



Paul Wagner

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ABOUT ME

Technically adept QA Engineer with experience in manual testing, bug tracking, and API validation. Currently focused on quality assurance for an RTLS product and HRMS web/mobile applications, with prior experience in the iGaming sector, including a casino platform and slot machine games. Committed to leveraging diverse QA skills to prevent issues and enhance user experiences.

WORK EXPERIENCE

QA Engineer

Sense Workplace Ltd [Sep 2024 – Current]

- Collaborating in Agile Scrum environments throughout SDLC.
- Creating and managing test plans, cases, and documentation using Jira Xray.
- Performing exploratory, regression, smoke, stress, and performance testing, documenting issues and analyzing Azure Logs.
- Conducting visual, functional, and end-to-end testing for quality assurance.
- Testing RTLS functionality with proprietary gateways, third-party tags, and KKM sensors.
- Evaluating HRMS web applications and iOS/Android mobile apps for usability, functionality, and accessibility.
- Performing API testing with GraphQL queries for backend integration validation.
- Testing AI and LLM features for response accuracy, token usage, visuals, and performance.
- Gaining proficiency in Cypress and Playwright for regression test automation.

QA Analyst

Internet Marketing On Line SRL [May 2023 – Mar 2024]

- Conducted comprehensive functional, visual, and user acceptance testing for a prominent gambling platform
- Performed manual black box testing of casino games to identify and report bugs and glitches
- Collaborated with development teams to enhance software quality and user experience
- Automated repetitive data manipulation tasks using Python

Business Technical Support Specialist

Bitdefender SRL [May 2022 – Aug 2022]

- Provided first-level technical support and troubleshooting for Bitdefender's enterprise-grade cyber security solution, GravityZone
- Assisted customers in resolving technical issues and inquiries in a timely and professional manner
- Contributed to enhancing product reliability and customer satisfaction
- Utilized VMware virtual testing environment for troubleshooting and reproducing client's issues

System Administrator

ATOS IT Solutions and Services SRL [Feb 2020 – May 2022]

- Offered 2nd level support and managed file services for international clients on Windows Server 2008 and 2012
- Oversaw file structure, monitoring, and maintenance
- Proficient in file restoration, recovery, DFS share permissions, and basic Active Directory management
- Excelled in troubleshooting and provided well-documented solutions
- Adhered to the ITIL framework, consistently meeting clients' SLAs, and offered guidance to new colleagues

- Automated basic repetitive tasks related to file shares using PowerShell

Web Developer Internship

infin - Research & Development SRL [Nov 2016 – Oct 2017]

- Developed and maintained small websites and barebones web app components using HTML, CSS, JavaScript, PHP, MySQL, and WordPress
- Implemented Rest APIs for automated SMS and voice calls
- Created a proof-of-concept IVR system
- Gained experience in Linux-based web server deployment, management, and monitoring
- Utilized Python for automating backend tasks of web apps

EDUCATION AND TRAINING

Master's Degree in Distributed Systems Administration

Tibiscus University of Timișoara [2020 – 2023]

Bachelor's Degree in Computer Science

Tibiscus University of Timișoara [2017 – 2020]

Baccalaureate Degree

Grigore Moisil High School Timișoara [2012 – 2016]

Field(s) of study: Informatics

LANGUAGE SKILLS

Mother tongue(s): Romanian

Other language(s):

English

LISTENING B2 **READING** B2 **WRITING** B2

SPOKEN PRODUCTION B2 **SPOKEN INTERACTION** B2

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

ORGANISATIONAL SKILLS

Organisational skills

- Independent worker
- 3+ years of remote-work
- Efficient management of time
- Analytical thinking

COMMUNICATION AND INTERPERSONAL SKILLS

Communication and interpersonal skills

- Good teamwork skills

- Strong problem solving skills

- Communication skills in international environment