

Marco Neiva

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Citizenship Status

Dual citizenship. Australian and Brazilian citizen.

Education

Higher education completed at Royal Melbourne Institute of Technology (RMIT) – Australia

Relevant Experience

2020 – 2022 Workpro – Melbourne, Australia - System Test Lead

Key Responsibilities:

- Improving/modifying processes around code, resource management and deliverables.
- Writing Wikies, updating documentation and guides for processes, convention and architecture.
- Code review for PRs before any given branch is pulled from online repositories.
- Performing functional, non-functional, integration, regression, end-to-end, black box as well as some whitebox tests through different features and requirements as well as raising and managing defects.

Achievements:

- Implemented processes for Software development team to better manage work items and deliverables
- Designed and implemented a testing process for both the development team as well as myself and any other tester that may come on board for writing and managing test artifacts.

**2019 - 2020 ThinkSmartSoftware Pty Ltd – Melbourne, Australia
Software Tester**

Key Responsibilities:

- Test execution during sprints following sprint Kanban tasks in Jira, to record test progress and to write and report with test summaries.
- Writing user guides to help aid support staff.
- Executing smoke tests on Mobile apps as well as some non-functional tests like running some usability test cases.

- Reporting and logging tasks, bugs, improvements and customer feedback in Jira to assist and guide DevTeam with features to be included in future releases.
- Responsible for providing ongoing training to existing clients as well as onboarding new customers via phone calls, conference link calls and/or remote desktop sessions to go through all system functions and components with clients.
- Providing technical support team via phone, email, conference call and remote access to investigate and resolve issues.

Achievements:

- Consistently resolving issues reported by customers.
- Contributed toward the deployment of major and minor releases of the software.

2016 - 2019 Cignall Pty Ltd – Melbourne, Australia
QA Tester

Key Responsibilities:

- Migrated the code on back-end systems from VB to C# syntax, using visual studio 2017 IDE.
- Using .Net framework 4.7 to write queries using LINQ, refactoring code and eliminating the need for overly complex components.
- Writing user guides before launching apps into production.
- Implemented Mantis Bug tracker, so that all the feedback, bugs, and improvements could be better managed.
- Testing web services from ASP.Net core applications using Postman.
- Writing and executing both manual and automated test cases.
- Providing all levels of support from GUI queries, to fixing back end bugs.

Achievements:

- Successfully migrated legacy systems from VB6 to C# environment
- Implemented ticketing tool for issuing and monitoring defects.

2015 - 2016 Catapult Group – Melbourne, Australia
QA Engineer (12 month contract)

Key Responsibilities:

- Executing Daily acceptance tests, functional, non-functional, User acceptance Tests, and Build acceptance Tests before releasing new software onto clients as well as using CCnet as a CI tool to monitor application build progress;
- Reporting bugs, defects, improvements, validating and performing regression testing on tasks and or bugs on each sprint through JIRA;
- Full end-to-end tests run on desktop and web applications;
- Executing integration test cycles with the different hardware, firmware, and software;
- SQL tests run to validate data being persisted on the MySql DBMS.

Achievements:

- Successfully rolled the web application into production

Key Strengths

- Ability to program with IDEs like visual studio, netBeans, Eclipse in languages JAVA and C# in operating systems like MS Windows, Linux Red Hat & Fedora.
- Front-end developing with HTML, CSS, JS, React framework.
- Database knowledge: Oracle 11g, db2, MySQL, PostgreSQL & SQL Server.
- Testing and monitoring test cycles with JIRA, Testlink, SOAP UI, Postman, Selenium, Specflow, Mantis bug tracker.
- Advanced knowledge of Microsoft Suite: Excel, Word and PowerPoint Presentation.
- Ability to prioritize and work autonomously as well as a team; highly adaptable.
- Ability to communicate strongly and effectively toward stakeholders on various levels.

Extra Curricular Activities

- Online udemy courses for front-end and back-end coding courses
- Avid pianist.

Referees

Available upon request