

# Natalia Tverdohlib

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## SUMMARY

Passion driven and self-motivated quality assurance engineer with 5+ years hands on experience in manual and 3 years in automation testing in Agile development environment with a focus on web and mobile apps.

Looking for challenging, innovative and talented team to apply manual and automated testing skills with an opportunity to grow personally and professionally within the company by delivering a high quality product to exceed customer's expectations.

## TECHNICAL SKILLS

Methodologies:	Agile, Scrum
Bug tracking:	JIRA/Zephyr, Trello
Test tools:	Chrome DevTools, AndroidStudio, ADB, Charles Proxy, BrowserStack
API Testing:	Postman, Swagger
Test Automation:	SeleniumWD/Maven/TestNG/Java, VSC, IntelliJIdea, Travis CI, Docker, Jenkins, WebdriverIO/Cucumber/Gradle/Gherkin, Azure DevOps
Databases:	MySQL, MariaDB, DBeaver
VCS:	GitHub
Visuals:	Kanban Board, Mind Map, ScrumPoker, IdeaBoardz
Platforms:	Windows OS, Android OS
Communication:	Confluence, Slack, Zoom, Microsoft Teams

## INTERPERSONAL SKILLS

- Quality Driven
- Quick Learner
- Collaborative Player
- Detail-Oriented
- Critical Thinker
- Leadership
- Creative
- Dependable
- Time Management
- Positive Attitude

## PROFESSIONAL EXPERIENCE

### Software Quality Assurance Engineer

RAM Technologies, New York, NY

09/2017-Present

Web project - educational platform for parents and teachers providing online classes for students.

Web project - social network for connecting people, their services and products.

Web project - music player with ability to upload/download songs or audios to the library.

Native mobile app - social chatting service with call, text, file and image sending options.

- Identify, report and verify issues after fix using agile project management software.
- Create clear test cases with the minimum requirements and documentation as well as based on user stories, in scope focus or acceptance criteria.
- Perform web (Windows OS) and mobile (Android OS) exploratory, black box, grey box, functional, smoke, cross-browser, localization, UI/UE, database, API testing, partial and full regression, end-to-end, post-release verification for front-end and back-end layering.

- Participate in creating comprehensive test plans and checklists for projects.
  - Develop DDL, DML, DQL SQL-queries in RDBMS for backend testing.
  - Test web API and REST API against DB using CRUD functions with appropriate HTTP methods.
  - Use Jenkins and Azure DevOps to build CI/CD pipeline.
  - Write test automation scripts in Gherkin and Java using TDD and BDD and run them in IDE.
  - Participate actively in Design, Implementation, Testing and Maintenance phases of SDLC and improvement of product quality in STLC.
  - Attend daily Stand Ups, Planning, Bug Triage, Demo, Retrospective, Go/No Go meetings.
  - Participate in Mind Mapping for planning, Scrum Poker for grooming story points, IdeaBoardz filling for retrospective meeting.
  - Collaborate closely with developers, software developers in test, quality assurance engineers, product managers, business analysts and stakeholders to achieve main goal in producing a high-quality product in an agile sprint setting.
- Achievements: Scrum master for Stand Ups and Team Lead. Automated about 20% of my workflow.

### **Bank Teller / UA Tester**

Wells Fargo Bank, Tucson, AZ

02/2018-07/2020

- Testing: explore bank website and mobile banking app against requirements and report issues.
- Cash handling: attention to detail; focus on authenticity of cash, monetary instruments, IDs; accurately processing customers' transactions while following required policies and procedures.
- Technical skills: proficiency with secured bank software, website, mobile app, communicating and internal learning apps; able to navigate through multiple systems simultaneously.
- Interpersonal: ability to build strong rapport with customers and teammates. Personal pride in outstanding performance and helping others.

### **IT Support Specialist**

Krayany LLC, Ukraine

12/2012-05/2015

- Configure workstations, mobile devices and printers to work with the local network.
- Consult and train staff for the use and applicability of various hard- and software.
- Install, update and support computer software and antivirus.
- Create/configure/maintain user accounts, email accounts, and shared folder permissions and other entries using Active Directory.
- Build company website and advertising.

### **Financial Data Analyst**

State Savings Bank of Ukraine, Ukraine

05/2008-05/2010

- Manage cash flow across 122 bank branches.
- Perform daily cash buy and sell transactions through multiplatform banking software.
- Gather financial data, analyze it and report to a national banking and statistic agencies.
- Financial bookkeeping daily.
- Collaborate with government regulator, competitors, branch managers, department managers, district financial manager.

## **EDUCATION**

Master's Degree in Finance and Banking, Ukraine  
 Bootcamp Software Quality Assurance Engineer, USA  
 Bootcamp QA Automation, USA