

Belarus, Mogilev
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Olga Isaeva

SKILLS

Hard skills: manual testing across multiple devices and platforms, test design techniques, writing and maintaining test cases, bug tracking and reporting, log analysis, running commands in terminal, Git basics.

Tools: TestRail, Jira, Confluence, Postman, Markdown, Google Docs/Sheets, Git Bash.

Soft skills: attentiveness, learning ability, responsibility, adaptability, digital hygiene, team collaboration, understanding of Agile principles.

Languages: English (A2), Russian (native), Belarusian (native).

EXPERIENCE

Yandex Pro – *Technical Support Specialist*

November 2021 – Present

- Handled and processed user requests via phone, email, and chat
- Diagnosed technical issues and created detailed bug reports
- Monitored system performance and ensured SLA compliance
- Collaborated with developers to escalate and resolve complex cases
- Created user instructions and FAQs to reduce repetitive requests

EDUCATION

Software Testing from Scratch. Theory + Practice

Completed: 2025

- Fundamentals of software testing theory
- Test design techniques (equivalence classes, boundary values, decision tables)
- Writing test documentation (test cases, bug reports, checklists)
- API testing with Postman
- SQL basics