DAPHNE GOMEZ

QUALITY ASSURANCE SPECIALIST

CONTACT

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EDUCATION

Bachelor of Science
Computer Science
California State University
2009 - 2013
Fullerton, CA

SKILLS

Zephyr
JUnit
Gatling
CodeClimate
Informatica TDM
Docker
Nessus

WORK EXPERIENCE

Quality Assurance Specialist

Salesforce

2019 - current / San Francisco, CA

- Streamlined the quality assurance process by introducing Junit for repeatable tests, reducing testing time by 37% and increasing overall efficiency
- Maintained perfect compliance rate with ISO 9001 standards during quality inspections that resulted in successful audits and certification
- Sustained an average bug resolution time of less than 24 hours and **minimized product downtime by 73%** and ensuring smooth operations
- Achieved a defect detection rate of over 96% during product testing, which ensured high-quality deliverables

Quality Assurance Analyst

Intuit

2016 - 2019 / Mountain View, CA

- Accelerated code migration into product upgrades using Code Climate by 12% to ensure zero downtime incidents
- Attained an average of 27 test cases executed per day, ensuring timely completion of testing cycles and supporting on-time product releases
- Received consistent positive feedback from clients, with a **customer satisfaction rating of 97%**, which indicated the high quality and reliability of the tested software
- Introduced Zephyr into an automated testing framework and reduced test execution time by 52% and improving overall test coverage and reliability

Software Tester

Intel Corporation

2013 - 2016 / Santa Clara, CA

- **Automated 81% of regression test cases**, significantly improving efficiency and freeing up time for exploratory testing
- Upheld a test case efficiency of 98% by optimizing test execution and reducing time-to-market
- Integrated Gatling in test coverage for critical system functionalities and shrank cases of systems downtime to less than 1%
- Ensured a threat detection rate of 96% in ready-to-release products using Nessus, which ensured high-quality software releases