

CLIENT M. NAME

City, ST | 555-123-9103 | email@email.com

QUALITY ASSURANCE ANALYST / SOFTWARE TEST ENGINEER

IT Professional with five years of experience in conducting and supporting software quality assurance for multiple projects across diverse industries, including healthcare, retail, and legal. Adept in developing, executing, reporting, and analyzing testing strategies and results to deliver high-quality outcomes under pressure and on time. Successful at collaborating with development teams and clients, leveraging testing, coding, and analytical strengths to guide team members.

Core Capabilities:

Test Plans, Cases, Scripts | Quality Assurance (QA) | Quality Control (QC) | Requirements Gathering / Analysis
Defect Tracking / Reporting | Software Development Life Cycle (SDLC) | Software Test Life Cycle (STLC)
Process Improvement | Risk / Root Cause Analyses | Agile Development | Cross-Functional Collaboration

TECHNICAL SKILLS

Testing:	Manual, Automated, Functional, Integration, System, Regression, GUI, Automation Regression Pack Execution, Smoke, Windows, Web Based
Testing Tools:	Selenium, Ranorex
Defect Tracking Tools:	HP Quality Center, JIRA
Programming Languages:	SQL, Java, C#
Web Technologies:	HTML, Frontpage
Databases:	SQL Server
Misc.:	Microsoft Visio, Microsoft Office (Word, Excel, PowerPoint), Open Office, UML

PROFESSIONAL EXPERIENCE

SQS INDIA PVT LTD, Pune, India

Mar 2014 – Mar 2018

Test Engineer | Client: Irwin Mitchell Law Firm, UK | Project: Legis 2.1/V3, Pega

Gathered requirements, prepared test case, and performed RFW, functional regression, black box, GUI, and compatibility tests to enhance capabilities of applications for processing various legal claims more efficiently and easily.

- Executed 5,000+ test cases solely and identified and retested 1,000+ defects ahead of schedule deadlines.
- Collaborated with product managers and customer service team to address software issues and incorporate requirement changes, resulting in 90% customer satisfaction rating.
- Identified, replicated, and resolved 500+ defects, tracking and reporting bugs for QC during the development process; resulted in improving software quality and end-user experience.
- Conducted risk analysis to identify and execute top priority test cases, interacting with programmers to resolve issues.
- Participated in walkthrough and defect/status reporting meetings.

Environment: Java, SQL 2005*QA Analyst | Client: Masscash Wholesale | Project: Retail Store/Customer Application*

Developed automated tests while conducting manual testing to ensure software quality and timely project delivery.

- Automated 40 test cases by using C# in Ranorex automation tool and 30 test cases by using Java in Selenium.
- Updated regression pack of automation test script after new build release and automated regression pack execution.
- Gathered requirements, prepared test case, and performed functional, regression, and black box tests.
- Used JIRA to track and report bugs, working with programmers to identify and resolve technical issues.
- Participated in walkthrough and defect reporting meetings.

Environment: Java, SQL 2005