1. Executed test scripts, logged defects and worked to resolve issues noted in testing process.
2. Led test-driven development, functional integration and regression testing initiatives to determine effectiveness of [Type] software.
3. Isolated issues by analyzing process steps, log files and data input for [Software].
4. Wrote system requirements and tracked quality assurance metrics using [Software].
5. Pursued professional development opportunities to learn new testing tools and test strategies.
6. Assisted [Job title] with problem-solving on [Type] issues.
7. Collaborated with [Type] team for testing and release management to achieve high-quality production of [Product or Service].
8. Developed and implemented tests to assess product quality of [Type].
9. Debugged [Type] problems and identified corrective actions such as [Type].
10. Worked extended hours when necessary to meet deadlines.
11. Advised [Job title] of issues that could affect schedule, budget or quality of [Product or Service].
12. Mined test data from [Software] for conditions needed for [Type] scenarios.
13. Researched and recommended network and data communications hardware and software.
14. Set up networks and computers for business and residential customers.
15. Analyzed user-generated trouble tickets to determine causes of problems and took appropriate action for resolution.
16. Diagnosed and resolved complex integrated customer issues for implementation, add-on, maintenance and support of voice, data, VoIP and CTI applications.
17. Worked closely with network administrators and server engineers to deliver quality service.
18. Coordinated installation of new users and relocations of existing users.
19. Installed and configured new devices and system components.
20. Read blueprints and schematics to correctly place equipment.