

# SHOVAL NISANI

QUALITY ASSURANCE ENGINEER

## DETAILS

### ADDRESS

Rosh Ha'Ayin  
Israel

### PHONE

+972542530504

### EMAIL

Shoval.nqa@gmail.com

## LINKS

[LinkedIn](#)

[Twitter](#)

[Facebook](#)

## SKILLS

Python

ISTQB

SQL

JIRA

HTML & CSS

JavaScript

Microsoft Office

Java

## LANGUAGES

Hebrew

English

## PROFILE

- Committed to a high quality outcome through deep learning, team work and communications.
- Skillful in providing solutions and suggestions to improve and enhance productivity.
- Experienced in customer service through technical adaptation.
- Provided Customer Support including data verification, information updates, database maintenance, call redirection, escalations etc.

## EMPLOYMENT HISTORY

### Solutions to Business Communications, Partner

2021 — 2022

- Provided Customer Support including data verification, information updates, database maintenance, call redirection, escalations etc.
- Customer assistance provided via phone calls, emails and, internet chats.

### Customer Service & IT Technical Support , Verifone

2019 — 2020

- Worked with Customer Service and Product Development departments to enhance overall customer experience.
- Properly addressed issues related to production, machinery, and tools.
- Utilized strong mathematical and problem-solving skills on a daily basis.
- Helped to develop set-ups for newly developed products.

## EDUCATION & KNOWLEGE

### Quality Assurance Engineer, John Brcye

Tel Aviv

- Experience in testing methodology: Agile, Black/White boxes, functional and non-functional methods
- Experience in writing details: STP, STD & STR
- Skill in extracting complex queries in SQL
- Knowledge of writing and working with JavaScript, HTML & CSS
- Automation in Python and Java
- ISTQB Certified Tester Foundation Level
- Experience with Microsoft Office Suite
- Excel, Word, PowerPoint, Outlook etc

## REFERENCES

References available upon request