



# MICHAEL ANDERSON

## WEB QUALITY ENGINEER

### CONTACT

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- San Francisco, CA

### SKILLS

- Selenium
- JIRA
- Manual Testing
- Agile methodologies
- Usability Testing
- Test Case Development

### LANGUAGES

- English
- Spanish
- French

### EDUCATION

**BACHELOR OF SCIENCE IN  
INFORMATION TECHNOLOGY, STATE  
UNIVERSITY**

### ACHIEVEMENTS

- Awarded Best QA Team for delivering a major project ahead of schedule.
- Increased test coverage by 30% through the implementation of automated tests.
- Successfully identified critical bugs in production, preventing potential revenue loss.

### PROFILE

Detail-oriented Web Quality Engineer with 4 years of experience specializing in e-commerce platforms. My background in computer science and passion for user experience have driven me to focus on delivering high-quality web applications that are both functional and user-friendly. I have extensive knowledge in both manual and automated testing techniques, allowing me to effectively identify and resolve issues before they reach production.

### EXPERIENCE

#### WEB QUALITY ENGINEER

##### E-Comm Solutions

*2016 - Present*

- Conducted thorough testing of e-commerce applications, ensuring seamless user experience across platforms.
- Automated regression tests using Selenium, increasing test coverage by 40%.
- Collaborated with product managers to define acceptance criteria and improve product features.
- Performed usability testing, gathering user feedback to inform design improvements.
- Utilized JIRA for issue tracking, maintaining clear communication with development teams.
- Participated in sprint planning and retrospectives, advocating for quality-focused practices.

#### QA TESTER

##### Digital Marketing Agency

*2014 - 2016*

- Executed comprehensive manual tests for multiple web projects, ensuring compliance with client specifications.
- Developed and maintained test cases based on functional specifications, enhancing testing accuracy.
- Reported bugs and tracked progress using JIRA, facilitating timely resolutions.
- Worked with designers to optimize mobile interfaces, resulting in improved user engagement.
- Assisted in training junior QA staff on testing processes and tools.
- Contributed to the documentation of testing protocols, improving team efficiency.