Lisett de Armas
Senior Software QA Analyst

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SUMMARY OF QUALIFICATIONS

Senior software QA Analyst with 9+ years of experience in the software testing process, including designing, developing, executing and monitoring test strategies, test scenarios, test cases and test plans fueling prompt corrective actions to improve the process and to obtain significant cost savings for the projects and the companies. Hands-on technology professional accustomed to work in complex projects with both agile and traditional methodologies and Web and Mobile technologies. Multifaceted experience in business analysis and software testing, permitting to achieve a balance between customer requirements and product quality.

Ability to identify and analyze bugs. Expertise in documenting defects with a high level of details, accuracy and with informative recreation steps, severity and priority. Working closely with development team to track bugs till closure.
Strong knowledge of Software Development Life Cycle using best practices and including Agile Methodologies such as Scrum, Kanban.

Strong analytical and problem-solving abilities. Well organized and detail-oriented. Proficient working with SQL queries and scripts, Web Services testing (REST and SOAP). Basic knowledge of Automation Testing.

Skills Summary:

o SQA Testing and Methodologies	o Functional, Integration, Performance, Regression and UAT Testing	o QA & QC Standards
o Test Plans, Test Cases, Positive and Negative Test Scenarios		o Agile and Traditional Methodologies
o Test Strategies & Coverages	o UI and Compatibility Testing (Cross Browser)	o Scripting & Documentation o Test Automation
o Functional Requirements		
o Defect/Bug Tracking	o SQL and Web Service Testing	o OOP

Technologies/Tools:
Visual Studio Team Services, MTM, JIRA, HP Quality Center, Microsoft SQL, Soap UI, Postman, Fiddler, Web developer Tool (Browsers), Selenium IDE/WEB Driver, Jenkins, Bitbucket, GIT, C#, Java, Microsoft Office Tools.

EDUCATION

- o Post Graduate in University Teaching and Innovation - Computer Sciences University, Havana, Cuba (2010-2011)
- o Bachelor Degree in Computer Science– Computer Sciences University, Havana, Cuba, 2004 – 2009 (Golden Diploma: Summa Cum Lade Equivalent)

PROFESSIONAL EXPERIENCE

Senior QA Analyst at AutoNation Inc. Florida, USA. Jun/17 to Present: Working as a QA Analyst on development projects for the Auto Industry in a Customer Relationship Management (CRM) system and a Lead Processing System (LPS). **Results:**
- o **Contributed to the successful implementation of several LPS projects and CRM enchantments** such as: Roadster New Provider, BMW OEM Integration, Online Trade Appraisal Integration, New Sales Menu by designing and executing the test plans for the Functional, Integration and Regression tests using Microsoft Test Manager (MTM) as the test tool and ensuring that the expected results were met. Validated test data in the backed by using SQL scripts. Web Service Testing to simulate 3rd Parties leads coming into our LPS system and sending activity disposition from our CRM system to the 3rd Party providers by using Postman tool.
- o **Prevented thousands of errors** by identifying and documenting software problems and their possible causes, reported them to the

Development team and tracking them until closure.

- o **Contributed with the Automation Team** by creating Automation based test cases using an internally defined Structured Language Architecture (SLA). Review scripts and executing automation test suites for regression and smoke test of the builds.
- o **Contributed with the Dev Team** debugging and investigating defects to determine root cause. Use of Web Developer Tool (Browsers), Fiddler.
- o **Conducted Application/UAT Demos** to the Product Owners and 3rd Party providers.
- o **Daily management of the test activities**, this includes facilitating the daily standup meetings, working with PO/BA and PM team members and generating the test status reports.

Tools and Technologies: VSTS, MTM, Microsoft SQL Server, Scrum/Kanban, Postman, Fiddler, Litmus, Selenium, Microsoft Office tools.

Software QA Engineer at e-Builder Inc. Florida, USA. Jan/17 to Jun/17: Worked as QA Engineer in a Defect Team to provide Support Level 3.
Results:

- o **Contributed to close a big percentage of the issues open by the customers** through Salesforce by working closely with Developers, BAs and Support Specialists to better understand the issues and tracking them until closure. Provided problem isolation and first level debugging skill (C# and VB.net). Validated data in the backend using SQL scripts. Ensured the application worked as expected after new features were deployed by doing regression testing.

Tools and Technologies: JIRA, Salesforce, Jenkins, Bitbucket, GIT, SQL Tools, Kanban, Microsoft Visual Studio, VB.net, C#, Microsoft Office tools.

Software Quality Assurance Analyst (SQA) at TracFone Wireless. Florida, USA. Jan/16 to Jan/17: Worked as SQA Analyst designing Test Plans and Test Cases for Web and Mobile (including iOS and Android) applications testing as well as API testing, handling multiple priorities at the same time following the Software Development Standards and Procedures using agile methodologies. **Results:**

- o **Contributed to the successful implementation and UI redesign for Straight-Talk and Simple-Mobile cellphone providers** by designing and executing Test Plans and Test Cases and scenarios based on software requirements for Web and Mobile applications. Validated test data, API Testing, bug tracking. Ensured the application worked as expected after new features were deployed by doing regression testing.
- o **Contributed to the high quality TracFone branded devices** by doing handset devices testing to make sure the TracFone procedures were working as expected.

Tools and Technologies: HP Quality Center, Microsoft SQL, SoapUI, Cross Browser Testing Tool, SCRUM, Microsoft Office tools, Java.

Business/Software Analyst and Quality Assurance Analyst at Steknos Technologies. Monterrey, Mexico. March/15 to Sept/15: Worked as a Business Analyst and Quality Assurance Analyst for an Information Technology and Services company. **Results:**

- o **Contributed to a successful release of PLAIN** (Software for the automation of the Planning Department of the Law Faculty of the University of Nuevo Leon) by gathering software requirements, created Use Cases/User Stories/Acceptance Criteria/functional UI prototypes and presented to the Product Owner for approvals. Created and executed Test Plans based on the Use Cases, bug tracking. Integration testing of an external device DigitalPersona U.are.U 4500 fingerprint reader for authentication.
- o **Conducted UAT Demos** for final acceptance testing.
- o **Created an automated suite for Regression and Smoke testing** using Selenium IDE by recording and maintaining the testing script.

Tools and Technologies: Axure, JIRA, Scrum

Business Analyst and Quality Assurance Analyst at AICROS. Havana, Cuba. Sept/14 to March/15. Worked in a team as a Business Analyst and Quality Assurance Analyst in the implementation of two projects. AIQUIP (Inventory system for the Ministry of Construction in Cuba), DUJO (Catalog system for the furniture company DUJU in Cuba).
Tools and Technologies: Visual Paradigm for UML, SVN, JIRA.

Business Analyst and Quality Assurance at ALBET S.A. (National Software Company). Havana, Cuba. Jun/2009 to Sept/2014. Worked as a Lead Business Analyst and Quality Assurance in the implementation of several projects.
Projects: Automation of the Binding Document Center of the Registries and Notaries; Software for Management of Fairs (SIGFE); Events and Software for the Business Rounds of The Chamber of Commerce (SIGRODEN)
Tools and Technologies: Visual Paradigm for UML, Axure, SVN, Symphony, JUnit, Java, Netbeans, RUP.