Maksim Tsybulka

QA Engineer

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Education

Bachelor degree   2012 - 2017
BSUIR, Minsk
Radio electronics, Electronic systems

Courses

Education studio "MyMonday"   2019
Software testing

Teach Me Skills   2020
Developer Python

Stormnet   2021
Software Testing

Teach Me Skills   2022
Automated Python Testing

Employment

QA Engineer   Aug 2021 - Present
Finwin Technologies
- Creation and support of existing autotests
- Automated UI testing (Selenium on Python)
- Writing unit tests(Pytest, Unittest)
- Manual testing(Web, Mobile)
- Functional testing
- Nonfunctional testing
- Load testing (Locust, JMeter)
- Linux (Shell scripting)
- Documenting found defects (bug reports)
- Running parallel tests using xdist
- Testing automation of REST APIs
- Testing payment systems, smart contracts
- Testing a web service using Postman
- Mentoring new testers
- Writing and maintaining test documentation (checklists, test plans)
- Communicating and showing demo versions to customer
- Checking and testing bugs from users for relevancy

Head of the Technical Support   Jul 2021 - Sep 2021
888 STARZ

Personal details

Date of birth
May 24th, 1994

Skills

Python

SQL

Postman

Git

Charles

HTML

Jira

Confluence

Bug Reporting

Test case

Linux

Bash

Shell

Locust

JMeter

Selenium

Pytest

Docker

CI/CD

Jenkins

Android Studio

Xcode

- Building up from scratch the work of the technical support department
- Building up from scratch the work of the marketing department
- Building up from scratch the work of the quality control department
- Testing of new games, payment systems, website layout
- Checking and testing bugs from users for relevance
- Transferring summarized data on the execution of customer requests for technical support to the appropriate administrative and technical departments of the organization
- Preparation of analytical reports on the implementation of customer requests by employees of the structural unit of technical support;
- Tracking the fulfillment of requests for technical support of info-communications systems and/or their components
- Providing practical assistance to specialists in solving particularly complex problems encountered during the operation of the company's product
- Coordination of work on the most complicated requests for technical support with representatives of organizations - manufacturers (developers) of info-communication systems and / or their components;
- Analyzing the current communications with clients through standard channels (E-mail, SMS, messengers, chat, Push)
- Improving conversions with regular users, registrations and other actions
- Creating and setting up chain segments in CRM systems
- Analysis of communication channels efficiency by key web metrics (delivery rate, open rate, CTR) and business indicators (orders, turnover, profit)

Team Leader of Support   Nov 2019 - Jul 2021
Maxbitsolution
- Technical support management in the sphere of gambling
- Receiving and processing requests
- Checking and testing errors from users for relevancy
- Communication and problem solving with VIP clients
- Keeping statistics in CRM
- Team management

Automation system Engineer   Sep 2018 - Nov 2019
Armed Forces of the Republic of Belarus
- Repair and maintenance of automation complex
- Personnel management
- Document maintenance

Radar Platoon Commander   Aug 2017 - Sep 2018
Armed Forces of the Republic of Belarus
- Repair and maintenance of radio electronic equipment
- Personnel management
- Document maintenance

Languages

English

Russia