FIXED COMPANY**

* Implemented Behavior-Driven Development (BDD) methodology to enhance software development process and improve team collaboration, as stated in the job requirements.

• Developed a resilience barometer

• Conducted front-end and back-end development

• Conducted web API testing and created test cases and scripts

• Consulted with clients to solve problems and executed test schedules within project scope or delivery dates

• Designed test plans, scenarios, scripts, and procedures based on system specifications

• Conducted tests on source code and analyzed results, collaborating with managers to correct bugs and errors

• Reviewed and analyzed system specifications to create effective test scripts

• Reported and documented technical issues as they arose.

Mnandi Pharma Data warehouse development

**Mnandi Pharma**

* Implemented Behavior-Driven Development (BDD) methodology to enhance software development process and improve team collaboration, as stated in the job requirements.
* Created reports on data modeling and forecasting, and performed data cleaning.
* Developed a web application for the pharmaceutical and SA retail industries.
* Automated a Email automation of orders emails .
* Conducted statistical analysis on primary and secondary data sources to generate ongoing reports.
* Performed automated testing and developed test cases for functional, integration, regression, and performance testing.
* Executed tests within project scope or delivery dates and designed test plans, scenarios, scripts, and procedures based on system specifications.
* Analyzed source code test results and worked with managers to resolve any bugs or errors.
* Reviewed system specifications to create effective test scripts and documented technical issues as they occurred.

**Junior Software Developer**

**Primedia / X/Procure Software’s**

**09/2018 – 02/2020**

* Created reports on data modeling and forecasting, and performed data cleaning.
* Collaborated with team managers to document application needs and requirements.
* Developed a mobile app and Access register for risk management.
* Created a wow screen to update account manager lead board.
* Developed features for X/Procure Softwares, X/Procure Digital, and X/Procure Liquor.
* Designed the technical architecture of the application based on requirements.
* Developed front-end webpages with server controls, validation controls, layout, and expert pages.
* Utilized object-oriented programming techniques to design the application as a 3-tier architecture.
* Worked with a team of software developers to design and test the application.
* Practiced Test Driven Software development and resolved bugs and defects.
* Conducted application installation, testing, and user training by configuring solutions to meet project steps.
* Maintained existing projects by adding new functionalities and modifying existing code design.
* Possess knowledge of software testing principles

**EDUCATION**

* Diploma in Information Technology, Damelin, 2014 – 2017
* NQF L4/Matric Systems Development, PC Training and Business College/Richfield College, 2012 – 2013

**CERTIFICATIONS AND COURSES**

* Certified Advanced RPA Professional Automation Anywhere
* Certified Using REST and SOAP Packages in Automation
* Certified Automation Anywhere RPA Essentials
* Learning DevOps
* ISTQB Testing Foundation (in progress)
* API Training Foundations
* Agile Fundamentals
* Certified Cybersecurity Certification
* UIPATH RPA Developer Advanced
* SAS (R) Macros
* Selenium
* Blue Prism Foundations

**REFERENCES**

References are available upon request.

Broad understanding of computer science, with specific knowledge of computer programming, application design, and user-focused features

Creative problem solvers

Good interpersonal, communication, and organizational skills

Good team players and maintain the integrity and display good attention to detail.

Ability to understand and analyze complex systems.

Proficient in writing software using the Java Programming Language and a standard object library.

Sound knowledge of software development process

Familiarity with agile development such as Scrum

Knowledge of software integrated development environments

Extensive knowledge in various programming languages (Java, Perl, Python, C++, etc.)

Demonstrated analytical, organizational, and project management skills, using relevant information to make timely and critical decisions that affect cross-functional teams.

Ability to handle client and customer issues tactfully and professionally.

Software Applications Engineering, Software Development experience, or related work experience

Experience with Programming Languages such as C, C++, Java, Python, etc.

Experienced with Linux or Unix and Windows operating systems.

Experience working with SQL.

Project management experience and/or experience working in an Agile environment.