

Brenda Miller

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Summary

Experienced and resourceful QA Tester with comprehensive background in SDLC and DevOps. Excellent interpersonal and customer service skills, works well under pressure, collaborator, flexible, and solid work ethic.

Experienced in Agile/Scrum and Waterfall.

Tools

- SQL
- JavaScript
- HTML/CSS
- Node JS
- React
- JIRA
- MongoDB
- Linux
- Postman
- Ready! API
- Sequelize
- Zephyr
- TFS
- JAMA
- Oracle Enterprise SOA

Certification

Full Stack Web Developer, University of Denver - Denver, CO

Principles of Software Testing, Villanova University - Villanova, PA

Education

Bachelor of Science - Computer Information Systems, Metro State University of Denver, Denver CO

Experience

ViaSat Communications - Englewood, CO - QA Analyst

Sept 2011 - April 2020

Served in a data-driven development and testing role, performing extensive data analysis to isolate bugs, data issues, and other anomalies.

- Served as the lead QA for:
 - End to End testing with focus on Modem provisioning, traffic shaper, usage and DB configuration, modem firmware and configuration, customer usage and policy from modem to back office to customer facing systems.
 - Verifying functionality against Network Protocols (TR-69).
 - Internal and customer facing websites and mobile apps including order management, usage, and billing systems.
- Frequent use of SQL and Linux to stage, research, and verify data.
- Sole point of contact for QA and Prod support for both internal and external users and partner support with public APIs.
- API validation and automated tests in Ready! API.
- Developed and coordinated test plans, test cases, and test reports.
- Performed compatibility, component, exploratory, integration, regression, and risk-based testing.
- Participated in Scrum, requirements review, defect and risk reporting, and solution research and presentation.
- Created and maintained a Wiki to document E2E process, FAQ, policies and resources.
- Wrote and executed test cases Zephyr, TFS, and Jama.
- Collaborated with all departments to ensure quality products and user-friendly solutions.

Product Development Corp - Westminster CO - QA Analyst

2008 - 2011

Primary tester for Accounting and Time and Expense applications..

- Daily use of SQL and T-SQL to validate configuration, troubleshoot and stage data.
- Documented application procedures for UAT and user training.
- Other QA including mapping, distribution, orders, and geo-coding applications.
- Worked closely with developers and business analysts to ensure applications are user friendly and reliable.

Product Development Corp - Westminster CO - Assistant to VP of IT

2002 - 2008