

Zara Moreno

Quality Assurance

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Redwood City, CA

[LinkedIn](#)

WORK EXPERIENCE

Oracle Corporation - Quality Assurance

2019 - current

Redwood City, CA

- Managed and executed an average of 34 test cases daily with tracking on Redmine, consistently meeting project deadlines while maintaining high-quality standards
- Maintained an average defect detection rate of 97% throughout the testing process, ensuring high-quality deliverables
- **Achieved an average test coverage of 98% across multiple projects** that ensured comprehensive testing and minimizing the risk of undiscovered defects
- Automated 82% of test cases using Appium, which resulted in a significant reduction in manual effort and increased testing coverage

Adobe Systems Incorporated - Software Tester

2016 - 2019

San Jose, CA

- **Expedited test cycle time by 28% through cross-experienced team collaboration** to consistently complete 11+ ahead of deadlines
- Completed multi-web applications security tests on Burp Suite and decreased the frequency of threats breakdowns by 78%
- Attained a 79% ratio of passed tests against total cases executed, underlining a high test execution efficiency of 98%
- Applied Jira to identify and tag software issues to the relevant team, which reduced the bug fix turnaround time from 6 days to 2 days

Salesforce.com, Inc. - Technical Support Representative

2013 - 2016

San Francisco, CA

- Reached a 91%+ first call resolution rate, minimizing customer downtime and improving overall service efficiency
- Realized a 98% ticket closure rate, which exceeded established service level agreements (SLAs)
- Contributed to an 18% increase in customer retention by automating end-user software upgrades on Jenkins to ease the process and optimize device performance
- Implemented a new ticketing system that **resulted in a 22% increase in agent productivity and a 19% reduction in average handling time**

EDUCATION

Stanford University - Bachelor of Arts, Quality Assurance

2009 - 2013

Stanford, CA

SKILLS

TestRail; Appium; Redmine; Jenkins; LoadRunner; Jira; Xamarin Test Cloud; Burp Suite