



# Michael

## ANDERSON

### QA ANALYST

Proactive Testing Specialist with over 6 years of experience in the telecommunications industry. Expertise in creating and executing test plans for complex telecommunication systems. Strong focus on delivering high-quality products while adhering to stringent deadlines and budgets. Adept at communicating effectively with cross-functional teams to ensure alignment on project goals. Known for innovative problem-solving skills and a keen eye for detail.

#### CONTACT

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- 📍 San Francisco, CA

#### SKILLS

- Test Management
- Manual Testing
- Automated Testing
- Performance Testing
- JIRA
- SQL

#### LANGUAGES

- English
- Spanish
- French

#### EDUCATION

**BACHELOR OF SCIENCE IN INFORMATION SYSTEMS, UNIVERSITY OF TELECOM, 2016**

#### ACHIEVEMENTS

- Improved testing processes leading to a 20% reduction in testing time.
- Achieved 'Employee of the Month' for consistent high-quality work.
- Contributed to a project that improved customer satisfaction scores by 30%.

#### WORK EXPERIENCE

##### QA ANALYST

Telecom Innovations

2020 - 2025

- Designed test cases and scenarios for telecommunication software applications.
- Executed manual testing and documented results in test management tools.
- Collaborated with developers to identify and fix issues during the testing phase.
- Participated in daily scrums to discuss project progress and impediments.
- Conducted performance testing to ensure system reliability.
- Increased test efficiency by 15% through process enhancements.

##### JUNIOR TESTING SPECIALIST

NextGen Telecom

2015 - 2020

- Assisted in creating test strategies based on project requirements.
- Performed exploratory testing to identify edge cases.
- Documented defects and assisted in root cause analysis.
- Worked with the development team to ensure timely resolution of issues.
- Contributed to user acceptance testing to validate product readiness.
- Recognized for outstanding performance during the first year of employment.