

Mark Custard

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Open to Remote • [LinkedIn](#) • [GitHub](#) • [Portfolio](#)

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

Full-Stack Developer (Part-Time)

TAG Parking • Remote • 10/2025 — Present

- Built end-to-end booking platform for Bournemouth Airport meet & greet service with Stripe payments and real-time flight integration.
- Developed admin dashboard for booking management, promo codes, and refund processing.
- Implemented automated email system using SendGrid for confirmations and marketing campaigns.
- Built responsive mobile-first UI with React featuring real-time form validation.
- Integrated third-party APIs including DVLA (vehicle lookup) and OS Data Hub (postcode/address lookup).
- Deployed on Railway (FastAPI + PostgreSQL) with comprehensive pytest test suite.

Senior QA Engineer

Embrace Pet Insurance • Remote • 06/2025 — 12/2025

Contractor – Largest Pet Insurance Company in the US

- Execute comprehensive manual testing and A/B testing across web applications.
- Built automation processes for 2 quote creation tools, streamlining validation workflows.
- Leverage Azure DevOps for merging PRs and deploying to production.
- Added 400+ test cases to Testmo repository for comprehensive test management and reporting.
- Utilize Salesforce CRM and Cosmos DB for data validation across insurance systems.
- Collaborate with cross-functional teams to ensure quality across insurance quoting systems.

QA Analyst

BlueInGreen • Portland, OR, United States (Remote) • 07/2024 — Present

Contractor – Netflix

- Worked on the Non-Member Home Page (NMHP) Experience, including the Logged Out Display Page (LODP), across TV apps, web, mobile, and Android/iOS applications—one of Netflix's most visible projects.
- Built comprehensive automated test suite from scratch using Playwright, scaling from zero to 700+ automated tests.
- Reduced spot-checking manual testing by 90% through strategic automation implementation.
- Led A/B testing efforts for NMHP and LODP, validating UI and content variants across web, mobile, and TV devices.
- Developed and executed test plans covering automation, regression, exploratory, and integration testing to validate functionality and usability.
- Led testing for a migration project involving the Logomator and Mockup Tool, ensuring functionality matched the previous vendor's tools despite technological differences.

QA Analyst

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

Full-Time

- 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.
- Conducted A/B testing on new user sign-up and onboarding flows to improve engagement and conversion across iOS and Android apps.

- 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%.

QA Engineer

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

Full-Time

- 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.

Software QA Analyst

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

Full-Time

- 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.

Software QA Analyst

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

Full-Time

- 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%.

Junior Application Developer

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

Full-Time

- 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 • 05/2018

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) • 02/2006

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, Testmo, Browserstack, Playwright, 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, A/B Testing

Frameworks and Libraries React, VueJS, FastAPI, Pandas

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

Cloud and Deployment AWS, Azure, Railway, Heroku

Databases PostgreSQL, Cosmos DB, SQL

Integrations Stripe, SendGrid, DVLA API, OS Data Hub

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.