MA

Phone: (555) 234-5678

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EXPERTISE SKILLS

- Selenium
- Performance Testing
- API Testing
- Agile
- Bugzilla
- JIRA

LANGUAGES

- English
- Spanish
- French

CERTIFICATION

- Bachelor of Science in Software Engineering, Tech University, 2013

REFERENCES

John Smith
Senior Manager, Tech Corp
john.smith@email.com

Sarah Johnson
Director, Innovation Labs
sarah.j@email.com

Michael Brown
VP Engineering, Solutions Inc
mbrown@email.com

MICHAEL ANDERSON

LEAD QA ENGINEER

Results-driven Testing Specialist with a decade of experience in the e-commerce sector. Extensive knowledge of end-to-end testing processes and a strong emphasis on customer satisfaction. Proficient in both manual and automated testing, with a focus on usability, security, and performance. Known for enhancing testing methodologies and improving product quality through innovative solutions.

PROFESSIONAL EXPERIENCE

E-Shop World   *Mar 2018 - Present*
Lead QA Engineer

- Managed the QA team and ensured adherence to testing best practices.
- Developed automated test scripts to streamline testing processes.
- Conducted load testing and performance tuning for high-traffic applications.
- Analyzed user feedback to improve product features and usability.
- Facilitated training sessions for new QA team members.
- Reduced time-to-market by 35% through efficient testing strategies.

Online Retail Solutions   *Dec 2015 - Jan 2018*
QA Tester

- Executed test cases for web applications and mobile platforms.
- Collaborated with developers to resolve defects during the development cycle.
- Participated in Agile ceremonies to ensure alignment with project goals.
- Utilized tools like Postman and Selenium for API testing.
- Documented and tracked defects using Bugzilla.
- Improved overall product quality leading to a 25% increase in customer satisfaction.

ACHIEVEMENTS

- Recognized for excellence in testing with the 'QA Excellence Award' in 2019.
- Implemented a new testing framework that improved test accuracy by 40%.
- Achieved a significant reduction in post-deployment defects.