

Professional Summary

- ✓ **Responsible Software Tester** with practical knowledge in testing, STR, STD, and STP
- ✓ **Strong technical background** (technical support in software companies) – [Website](#)
- ✓ **Highly proficient in English and Hebrew**

Projects:

- ❖ **Comprehensive STR for a major website**, Conducted a testing process in collaboration.
- ❖ Created **338 test scenarios** using **TestRail**, Identified and reported **33 bugs** using **Jira**.

Education and Professional Training

2024: **QA and Automation Training** - Automation College (Gal Matalon)

- ✓ Deep understanding of testing methodologies (**Agile, Waterfall**) and **STD, STP**
- ✓ Practical testing experience across multiple browsers (**Chrome, Firefox, Edge**)
- ✓ Tested various content sites and software, **ASOS** and **Yes Planet** websites
- ✓ Completed full testing processes on multiple products and **mobile (iOS, Android)**
- ✓ Hands-on experience with **TestRail** for test management
- ✓ Practical knowledge of **Jira**, including reporting over **70 bugs** and **generating STR**
- ✓ Working knowledge of CSS and HTML - Sample website: <https://bit.ly/metalshani>
- ✓ Experience with various testing types: **Functional, UI, UX, Regression**
- ✓ Proficient in **Postman** and **API** testing

Professional Experience

2023-Present: **Control Room Shift Manager** (Petah Tikva)

- Monitoring and coordinating events using **Octopus web software (PSIM system)**
- Demonstrated responsibility in high-pressure situations requiring attention to detail and quick response

2022-2023: **Technical Support** (TeleMessage)

- Managed complex solutions for **Android and iPhone applications**
- Utilized complex **SQL** queries including **JOIN** operations for troubleshooting
- **Collaborated with QA, Development, and Support teams**
- Proficient in **Salesforce CRM**
- Performed **API investigations and log analysis for error detection**

2021-2022: **Technical Support** (Smoove)

- Provided system training and user support
- **Self-taught API usage through Postman**

2019-2022: **Technical Support** (Verifone)

- Remote troubleshooting of complex POS issues
- **Utilized various command-line tools (telnet, ping)**

Skills

Software: Word, Excel, PowerPoint, Multiple Browsers, Notepad++, Postman, Windows, Mobile (Android), Visual Studio, Jira, TestRail

Programming & Technical: HTML, CSS, XML, SQL, JSON, API, Java

Methodologies: STP, STD, STR, Agile, Waterfall

Languages

Hebrew (Native)

English (Advanced)