

### **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**.
- ❖ **STR project on mobile app that contains 274 tests and 25 bugs**, include **critical bugs**.

### **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
- ✓ Full testing processes on multiple products and **mobile (iOS, Android)** – click [here](#)
- ✓ 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)

- troubleshooting of POS issues and **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)