

Vivianne Melo

QA Lead | QA Automation Engineer | Process Improvement & Compliance

Professional with over 3 years of experience in Quality Assurance, test automation, and continuous process improvement. Solid track record in international projects within agile environments, collaborating with cross-functional teams to drive continuous delivery, operational efficiency, and user-centered quality. Strong focus on technical leadership, internal training, process standardization, and evaluation of system and delivery quality.

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Experience

Zoocha, *QA Engineer II / QA Lead*

JUL. 2024 - *present*

- **QA Leadership on 8 Projects:** Leading and collaborating with cross-functional teams to ensure ongoing product quality, adjusting testing strategies as needed.
- Collaborating with international teams across time zones and cultures, ensuring alignment and consistency in testing and delivery practices.
- Evaluating the quality of project processes and deliverables, providing structured feedback to internal teams and external stakeholders.
- Testing across multiple browsers and mobile device emulators to ensure a consistent user experience across all platforms.
- **Functional Testing:** Planning and executing regression, acceptance, and integration tests to ensure systems meet requirements and function as expected.
- **Accessibility Testing:** Leading initiatives that positioned the company as a leader in accessibility, developing internal documentation and external resources for community engagement.
- **Exploratory Testing:** Identifying potential defects and inconsistencies by creatively exploring application behavior without predefined test cases.
- **Smoke Testing:** Performed baseline validations to ensure core functionality worked before running comprehensive test suites.
- **User Acceptance Testing (UAT):** Coordinated and executed testing processes with the end customer to confirm product alignment with business expectations.
- Maintained a strong customer-centric approach, focusing on optimizing the end-user experience through usability and feedback loops.
- **Continuous Improvement:** Driven testing efficiency through the introduction of

new tools and process improvements.

- Analyzed and empowered to identify process gaps, propose data-driven improvements, and support design decisions.
- Monitored KPIs and SLAs to track product performance and quality, escalating issues when necessary.
- Developed documentation standards, contributing to process standardization, accessibility, and compliance initiatives.
- Investigated user-reported bugs, collaborating with product and support teams for resolution and post-launch follow-up.
- Provides post-release quality assurance, supporting product stability and performance in production environments.

RD Saude, QA Engineer II

SEPT. 2023 - JUL. 2024

I worked in the Quality Engineering team developing automations for process optimization, continuous improvements, and the creation of new products.

Main Responsibilities and Achievements:

- **Performance and Load Testing Automation:** Implemented automated performance and stress tests using tools such as Locust and JMeter, ensuring applications performed reliably under high demand.
- **Data Analytics:** Used DataDog for real-time monitoring and analysis of system metrics, enabling faster identification and resolution of performance issues.
- **Mobile Application Test Automation:** Developed automated tests using Appium, Android Studio, Robot Framework to validate mobile app functionality and performance.
- **Front-End Test Automation:** Maintained UI test suites with Cypress and Playwright, ensuring consistent delivery of functional and accessible user interfaces.
- **API and Backend Automation:** Automated integration tests using Postman, Ruby + HTTParty, and Capybara with Cucumber, ensuring system reliability and smooth service communication.
- **Test Case Design & Execution:** Planned and executed manual and automated functional and regression tests based on system requirements and user flows.
- **Knowledge Sharing & Team Enablement:** Conducted internal seminars, live training sessions, and daily mentorship to strengthen QA skills across teams.
- **Process Monitoring & Quality Metrics:** Monitored test results and process performance, helping define and improve internal QA KPIs and SLAs.
- **Cross-Functional Collaboration:** Worked closely with Developers, DevOps, Product Managers, and Support teams in an agile environment to identify issues,

validate fixes, and deliver high-quality releases.

- **Post-Release Monitoring & Support:** Participated in production support activities, investigating issues reported by end-users and escalating systemic or recurring complaints.
- Collaborated with product and support teams to analyze user-reported problems, integrating findings into root cause analysis and product improvement cycles.
- Ensured test strategies and priorities were aligned with customer needs and product expectations, reinforcing a user-first culture.
- Developed internal QA guidelines and best practices to support process alignment and compliance across teams.

Prosystem, QA Engineer/Tester

FEB. 2023 - AUG. 2023

- Planned and implemented automated and manual test scripts for a B2B SaaS platform focused on ERP and CRM functionalities.
- Designed test cases and scenarios based on functional and non-functional requirements, covering key business flows and edge cases.
- Performed automated testing using Cypress, ensuring fast and reliable validation of web interfaces.
- Documented detailed test execution reports, including logs and screenshots, enabling quick issue tracking and communication with development teams.
- Identified quality improvement opportunities and contributed to the refinement of testing strategies and workflows.
- Reported bugs and non-conformities related to system architecture and UI/UX inconsistencies, collaborating with stakeholders for prioritization and resolution.

Freelancer, Front-end Developer

JUN. 2022 - DEC. 2022

- Designed and implemented responsive web interfaces using React, HTML, CSS, and JavaScript, ensuring cross-browser and device compatibility.
- Developed automated UI tests with Cypress and Jest to validate core user flows and prevent regressions.
- Planned and executed functional and regression testing, validating new features and ensuring application stability after updates.
- Provided continuous feedback to enhance product quality, suggesting process improvements such as unit test adoption, test coverage tracking, and performance optimization.
- Actively participated in post-release support, monitoring application performance, fixing bugs, and incorporating user feedback into product improvements.

Key Skills

- Accessibility testing.
- Automation testing.
- Project Management.
- Team Training.
- Continuous Improvement.

Technical Skills

- API & Backend Testing: Postman, Ruby, HTTParty, Cucumber and Capybara
- Test Automation: Cypress, Playwright, Robot Framework, Selenium and Cucumber
- Mobile Application Test Automation: Appium and Android Studio
- Performance and Load testing: Locust, JMeter and DataDog
- Programming languages: JavaScript, NodeJS, Python and Ruby
- UI Frameworks (MUI, Bootstrap, Tailwind)
- Tools & CI/CD: Git, Jenkins, Jira, GitHub Actions, Confluence

Certifications

- Complete Oracle SQL and PL/SQL Database Course – 2024
- CI/CD with Jenkins & Testing Integration – 2024
- Robot Framework Automation – 2023
- Performance Testing with Locust – 2023
- BDD with Cucumber – 2023
- API Testing with Rspec + HTTParty – 2023
- Git Complete – 2023
- Scrum with JIRA Software – 2023
- Exploratory Testing Foundations – 2022
- Automated Testing with Cypress – 2022
- Full Stack Web Development – 2022

Languages

Portuguese – Native

English – Advanced (C1), daily collaboration with international teams