Mark Custard

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Software QA Analyst | QA Analyst | QA Engineer | Manual QA Tester | Automation

Experienced Quality Assurance Specialist with a Bachelor of Laws degree in Business Law and a Web Development certification. Expertise in manual and automated testing of web and mobile applications across various browsers and platforms. Proficient in designing QA strategies, writing comprehensive test suites, and producing detailed documentation. Adept in tools like ChaiJS, Postman, Python, and Pandas, enhancing testing processes for robust product quality.

EXPERIENCE

BlueinGreen • Portland, OR, United States (Remote) • 07/2024 — Present
QA Analyst Manual/Automation

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  - Executed test cases resulting in a 5% reduction in server-side errors and improved overall application performance.
  - Conducted server-side testing for web, iOS, Android, and TV apps for a major streaming company as a contractor, ensuring seamless functionality across platforms.
  - Collaborated with development teams to implement automated testing procedures, reducing manual testing time by 20% and increasing test coverage by 15%.

Stake • Seattle, WA, United States (Remote) • 03/2022 — 05/2024
QA Analyst

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  - Ensured integrity and functionality of web and mobile applications, reducing app crash rates by 20% through rigorous testing.
  - Led development and execution of comprehensive test plans, maintaining high-quality standards.
  - Utilized ChaiJS, Postman, and Python for unit testing, alongside SQL and Pandas for data queries, supporting robust testing processes.
  - Enhanced system monitoring with Google BigQuery and Zapier, reducing integration errors by 15%.
  - Played a crucial role in identifying and documenting defects, resolving 95% of identified bugs prior to release.

CSC Generation • Merrillville, IN, United States (Remote) • 07/2021 — 05/2022
QA Engineer

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  - Collaborated with multiple departments to define and analyze requirements for new features.
  - Developed and executed detailed test cases, enhancing test coverage and accuracy.
  - Identified and reported bugs, ensuring products met intended design and functionality.
  - Conducted regression and exploratory testing, maintaining overall product quality.
  - Performed rigorous cross-platform testing, ensuring consistent application performance.

Kemper Insurance • Downers Grove, IL, United States (Remote) • 04/2021 — 07/2021
Software QA Analyst

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  - Developed and continuously updated test plans and cases, ensuring comprehensive test coverage.
  - Executed functional, integration, regression, and user acceptance tests, managing defect reporting and analysis.
  - Led scenario-based testing across diverse applications, coordinating with project partners.
  - Actively participated in daily stand-up meetings, producing daily dashboard reports to enhance project communication.

American Access Casualty Company • Downers Grove, IL, United States (Remote) • 01/2020 — 04/2021
Software QA Analyst

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    - Crafted and executed detailed test scripts, cases, and scenarios, ensuring system performance met specifications.
    - Assisted automated test processes, aligning with business requirements and user stories, increasing test efficiency by 25%.
    - Maintained rigorous documentation of defects and enhancements in Jira, collaborating with development teams for debugging and resolution.
    - Conducted compatibility tests across various browsers, ensuring consistent user experience and resolving 95% of compatibility issues.
    - Led initiatives to enhance testing coverage and advanced the automation of end-to-end testing by 30%.

American Access Casualty Company • Downers Grove, IL, United States • 10/2018 — 01/2020
Junior Application Developer

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    - Wrote, tested, and analyzed software programs and web applications, contributing to the entire production lifecycle from design to deployment.
    - Analyzed and corrected software errors, providing timely updates and suggesting improvements, reducing error rates by 20%.
    - Developed and refined software applications, introducing new features and extending existing functionalities.
    - Collaborated with customers to conceptualize and develop new features, improving product functionality and user satisfaction.
    - Prepared detailed documentation for program requirements and contributed to research on emerging software technologies, supporting ongoing development efforts.

EDUCATION

Full-Stack Web Development in Full-Stack Web Development

Actualize Coding Bootcamp • Chicago, United States

- Developed practical expertise in programming and web development, emphasizing object-oriented programming during completion of the Full-Stack Web Development Certification at Actualize Coding Bootcamp.

Bachelor of Laws (LLB) in Business Law

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

- Developed strong legal research and analytical skills by engaging in in-depth coursework focused on Contract Law, Corporate Law, and Intellectual Property Law, providing a solid foundation for critical thinking and attention to detail.

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, Gherkin, Selenium, Cucumber

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

Interests   Hiking, being outside, seeing nature, eating good food, being with my family and good people.

PROJECTS

CRUD Movie Database and Unit Tests • [Link](#)

- Executed comprehensive black box testing on the CRUD API for managing films using SQLAlchemy with SQLite, ensuring seamless functionality and performance.

Building a Weather API and Unit Tests • [Link](#)

- Developed a Python application that effectively retrieves and presents weather data for specified locations utilizing the OpenWeatherMap API, incorporating Celsius and Fahrenheit temperature conversions. Executed comprehensive unit tests using pytest to ensure the accuracy and reliability of the application.

Website Automation | Personal Website | Python and Selenium • **Link**

- Designed and implemented Python and Selenium-based automated test scripts for my portfolio website, covering critical functionality such as navigation, downloading a resume and testing links.

BDD Automation | Personal Website | Python and Gherkin • **Link**

- This project uses BDD (Behavior-Driven Development) to test the functionality of my personal website using Python, Selenium, and Behave