



PROFESSIONAL SUMMARY

Detail-driven Senior Quality Assurance Professional with career-long record of data analysis, technical troubleshooting operations, process improvement, and leadership success

Proven talent for aligning strategy and objectives with established data analysis and test case operations paradigms to achieve maximum operational impacts with minimum resource expenditures. Growth-focused thought leader with a wealth of experience in executing test plans, creating and maintaining test cases, conducting manual testing, hardcopy validation, analyzing results, and ensuring that products meet functional, performance, and user experience requirements with proven results. Exceptionally dedicated professional with keen interpersonal, communication, and organizational skills, as well as time management, process optimization, and leadership expertise.

CORE COMPETENCIES

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| • Communication Skills | • Reporting and Documenting | • Critical Thinking |
| • Risk Mitigation | • Account Management | • Problem Solving |
| • Technical Proficiency | • Leadership Expertise | • Analytical Skills |
| • Time Management | • Process Development | • Troubleshooting |
| • Team Contributor | • Quality Testing | • Test Scripts |
| • Self Driven | • Detail Oriented | • Customer |
| • Scrum | • Agile/Waterfall | Service |

PROFESSIONAL EXPERIENCE

PLANETART, CALABASAS, CA, JULY 2020 TO JANUARY 2023

SENIOR QUALITY ASSURANCE TESTER

- Ensured bug fixes were correctly verified prior to release to prevent unnecessary delays.
- Identified and flagged potential conflicts or high-risk areas that updates may introduce to minimize errors.
- Reviewed newly added user stories, epics, and functionalities and ensured accurate reflection on all affected platforms via thorough testing and verification.
- Collaborated closely with QA engineers and cross-departmental teams to identify and establish precise test requirements, ensuring alignment with project goals.
- Created test cases, documented issues, identified bugs, determined their severity, and labeled them with the correct fix version for timely release.
- Performed reviews of monthly updates for newly introduced products to ensure customer satisfaction that included matching mocks to implementation, accurate product description and pricing, correct product customization by the customer, and verifying no transaction issues, hardcopy validation etc.
- Analyzed and documented new workflows, specifications, newly added documentation and updated/created test cases accordingly to prevent future delays.
- Simultaneously managed and worked on multiple projects at the same time
- Perform and lead unit, regression, usability, integration, black box, and smoke testing, ensuring rigorous quality checks for software functionality.
- Served as a manager and took on responsibilities in their absence, including running deployment tests, and guiding the team through releases and procedures.

WAG! LABS, WEST HOLLYWOOD, CA, APRIL 2017 TO DECEMBER 2019

QA ANALYST

- Responsible for the accurate review of current and upcoming sprint and point tickets, within the estimated effort and timeline for supported platforms (Android, iOS, Web).
- Accurately identified and flagged potential conflicts or areas of high risk that any updates may introduce, enabling the team to take corrective measures in advance.
- Created and maintained complete test cases for new features to certify product functionality and prevent future issues.
- Recognized and methodically documented any bugs and issues found and labeled them according to severity, providing a clear understanding of the problems.
- Examined and monitored update releases via Fabric to ensure a steady rollout and safe launch, mitigating any risks and ensuring a smooth user experience.

WAG! LABS TRUST AND SAFETY, WEST HOLLYWOOD, CA, JANUARY 2016 TO APRIL 2017

TRUST AND SAFETY SUPERVISOR

- Conducted comprehensive research to identify all relevant details of customer accounts, service history, and past interactions in order to facilitate the claims filing process accurately and efficiently.
- Accumulated gathered information into concise, informative reports that took into consideration the company's interests while also seeking to resolve the claim in the customer's favor.
- Managed multiple cases simultaneously, ensuring timely resolution of each one by utilizing time effectively.
- Utilized strong interpersonal skills to adequately communicate high-risk cases to management personnel and executives, outlining potential solutions to be explored.
- Demonstrated professionalism, empathy, and efficiency in managing escalated and highly stressful situations.

LICENSES & CERTIFICATIONS

[TEST AUTOMATION USING SELENIUM: BEGINNER TO PRO](#)
Udemy

[Career Foundry Full Stack Web Development](#)
Full Stack Web Developer (Expected Graduation July 2024)

ADDITIONAL INFORMATION

Languages: English, Spanish

Technical Proficiencies: Google Sheets, TestRail, Jira, SQL, Windows, Mac OS, Microsoft Office Suite

Interests: Fishkeeping, snowboarding (recreational), travel, gaming, photography, chess, board games, card games, 3-D printing