EMILIA GALLAGHER

Quality Analyst

✉ e.gallagher@email.com · ☎ (123) 456-7890 · 📍 Lowell, MA

in LinkedIn

WORK EXPERIENCE

Quality Analyst

Jeanne D'Arc Credit Union

📅 2020 - current · 📍 Lowell, MA

- Cut down on average resolution time by 41% through the implementation of TestLink quality assurance and tracking system
- Trained a team of 4 junior analysts, which resulted in a 21% increase in productivity and a 32% reduction in errors
- Identified repeated test processes and automated them on Appium and reduced testing redundancies to less than 1%
- **Reduced defect rate by 34%** through implementation of rigorous quality control procedures

Software Tester

Kronos Incorporated

📅 2017 - 2020 · 📍 Lowell, MA

- Integrated CircleCI in the software testing to deployment pipeline, accelerating processes by 18% and completing all projects before deadlines
- Maintained an average bug resolution time of less than 24 hours to ensure timely bug fixes and minimize the impact on software development
- **Decreased test execution time by 41%** through parallel test execution and optimized test scripts
- Incorporated Confluence to support team communication that led to a 21% reduction in the test cycle and expedited time-to-market

Junior Tester

Tech Innovators Inc.

📅 2014 - 2017 · 📍 Worcester, MA

- Collaborated with the development team to resolve bugs with an average turnaround time of 21 hours and met the 91% SLA for high-priority issues
- Automated 51% of test cases, **resulting in a 36% reduction in testing time** and increased efficiency in regression testing
- Achieved 97% test coverage by executing 512+ test cases using Atlassian Jira to ensure comprehensive validation of software functionality
- Analyzed system under load using LoadRunner and suggested 14+ improvements that could potentially optimize multiple core processes

EDUCATION

Bachelor of Science
Computer Science

Massachusetts Institute of Technology

📅 2010 - 2014 · 📍 Cambridge, MA

SKILLS

- TestLink
- Bugzilla
- Appium
- LoadRunner
- CircleCI
- Confluence
- Atlassian Jira
- MySQL Workbench

CERTIFICATIONS

- Certified Quality Process Analyst (CQPA)