**Alexander Krasikov**

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**SOFTWARE QA TESTER**

**SUMMARY:**

• 3+ years of hands-on experience testing Web and Mobile-based applications in Agile environment

• Good understanding of Software Development Life Cycle and Software Testing Methodology

• Writing test documentation such as test plans, test cases, test matrices, check lists

• Write easy-to-reproduce bug reports and verify them fixed in new releases

• Experience working with Salesforce

• Perform Exploratory, Functional, Regression, GUI, Boundary, etc. testing

• Excellent analytical, communication and problem-solving skills

• Languages: English, Russian, Spanish, Portuguese

• US Green Card holder

**TECHNICAL SKILLS:**

Platforms: Windows 10/8/7, Mac OS X

Mobile platforms: Android OS, iOS, Windows Phone

Bug Tracking: JIRA, Bugzilla, Mantis

Browsers: Chrome, Firefox, MSIE, Safari, Opera

Other: Salesforce, MS Office, Firebug

**WORK EXPERIENCE:**

**11/16-01/17 Senior QA Tester, Eliza Corporation, Danvers, MA**

**Project: Bilingual healthcare multichannel solutions, programs and outreaches:**

• Document testing procedures and tools

• Troubleshoot any testing issues through black box testing methodology

• Collaborate with developers and program managers on test strategies and plans

• Test new tools to be released within the Solutions Operations department

• Report and track discovered bugs/open tickets in JIRA

• Track/monitor workflow and specification documents in Salesforce

• Write and execute test cases for features, dynamic fields and values of an application

• Implement solution, program and outreach tests including phone channel testing for branching logic,

prompt accuracy and quality through call simulation using Eliza’s tools and business rules

• Test proper rendering and content for Email and SMS outreaches, ensuring the correct program rules

are in place based on the intent of the solution and/or program

• Script, Email and SMS content proofing to ensure the logic and all dynamic fields and values are synchronized and stated properly on specification documents at the time of content completion and approval

**10/13-10/16 Software QA Tester, ValleyTek Solutions, San Jose, CA**

**Project: Marketing’s professional network, functioning as a social network web-based application:**

• Test the Social network application, web and mobile versions

• Identify functional modules for testing, study the internal structure and logics of the system

• Write and execute test cases and test scenarios for various functionalities of the application

• Execute cross-browser testing on Chrome, Firefox, MSIE in Windows 10/8/7 and Safari/Mac

• Participate in software walkthrough with QA Lead and software developers

• Perform functional, GUI, usability, testing on iOS, Android device

• Test the integration with other social media tools: LinkedIn, Facebook, etc.

• Implement regression testing as defined by the Project testing activities for new releases

• Utilize Bugzilla, bug-tracking system to submit bug reports and monitor their improvement status

• Attend regular QA meetings discussing the findings, bug fixes, latest builds, and other issues

**Project: Native mobile application developed to create and manage Friend Events including Ridesharing and Social communication features:**

• Create, execute test cases for the app components providing a documentary evidence of what is tested

• Perform Functional testing to ensure that all application features function as specified

• Implement Integration testing to test individual software modules as a group and to ensure they conform their written specifications

• Perform Usability testing to determine how convenient and easy to use the app to an end user

• Conducting regression testing of new releases

• Find and report issues to Bugzilla bug reporting system. Perform fix verification testing.

• Use different mobile devices, Android Virtual Device to perform compatibility testing

• Attend project team meetings to stay updated on the bug review, discuss the assignments, etc.

**2011-2012 Warehouse Manager, Casa Design, Boston, MA**

• Received and released goods

• Tracked and kept documentation in order

• Checked the condition of arriving goods

• Answered phone calls and emails

**2009-2011 Manager, Seven Moving Company, Brookline, MA**

• Scheduled jobs

• Answered phone calls and emails

• Determined prices and discount rates

• Solved customer complaints regarding service

**EDUCATION:**

2013 Software Quality Assurance, Portnov Computer School, Los Altos, CA

2012 Customer Service, Computer System Institute, Charlestown, MA

2009 BS in Economics, State University, Volgograd, Russia

**REFERENCES AVAILABLE UPON REQUEST**