

# Michal Fadel – QA

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## Education

### QA Certification Course – Gal Matalon School of Automation, June 2024

Software testing course focusing on manual and automated testing

The course includes comprehensive familiarity with testing methodologies and practical projects in the Web and Mobile.

### Pastry Chef Studies (Certification) - Estella, Feb 2014 – Sep 2014

### BA in Communication and Media Studies - Emek Israel College, Oct 2003 - Jun 2006

## Skills

- Knowledge in testing methodologies
- Writing testing documents: **STP, STD, STR**
- Using **TestRail** for test writing
- Managing and reporting issues: **Monday, Jira**
- Working with databases: **MYSQL** and **SQL** at high level (**JOIN** and Subqueries)
- Development languages: **HTML, CSS**
- API interface testing – **JSON, POSTMAN**
- Automation: Script writing in **SELENIUM** with **Java**
- Microsoft Office Suite (**Word, Excel, Outlook**)
- Design Software: **Canva**

## Experience

### Application Technician - Incredio (formerly DouxMatok) - May 2022 - Present

- Supervise and perform quality analysis for diverse applications and various recipes.
- Work closely with the sales and marketing team with required samples for client tasting kits and review results based on company requirements.

### Pastry Chef – Buza - Sep 2018 - May 2022

- Independently overseeing all operations and tasks as a pastry chef, manufacturing ice cream.
- Implemented innovative recipes and techniques and order materials and goods from various suppliers to maintain inventory levels and meet production demands

### Customer Service and Back-office Representative - El Al Airlines - Sep 2010 - May 2014

- Handling efficiently customer inquiries and resolve issues to ensure customer satisfaction.
- Verbal and written communication skills, multitasking to efficiently manage customer interactions
- Back-office responsibilities, including data entry, transaction processing, and administrative tasks.

## Other Skills

- Detail-oriented approach and excellent customer service skills
- Strong team leadership and collaboration abilities.
- A multitasker in fast-paced environments.

## Languages

- Hebrew - Native language
- English – Fluent