**Michal Chen – QA Engineer**

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| **Summary:** | | |  |
| * Over 12 years experience in online global companies, **5 years as a QA Engineer**.  Experience in extensive QA tests on **Web, Mobile and Desktop** environments. * Education: **qualification in QA and Java Automation** and a B.A degree in Business Management with excellence- The College of Management Academic Studies * **Very responsible and organized**, highly motivated, able to look at the greater picture and customer focused. * [My personal website](https://mmatok.github.io/Michal-Chen-Website/) | [Automation project](https://mmatok.github.io/Automation-Project-Website/) | | | |
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| **Job Experience:** | |  | |
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| **Mataf- The First International Bank of Israel** | | * Performing functional, GUI, E2E, sanity and regression tests on **Web and Mobile** environments. * Performing tests on mobile application **Android and IOS** and working on different kind of devices. * Writing **automation tests** on Postman using Rhino, (automation tests writing interface). * 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. | |
| QA Engineer | |
| 2019-Today | |
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| **William Hill Online** | |  | |
| 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. | |
| 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. | |
| 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. | |
| 2009-2010 | |
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| **Paragon ICC (PlayTech  outsourcing company)** | | * Providing customers with payment solutions in an internet environment * Working in direct contact with the major online payment methods (Neteller, PayPal etc…). * Managing refunds and funds limits while providing the end user with financial solutions. | |
| **Manila, Philippines** | |
| Finance Processor | |
| 2006-2008 | |
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| **Safecharge** | | Preventing chargebacks and guaranteeing maximum conversion sales by analyzing data and supervising merchant accounts. | |
| **Sofia, Bulgaria** | |
| Risk Management Analyst | |
| 2007-2008 | |
| **Education & Professional courses:** | | | |
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| 2021 | **Automation tests course by The College Of Automation**   * Running automation tests using **Selenium Web Driver** in **Java**. * Building a full automation infrastructure via Page Object Model including running tests on TestNG, getting reports and analyzing the results. | | |
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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 College Of Automation** | | |
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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, Git * All browsers: Chrome, IE, Edge, Firefox * Operating systems: Windows (all), Mobile (Android, IOS) * Bug management systems: JIRA, TestRail, QC * Code & Programming: Java, SQL , HTML, CSS * 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. | | | |