

# Mark Custard

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## Software QA Analyst | QA Analyst | QA Engineer | Manual QA Tester

I specialize in manual QA for web and mobile apps, crafting effective strategies, designing thorough test suites, and ensuring detailed documentation. Leveraging performance metrics, I ensure rigorous testing, prioritize clear planning, and maintain high standards. Proficient in writing integration and unit tests, I also utilize Pandas for data analysis. As a dedicated QA Engineer, my focus is on delivering impeccable products, systems, and software to ensure an unparalleled user experience. With a diverse background spanning major e-commerce, insurance, and fintech sectors, my expertise includes:

## EXPERIENCE

**Stake Rent • Seattle, United States • 03/2022 — 05/2024**

### QA Analyst

- Quality and Functionality Assurance: Ensured the integrity and functionality of web and mobile applications across Android and iOS platforms, overseeing quality standards for app releases as a KPR.
- Testing Strategy and Execution: Led the development and execution of comprehensive test plans, including functional, integration, exploratory, spot-checking, and regression testing to maintain high-quality standards.
- Collaborative Testing and Feedback: Partnered closely with developers and stakeholders to refine application features based on testing insights, ensuring alignment with user requirements and expectations.
- Technical Proficiency and Tools: Utilized a range of testing tools including ChaiJS, Postman, and Python for unit testing, alongside SQL and Pandas for data queries and analysis to support robust testing processes. Enhanced system monitoring by using Google BigQuery to create Scheduled Jobs, which, when integrated with Zapier, enabled proactive alerts to developers about potential gaps in integration processes. This integration helped maintain seamless system functionality and enhanced workflow efficiency.
- Issue Identification and Resolution: Played a crucial role in identifying and documenting defects, contributing to the continuous improvement of applications through detailed feedback and validation of fixes prior to release.
- Leveraged technical proficiency in Salesforce, including creating customized list views, ensuring data integrity through alterations, and generating insightful reports to drive decision-making. Additionally, integrated Salesforce with external platforms like Heroku and ensured harmony with microservices architecture.
- Facilitated Seamless Integration: Tested interactions between modules and components, ensuring smooth integration during integration testing without encountering issues. Conducted Manual Exploration: Delved into the application manually to identify unexpected behavior, edge cases, and potential usability issues not covered by predefined test cases in exploratory testing. Performed Random Checks: Conducted random checks to swiftly identify obvious defects or inconsistencies, particularly after code changes or updates, during spot-checking.

**CSC Generation • Merrville, United States • 07/2021 — 05/2022**

### QA Engineer

- Collaboration and Requirements Analysis: Worked closely with multiple departments to clearly define and analyze requirements for new features and functionalities.
- Test Case Development and Execution: Developed and executed detailed test cases based on explicit and implicit requirements, enhancing test coverage and accuracy.
- Bug Reporting and Verification: Identified bugs, reported them via tracking software, and verified fixes to ensure all products met the intended design and functionality.
- Regression and Exploratory Testing: Conducted comprehensive regression and exploratory testing to maintain overall product quality and uncover hidden issues.
- Cross-Platform Testing: Performed rigorous testing on both desktop and mobile platforms, ensuring consistent application performance across different devices.

**Kemper Insurance • Downers Grove, United States • 04/2021 — 07/2021**

**Software QA Analyst**

- - Test Planning and Documentation: Developed and continuously updated test plans and cases, ensuring comprehensive test coverage and adherence to best practices in test methodology.
  - Testing and Defect Reporting: Executed a broad range of tests including functional, integration, regression, and user acceptance, while also managing defect reporting and analysis.
  - Scenario-Based Testing: Led scenario-based testing across diverse software applications and architectures, coordinating with multiple project partners to ensure thorough testing environments.
  - Communication and Reporting: Actively participated in daily stand-up meetings and produced daily dashboard reports, enhancing project communication and status tracking.
  - Time Management Excellence: Demonstrated exceptional time management skills, effectively organizing and prioritizing multiple project timelines to meet stringent deadlines.

**American Access Casualty Company • Downers Grove, United States • 01/2020 — 07/2021**

**Software QA Analyst**

- - Test Development and Execution: Crafted and executed detailed test scripts, cases, and scenarios, ensuring system performance met specifications. Automated test processes to align with business requirements and user stories.
  - Defect Documentation and Troubleshooting: Maintained rigorous documentation of defects and enhancements in systems like Jira, and collaborated closely with development teams to debug and resolve software issues.
  - Compatibility Testing: Conducted compatibility tests across various browsers and versions to ensure consistent user experience, addressing issues like compatibility with Microsoft IE, Mozilla Firefox, and Google Chrome.
  - Testing Strategy and Improvement: Led initiatives to enhance unit testing coverage and developed comprehensive test suites, significantly advancing the automation of end-to-end testing.
  - Collaboration and Reporting: Partnered with business analysts and developers to ensure new software integrations met functional and compliance standards; communicated testing progress and outcomes effectively to all stakeholders.

**American Access Casualty Company • Downers Grove, United States • 10/2018 — 01/2020**

**Junior Application Developer**

- - Software Development and Modification: Wrote, tested, and analyzed software programs and web applications, contributing to the entire production lifecycle from design to deployment.
  - Error Resolution and Reporting: Effectively analyzed and corrected software errors, providing timely updates and suggesting improvements to enhance code quality and functionality.
  - Application Development: Consistently developed and refined software applications to introduce new features and extend existing functionalities, ensuring alignment with technical specifications.
  - Collaboration and Feature Development: Worked directly with customers to conceptualize and develop new features, significantly improving product functionality and user satisfaction.
  - Documentation and Research: Prepared detailed documentation for program requirements and contributed to research on emerging software technologies, supporting ongoing development efforts and innovation.

**EDUCATION**

**Full-Stack Web Development in Full-Stack Web Development**

Actualize Coding Bootcamp • Chicago, United States

**Bachelor of Laws (LLB) in Business Law**

London Metropolitan University • London, United Kingdom • (GPA: 3.9)

**SKILLS**

**Programming Languages** Ruby, Python, JavaScript, HTML, CSS, SQL, PostgreSQL

**Testing Tools** ChaiJS, Pytest, Postman, Testrail, Browserstack, Unit Testing, Integration Testing, Rainforest No Code QA Tool, Test Design, Test Writing, Test Coverage, Code Coverage, Test Planning, Functional Testing, Regression Testing, Exploratory Testing, Smoke Testing, Sanity Testing, Spot Checking, Data Analysis, Root Cause Analysis, Debugging, Salesforce, BigQuery

**Frameworks and Libraries** VueJS, React, Pandas

**Project Management and Agile** Jira, Scrum, Agile Software Development, Sprint Planning, Confluence, ClickUp, Notion, Sprint Retrospectives, Zephyr for JIRA, Xray for Jira

**Cloud and Deployment** AWS, Heroku

## **CERTIFICATIONS**

**Full Stack Web Development**