Michal Chen

QA Engineer

**+972-54-3933471**

**mmatok19@gmail.com**

[**LinkedIn Profile**](https://www.linkedin.com/in/michal-chen/)

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| **Summary:** | |  |
| * Over 12 years experience in online global companies among them 5 years as a QA Engineer.  Experience in extensive QA tests on Web, Mobile and Desktop environments. * Education: qualification in QA and Automation and owns a B.A degree in Business Management with excellence- The College of Management Academic Studies * Highly motivated, able to look at the greater picture and customer focused, very responsible and organized. | | |
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| **Job Experience:** |  | |
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| **QA Engineer** | * Performing functional, GUI, E2E, sanity, regression and performance tests on Web and Mobile environments. * Performing tests on mobile application Android and IOS and working on different kind of devices. * Data retrieval from the bank system and mainframe system include using SQL queries. * Working on QC and Jira systems to report and manage bugs. * Writing STD and STP documents * API testing using Postman * Managing community tests by Applause on the company’s products | |
| **Mataf- The First International Bank of Israel** |
| 2019-Today |
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| **QA Tester & Payments Operations** | * Testing the functionality and visibility of all Payments Product environments: WEB, Mobile (iOS, Android) and Desktop. * Working according to Agile Methodology using Jira to write requirements, report bugs, manage and track sprints and tasks. * Testing the Integration between systems by analyzing the user's journey logs. * Managing Improvements of the Payments Product user experience (UX) and implementation of new features. * Leading payments migration project to a new and advanced infrastructure, including managing system architecture, workflow and configuration. * Making DB analyzes by querying for users’ segmentations. | |
| **William Hill Online** |
| 2016-2018 |
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| **Payments Operations** | * Managing Improvements of the Payments Product user experience (UX) and implementation of new features. * Coordinating with Payment Providers and Merchants for implementing and support the various payments options. * Optimizing payments performance by Monitoring routing system and performing reports analyzes using Excel. * Managing payments configurations & content in the CMS and IMS systems. | |
| **William Hill Online** |
| 2010-2016 |
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| **QA Tester** | * Performing Functionality, GUI, compatibility, Regression and Sanity tests on Web and Desktop Environments. * Client/server and security tests. | |
| **William Hill Online** |
| 2009-2010 |
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| **Finance Processor** | * Providing customers with payment solutions in an internet environment. * Working in direct contact with the major online payment methods (Neteller, PayPal etc…). * Coordinating daily assignments with the different merchants. * Managing refunds and funds limits while providing the end user with financial solutions. | |
| **Paragon ICC** (**PlayTech outsourcing company)** |
| Manila, Philippines |
| 2006-2008 |
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| **Risk Management Analyst** | Preventing chargebacks and guaranteeing maximum conversion sales by analyzing data and supervising merchant accounts. | |
| **Safecharge** |
| Sofia, Bulgaria |
| 2007-2008 |
| **Education & Professional courses:** | | |
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| 2021 | **Automation tests course by The Collage Of Automation**  Running automation tests using Selenium Web Driver in Java | |
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| 2020 | **API testing course by John Bryce**   * API testing - Server and client side * Testing tools- DevTools, Swagger, Postman | |
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| 2019 | **QA course by The Collage Of Automation**   * Writing tests cases including detailed STD,STP and STR documents * Performing Mobile tests (Android, IOS) and WEB (Chrome, IE, FireFox) * Practical experience in testing processes including managing tests on Testrail, bugs reports on Jira and producing STR documents. * Knowledge and practice in HTML and CSS including creating a personal website. * Deep understanding of testing methodologies (Agile) and experiencing different tests (Sanity, E2E, Recovery, Regression, UI) * Working with SQL (excellent knowledge up to JOIN level) | |
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| 2017 | VBA Excel Programming fundamentals by Maayan Poleg | |
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| 2016 | UX/UI course by Netcraft Academy | |
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| 2002-2005 | **B.A degree in Business Management with excellence.**  **The College of Management Academic Studies**  Majoring in Finance & Information Systems with excellence. | |
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| **Languages:** |  | |
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| Hebrew: Native | English: Excellent | |
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| **Military Service:** |  | |
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| 1999-2000 | IDF retirement department as an office manager. Released as a Sergeant. | |
| 1998-1999 | The IDF Personnel Department in the Kirya. | |
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| **Technical Knowledge:** |  | |
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| * Testing Tools: Selenium Web Driver, Postman, Swagger * All browsers: Chrome, IE, Edge, Firefox * Operating systems: Windows (all), Mobile (Android, IOS) * Bug management systems: TestRail, Jira, QC * Code & Programming: and SQL , HTML, CSS, Java * Methodologies and other knowledge: STP ,STD ,STR , Agile , Microsoft Office | | |
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| **Soft Skills:** | |  |
| Team Player, Self-learner, Analytical, Technical, Self-starter, Multi-Tasking, Excellent interpersonal, communication & Organizational skills, presentation skills, Independent, responsible, kind, Positive, creative, entrepreneur. | | |
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| References are available upon request. | | |