

# TOTES REAL NAME

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## SUMMARY OF QUALIFICATIONS

A Quality Assurance professional with seventeen years of work experience, specializing in the development, implementation, and support of QA projects and inter-departmental processes.

## WORK EXPERIENCE

### **Company 1, Quality Assurance**

**Location, XX**

#### **Quality Assurance Engineer**

*Mar 2021 – Feb 2024*

- Utilized X-Ray for JIRA to develop QA processes and assist Implementation and Product team processes for managing test cases and daily work.
- Wrote Confluence pages detailing department policies as they relate to QA as well as guides, tutorials, and FAQs for all teams.
- Created test plans for releases, assigning stories and test case writing to team members.
- Directed where manual and automated QA resources were spent during high test volumes.
- Assisted implementation and engineering teams with manual testing, verifying document integrity and frontend scenarios for realty transaction management platforms.

### **Company 2, Quality Assurance**

**Location, XX**

#### **QA Analyst**

*Nov 2018 – Feb 2021*

- Executed ad hoc and planned testing on the Company 2 HR mobile and web platforms to meet design and company standards in an Agile Scrum development environment.
- Developed automated mobile scripts and tests for iOS and Android using Appium and Ruby, and published code changes to GitHub.
- Wrote documentation in Confluence as well as regression test plans for iOS, Android, and web for QA and support use on product releases and training.

### **Company 3, Quality Assurance, UX, and Release Management**

**Location, XX**

#### **QA Analyst I**

*Nov 2014 – Nov 2016*

#### **QA Analyst II**

*Nov 2016 – Nov 2017*

#### **QA Release Manager**

*Nov 2017 – Aug 2018*

- Performed focused testing for over thirty mobile applications for iOS and Android.
- Built, deployed, and analyzed developer work using Xcode to report accurate debug information.

#### **User Experience:**

- Designed wireframes in Axure and Sketch to be converted into user stories.
- Advised Developers and UX Artists with risks that may occur when publishing an app to the App Store or Google Play based on user stories, designs, and app store guidelines.

### **Company 4, Quality Assurance**

**Location, XX**

#### **Quality Analyst I**

*May 2007 – July 2008*

#### **Quality Assurance Assistant Lead**

*July 2008 – May 2012*

#### **Quality Assurance Lead**

*May 2012 – August 2013*

- Managed teams of up to twenty in-house and remote Quality Assurance Testers while overseeing the launch of 6 online trading card games and 25 game expansions.
- Directed feedback testing for five products simultaneously while diagnosing code errors and exploits.
- Performed new and fixed content risk assessments prepared for customer delivery before external launch.

## TECHNICAL SKILLS

- **Software:** MacOS, iOS, Android, Windows, Microsoft Office, Devtrack, Testrail, JIRA, XRay for JIRA, XCode, Appium, Axure, Sketch, Figma, GraphQL, React Native, Cypress
- **Soft Skills:** Risk Management, Progress Reporting, Test Plan Writing, Remote Management