



# Jovana Puric

## QA Automation Engineer

8+ years of experience in education, online marketing and customer management. Seeking to leverage my extensive knowledge into the Quality Assurance Software Tester role.



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<https://github.com/puricpuric/FinaliusProjectus>

## Education

### QA Software Tester Certificate |

Comtrade school, Belgrade

### Bachelor in Social Policy and Social Work

- Faculty of Political Science

University of Belgrade

- Uniwersytet Kardynała Stefana Wyszyńskiego | Warsaw, Poland

## Skills

- Agile
- Java
- Python,
- Java Script
- HTML
- Postman
- Cypress
- Organized
- Adaptable
- Problem solving oriented
- Communicative
- Kind

## Experience

### QA Software Testing Course@Comtrade|Belgrade, Serbia

While attending the course I successfully completed a final automation testing project using Selenium and acquired solid knowledge in the following:

- Software development lifecycle & Software testing lifecycle
- Agile team organization, roles and management
- Designed and executed test cases based on the Software requirements specification
- Created, filed and prioritized test cases using Jira and Qase
- Analyzed, prioritized and reported bugs
- Became well-acquainted with various testing methods such as white-box, integration, unit, acceptance, and regression
- Carried out the manual, black-box, exploratory testing, and API tests using Cypress&Postman
- Became well-acquainted with Object Oriented Programming principles in Java
- Created and successfully carried out automation test scripts using Selenium framework

### ESL Teacher & New Teaching Staff Trainer @The Nest Learning Centre |

Shenzhen, China/remote Feb '19- present ( 4 years )

- New teaching staff training, providing guidance on the curriculum and classroom management
- Creating appropriate additional activities to better support the curriculum
- Observing classes and making assessments on the new teacher's performance
- Encouraging new teachers to share their resources and knowledge
- Conducting lessons for students on a group and individual level

### ESL Teacher @ Sky International | Shenzhen, China

Aug '17- Jan '19 ( 1 year, 6 mos)

- Conducting lessons for students on a group and individual level
- Creating corresponding activities to better support the curriculum as well as to comprehensively achieve the learning goals
- Classroom and behavior management in order to meet the planned learning goals
- Paper grading and writing students reports on individual progress
- Creating a positive class environment and encouraging students to reach their learning goals

### Content creator & customer support @ sredime.rs | Belgrade, Serbia

Oct '16- Jun '17 (9mos)

- Creating SEO content targeted to increase website traffic and generate a higher conversion rate to services booked online through sredime.rs
- Daily phone and email communication with salon owners and website users, assisting and maintaining a strong relationship
- Customer, data and content management through CRM

### Lead generation & market research @ donesi.com| Belgrade, Serbia

Sep '15- Feb '16 (6mos)

- Providing high-quality leads to the sales team
- Cooperating with the sales team and increasing contract closing rate between restaurant owners and donesi.com
- Carrying out detailed documentation and communicating with international sales teams via Salesforce
- Creating optimized food-related articles for donesi.com blog