

FIRST LAST

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SUMMARY

Quality Assurance Engineer with 8+ years of experience in manual and automation testing. Skilled in architecting scalable testing infrastructures and standardizing test processes to boost reusability by 45% and reduce turnaround time by 30%. Proven ability to lead quality initiatives in high-demand environments while enhancing productivity and client satisfaction.

SKILLS

- **Test Automation & Tools:** Test Automation, Selenium/Webdriver, Appium, TestNG, Jenkins, Microsoft TFS, Charles Proxy, JIRA, Frameworks
- **Quality Assurance & Methodologies:** Quality Assurance Engineering, Manual Testing, QA Lead Experience, Test Planning, Quality Metrics, Agile, Scrum
- **Programming & Technologies:** Java, Javascript, SQL/NOSQL, Source Versioning

PROFESSIONAL EXPERIENCE

Resume Worded

Jun 2018 - Present

QA Manual Tester

New York, NY

Developed and standardized a scriptless test case adaptor that integrated with a test automation framework, leading to a 45% increase in reusability and a 25% reduction in TCO, demonstrating strong automation testing skills.

- Optimized scripting, modularity, and maintenance processes, achieving an 18% decrease in workflow friction and reinforcing reliable manual testing practices.
- Streamlined QA processes to reduce testing turnaround time by 30%, enabling the company to complete projects with a 15% increase in capacity without additional manpower.

Growthsi

Jan 2015 - May 2018

QA Manual Tester

New York, NY

Restructured utilities and enhanced process documentation, resulting in a 40% reduction in client support tickets and an 80% increase in uptime, underscoring detail-oriented quality assurance efforts.

- Implemented improvements based on QA scorecard metrics, reducing workload by 46% in Customer Support and 22% in IT, and demonstrating effective cross-departmental quality initiatives.
- Standardized critical QA documents, including Test Plans and Test Scripts/Test Cases, which increased productivity by 20% and supported comprehensive test requirements gathering.
- Coordinated monthly sprint backlog items and led agile meetings through Microsoft TFS, saving 10 hours monthly and reinforcing structured QA lead experience.

RW Capital

Nov 2011 - Dec 2014

QA Manual Tester

San Diego, CA

Optimized the build process by increasing the system's quality level and reducing 45% of defects found.

- Established proper team communication that identified, triaged, reproduced, & fixed found issues using JIRA increasing the overall workflow by 25%.

RW Capital

May 2010 - Oct 2011

Junior QA Manual Tester

San Diego, CA

Wrote & optimized test scripts in towels which led to a 9% reduction in the overall testing hours.

- Created traceability matrix to fill in the gap between requirements and tests covered contributing to the 10% increase in test case count.

EDUCATION

Resume Worded University, San Francisco, CA

May 2010

BSc., Computer Science