

TETIANA PEUTINA

Saint John, New Brunswick

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SUMMARY

QA Engineering experience as well as web development skills and managerial experience help me to support planning, coordinating, and performing activities that support product development and business operations. Provide exceptional service by improving quality, reducing problems and bottlenecks, and ensuring that products are delivered on time. Organize effective communication process with teammates to support high-quality interpersonal relationships.

TECHNICAL SKILLS

Technical Languages: Handelbars.js, ReactJS, Express, Python basics, SQL, HTML, CSS, JavaScript, Node.js, Bootstrap, Model View Controller (MVC), Progressive Web Applications (PWA)

Applications: Datadog, Confluence, MongoDB, TestRail, Postman, , Jira, Google Cloud Platform, Git

EXPERIENCE

Customer Service Engineer / Xerox, Saint John, Canada MAR 2023 – present

- Perform full range of maintenance on assigned products; including technical diagnostics, drivers installation/removal and customer call assistance.
- Take responsibility for customer satisfaction through proper use of customer management skills and engage the support of other Xerox personnel as required.
- Adhere to proper escalation procedures to resolve customer issues.
- Responsible for supportive participation in team functions and adherence to agreed upon practices and procedures developed by the Team.

QA Engineer / SoftServe Inc, Ukraine OCT 2020 – AUG 2022

- Performed front and backend testing, determined root cause of problems.
- Created requirements traceability matrix, summary reports, collected statistical data, and shared information on product quality status with project managers.
- Kept requirement documentation up to date and updated Test Plan and Test Strategy.
- Communicated within English-speaking environment to help team members to resolve issues and ensure the product met expectations.

Account Manager / Megaton Trade House, Ukraine (full-time) AUG 2006 – AUG 2012

- Ensured that customers' needs were fully understood and met.
- Coordinated purchase procedures and handled problems connected with transportation.
- Calculated prices for goods.
- Kept all requirements up to date.

EDUCATION

Full stack web development, University of New Brunswick, Canada APR 2023-present

Master of Science: Finance, Lviv Polytechnic National University, Ukraine DEC 2013

Master of Science: Applied Linguistics, Lviv Polytechnic National University, Ukraine DEC 2006

VOLUNTEERING

First friend for newcomers: **YMCA of Saint John** MAR 2023 – present

Interpreter for newcomers: **YMCA of Saint John** MAR 2023 - present

Web application tester: **Civic Tech Saint** MAR 2023

TRAINING AND CERTIFICATIONS

- **First Aid/CPR training/** St John Ambulance: MAR 2023
- **Git Essential Training:** The Basics / LinkedIn JAN 2023
- **ISTQB Certified Tester** / Foundation Level JUL 2022
- **Postman: Rest API Testing** / Udemy JUL 2022
- **The Complete SQL Bootcamp 2022** / Udemy JAN 2022
- **API Testing - Postman & JMeter** / Udemy AUG 2021
- **Python Data Structures** / Coursera MAR 2020
- **Getting Started with Python** / Coursera JAN 2020