Nurseda Balcioglu
Quality Assurance Engineer
nbalci09@gmail.com | +44 7401 670 344 | London, United Kingdom
https://www.linkedin.com/in/nursedabalcioglu || https://github.com/nurito-burrito

High-performing Quality Assurance Engineer with **8+ years** of experience to contribute a range of software development projects and solutions across industries. Software testing experience in various fields such as **mobile native**, **mobile web applications**, **web applicationsm**, PC, console and mobile games, machine learning and consumer products in the gaming, virtual assistant tech, fashion-tech, **fin-tech**, MaaS (Mobility as a service), and MedTech industries. Strong communicator who thrives in deadline-oriented and multi-project team environments. Gained extensive **CI/CD experience** in the past 3 years.

SKILLS

Software and testing skills: Radar, **Xcode**, **Swift**, SwiftUI, **XCUI**, **Kotlin**, **Android Studio**, **Jenkins**, **CircleCI**, **Fastlane,** Jira, Confluence, **Charles Proxy**, Postman, ASR (automatic speech recognition), **TestRail**, Xray, Practitest, **Cypress**, **Javascript**, Selenium WebDriver, **Appium**, **Java**, **Python**, Groovy, JavaScript, HTML, XML, SQL, BrowserStack, TestNG, Gherkin, Cucumber, Maven, **GitHub**, **Bitucket,** SourceTree, IntelliJ, Envy, Agile methodologies
Spoken and written languages: Fluent in French, English, and Turkish

WORK EXPERIENCE

Medtronic, London, United Kingdom
TestOps/Test Engineer (Mobile), June 2021 - November 2022

TestOps Engineer (March 2022 - November 2022)
- Ensured that developers and test engineers have the tools and infrastructure in place to efficiently develop and implement automated tests during development
- Collaborated with developers and test engineers to highlight gaps in test coverage and develop guidelines that encourage better testing, **increase test coverage** and improve the release process on **iOS** and **Android**
- Researched and implemented new technologies and techniques to help support various parts of the testing process, including both functional and non-functional
- Made sure test tooling output/monitoring has visibility and is cohesive
- Contributed to continuous improvement by **creating** and/or **maintaining CI/CD pipelines**, investigating UI test failures and proactively supporting knowledge sharing across the entire team

Test Engineer (June 2021 - March 2022)
- Worked closely with Product Owner and Developers to **define acceptance criteria** (requirement analysis) and definition of done for both **stories** and releases
- Conducted **exploratory testing** for individual stories and release candidates using charters and appropriate techniques to discover potential problems
- Owned the release process from RC creation to **releasing** to customers on **App Store** and **Google Play Store**
- Collaborated with developers to ensure acceptance criteria are met and where possible, **automate** using the Given/When/Then -**BDD**- format in order to **increase test coverage**, maintain and improve the **XCUI** and **Espresso** test automation frameworks

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Karhoo, London, United Kingdom
QA Engineer (Mobile), April 2019 - March 2021

- **Maintained**, **improved and scaled** (from 5% to 70%) the suite of tests in **mainly** iOS codebase using the XCTest (unit) & **XCUITest** frameworks and Android (when support was needed) using Espresso framework
- Took on **iOS development** tasks to speed up feature delivery (github for reference)
- Participated in and **ran scrum activities** including daily stand-ups, backlog grooming, sprint planning and sprint retrospectives
- Undertook **code and design reviews** and contributed to the ongoing improvement of the way we work
- Performed and optimised **regression tests** for release candidates for both iOS & Android platforms
- **Owned** the **iOS release** process from creating a new release candidate to releasing on the App Store
- Jumped into debug and **fix bugs** in Swift Requirements
- Supported the **Web** team with their **Cypress**/**Javascript/Typescript** automation efforts
- Created and maintained **CI/CI pipelines** for the iOS SDKs and Native app

Curve, London, United Kingdom
QA Engineer (Mobile), January 2019 - April 2019

- Collaborated with Product Managers to build exciting, innovative, and useful features for Curves Customers
- Collaborated with the wider engineering team to ensure Curve has well-designed APIs and services by offering a Customer's perspective
- Assisted in early issue identification, resolution, and subsequent root cause analysis
- Executed **exploratory** and **functional testing** before and **regression** testing during new releases
- Worked closely with developers in an agile cross-functional team
- Ran and maintained various automation test scripts and frameworks

Lyst, London, United Kingdom
Mobile QA Engineer (iOS), November 2017 - November 2018

- Wrote **test plans** throughout the development life-cycle and then updated test cases after the release
- Executed planned and **exploratory testing** before and **regression** tested during **new releases**
- Logged and tracked bugs through to resolution using Jira
- Wrote test reports and documented processes on Confluence
- Wrote automation test scripts in **Java** using **Appium** and **Selenium Webdriver**
- Participated in use case reviews, design meetings, and backlog grooming sessions to further understand business requirements and contribute as a QA
- Supported the **Web** team in manual **UI testings** before new feature releases

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Apple, Cork, Ireland
Localization QA Engineer, March 2017 - October 2017

Was in charge of the QA process of Siri for Francophone users:
● Investigated and scoped software problems by working cross-functionally with engineering teams and QA and project management teams throughout Apple to insure accuracy is preserved across languages and apps and platforms for its personal assistant Siri
● Created, maintained and carried out test procedures
● Used internal QA tools and identified areas of improvement in tools and processes, and addressed issues with innovative solutions
● Escalated key issues and drove them to resolutions to help ship the best localized Siri with the best possible UX for the French speaking regions

VMC Consulting (Keywords Studios), Montréal, Canada
Localization & Functionality QA, March 2014 - February 2017

● Identified interface issues (onscreen text that overlaps, audio translations that play at the wrong time, fonts that are incompatible with a language) in order to deliver a consistent user experience
● Conducted all Turkish translation project reviews for linguistic quality from all gaming and software industry clients for their game content, websites and mobile applications
● Wrote test plans and executed day-to-day localization and compliance QA test cases sent from clients; report bugs and raise alerts regarding project bugs using test management, issue tracking and project management software such as PractiTest and Jira
● Executed functional and nonfunctional testing of websites and video games on PC and mobile platforms such as iOS, Android, Windows Phone
● Trained new LQA testers
● Established strong working relationships and provided excellent customer service to local and international teams for transparent workflows and mutually agreed content delivery timelines by acting as point of contact between the client's different offices around the world
● Created new processes and improve existing ones to bring top quality to AAA games by providing feedback to the client regularly
● Pre-Production Planning; Performed source text analysis to identify localization issues before they are duplicated across multiple languages
● Provided script localization and QA checks early in the pre-production process of game audio
● Worked with development team to implement localization best practices to minimize bugs and confirm that the code is ready for localization prior to translation

EDUCATION

Montreal College of IT, Montreal, Canada
Certificate degree, Software Testing and Quality Assurance, Oct 2016 - March 2017

University of Hacettepe, Ankara, Turkey
Bachelor/Licentiate degree, Translation and Interpretation, Oct 2006 - Oct 2010