

Elena Kashkan

QA/UAT engineer

With over 18 years of work experience in the IT sector, I am a seasoned QA/UAT engineer who is passionate about delivering high-quality software solutions that meet the needs and expectations of the clients. I have a strong background in business analysis, requirements engineering, testing, and documentation, as well as a keen interest in learning new technologies and tools.

Contact

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Minsk, Belarus

Education

INSTITUTE OF INFORMATION TECHNOLOGY BSUIR – MINSK, BELARUS

Qualification: Business
Analyst – Programmer
2023-2025

BELARUSIAN STATE ECONOMIC UNIVERSITY – MINSK, BELARUS

Bachelor of
International
Economic Relations
2000-2005

Skills

Salesforce.com

SAP

ServiceNow

QA/UAT

JIRA

Confluence

System Integration

Testing

Microsoft Excel

Experience

QA/UAT SUPPORT ENGINEER ALLIED TESTING

Mar 2020 - Present

As a UAT support engineer, I was a part of the Workflow & Systems team, where our primary focus was to define and manage End-to-End User Acceptance Testing (UAT). My responsibilities included developing detailed test scenarios and cases, executing tests, analyzing results, and reporting on outcomes through close collaboration with business and technology stakeholders. This was part of various large-scale transformation projects and systems across the Data & Analytics division of LSEG.

Key Responsibilities and Accountabilities:

- Supported the delivery of key enhancements in customer support, utilizing Salesforce Service Cloud and Salesforce Q2C.
- Collaborated with individual project teams and test leads to develop UAT approaches and provided support in setting up UAT.
- Analyzed business requirements and developed positive and negative test scenarios.
- Prepared test scenarios based on UAT requirements and obtained business reviews to ensure adequate test coverage.
- Developed test cases from test scenarios and loaded them into the Zephyr test tool for execution.
- Assisted in creating and maintaining test data sets to support various testing scenarios.
- Coordinated with business testers on UAT readiness.
- Oriented test participants on UAT execution, problem reporting, and resolution processes.
- Managed a central repository of UAT documents, scripts, and materials.
- Coordinated defect resolution and retesting.

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- Documented and tracked defects using Atlassian Jira, providing detailed information for developers.
 - Participated in Agile ceremonies, including daily stand-ups, sprint planning, and retrospective meetings.
 - Continuously updated and improved testing documentation and knowledge bases.
 - Provided feedback and suggestions for product improvement based on testing observations.

During my tenure, I actively participated in nine projects for Refinitiv, an LSEG business, successfully completing 13 UATs.

I am always eager to improve my skills and knowledge, and I have recently obtained certifications in Learning REST APIs, Postman Essential Training, and Test Automation Foundations from LinkedIn.

MANAGING DIRECTOR KRUZHEVNICA.BY WEB STORE

Oct 2014 – Dec 2022

Managed all activities for the e-commerce business.

Key contributions:

- Administration of online shop.
- Setting up business processes.
- Processing customers' orders.
- Customer support.
- Work with payment services.

BUSINESS ANALYST STER GROUP

May 2004 – Dec 2013

Lead the development for the accounting software "1C: Enterprise CRM".

Key contributions:

- Requirement analysis.
- Testing the system and creating the user manuals including the system documentation.
- Liaising with system architects and developers to ensure proper implementation of the system.
- Supporting business users.