

# Natalia Bagramian

QA Engineer

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## SUMMARY

ISTQB Certified QA Engineer with strong analytical background, committed to delivering superior quality software products. Proficient in designing and executing comprehensive test cases, and skilled at identifying and documenting software defects. Hands-on experience with test automation using Selenium WebDriver, Playwright, and WebdriverIO. Bilingual. 5+ years in education and 2+ years in banking.

## TECHNICAL SKILLS

**Languages:** JavaScript, Python, TypeScript, HTML, CSS, SQL

**Test Automation:** Selenium WebDriver, Playwright, WebdriverIO, Pytest, Jest, Mocha

**Developer Tools:** Git, GitHub, Chrome DevTools, Visual Studio Code, PyCharm

**Testing Tools:** Postman, Jira, Android Studio, Charles Proxy

**Types of Testing:** UI Testing, API Testing, Smoke Testing, Regression Testing, Exploratory Testing, etc.

## EXPERIENCE

### Quality Assurance Tester, QA Project Lead

Feb 2024 – Present

*Freelance(a single client for SQA and multiple clients via uTest)*

*Remote*

- Led a testing project of 9 members for a security application; optimized workflows and increased test coverage
- Conducted functional, end-to-end, regression, and smoke testing of desktop, web and mobile applications in combination with browser extension
- Reported critical defects ensuring software met end-user needs; achieved 100% defect approval on uTest
- Validated system functionality across diverse platforms for clients in sectors including financial services, entertainment, hospitality, and food services by executing test cases within 24 hours of claiming
- Facilitated exploratory testing by collaborating with testers to glean actionable insights for product enhancement
- Created from scratch 140+ test scenarios for API testing; identified 45+ critical API defects using Postman
- Designed and executed tests for HTTP requests leveraging Jest and JavaScript to verify API behavior
- Used black box test design techniques (Equivalence Partitioning and BVA) to develop comprehensive test cases
- Demonstrated expertise in SQL and command line; verified seamless backend functionality
- Conducted thorough UI testing, ensuring adherence to design specifications and app requirements
- Emulated mobile devices in Android Studio and discovered critical defects in the mobile app

### QA Analyst

May 2024 – Present

*Oppia Foundation, Volunteer*

*Remote*

- Performed cross-browser testing across multiple devices; ensured high quality of learning platform
- Identified and reported critical issues; improved software stability and user experience
- Collaborated closely with release team on GitHub, facilitated timely resolution of reported issues

### QA Engineer

June 2024 – July 2024

*Slopopedia Project, Internship*

*Remote*

- Created 100+ test cases and maintained test documentation throughout SDLC using test management tools
- Automated 47% of manual tests with Playwright and TypeScript; increased test efficiency
- Conducted thorough manual testing and reported 40 defects in Jira; ensured effective issue tracking and resolution
- Crafted detailed test summary report, communicated findings to stakeholders; facilitated informed decision-making
- Provided key perspective in Agile project team; planned sprints and testing; delivered polished software solution

### Personal Banker, Mobile Specialist

Dec 2021 – Feb 2024

*Wells Fargo Bank*

*La Mesa, CA*

- Improved mobile app adoption via user-friendly demonstrations; achieved 75-100% mobile engagement
- Identified usability issues during mobile banking introductions, which led to a 100% customer satisfaction rate

### Teacher (Russian, English)

Feb 2016 – May 2021

*Multiple Locations*

*Anchorage, AK*

- Created personalized learning experiences and curricular materials for each of 50+ students
- Analyzed student performance data, adjusted teaching strategies resulting in an 80% decrease in exam failures

## EDUCATION AND CERTIFICATIONS

**Certified Tester Foundation Level** | *ASTQB - ISTQB in the U.S.*

**BA in Education with Honors** | *Mordovian State Pedagogical Institute*