**Angela M. Haynes**

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**Career Summary:**

Highly-professional and talented Technology Quality Assurance Specialist with a strong experience in performing software testing, identifying users' specifications, and enhancing testing procedures. Possess remarkable technical, analytical, problem-solving, and communication skills as well as excellent knowledge of software testing methodologies.

**Summary of Skills:**

* Thorough knowledge of SDLC model, software QA methodologies and processes, testing concepts and standards, project and testing management techniques, HTML and JAVA
* Experience working with MS Office Suite applications, testing management tools such as QAComplete, qTest and Zephyr, SQL database
* Ability to communicate technical information clearly for easy understanding by technical and non-technical
* Strong communication, analytical, and time-management skills
* Ability to work independently and in fast-paced and dynamic environment
* Ability to use defect tracking tools such as Plutora Test, Backlog, Bugzilla and JIRA
* Strong leadership skills with the ability to mentor QA teams on process improvements
* Ability to track, diagnose, and report quality issues for multiple projects
* Excellent analytical and problem-solving skills with the ability to assess relevant information, identify alternative approaches, and recommend appropriate solutions

**Work Experience:**

Technology Quality Assurance Specialist

One Source Solutions Ltd., Houston, TX

April 2017 - Present

* Conducting software compatibility tests for different operating systems
* Developing, documenting, and managing test plans, and scripts based on software requirements and technical specifications
* Working closely with the project manager for tracking, reporting, and verifying bugs or errors
* Providing feedback and recommendations to developers on software usability and functionality
* Producing test summary reports as well as managing defect reporting using defect tracking tools
* Contributing to the establishment of standards and procedures for software designing and testing processes
* Reviewing software documentation to ensure technical accuracy, compliance, completeness or to mitigate risks
* Analyzing reasons for test failures and debugging assigned programs as well as conducting regression testing
* Developing and implementing plans for increasing test coverage for medium to large projects as well as participating in the training of new team members

Junior Technology Quality Assurance Specialist

Tinoq Software Group, Houston, TX

October 2015 - May 2017

* Designed effective test strategies and created test scripts according to the project scope and timescales as well as executed test scripts to validate functionality and usability
* Facilitated software testing life-cycle, including pre-release QA approvals and sign-offs
* Worked closely with the developers and business analysts to identify users' requirements
* Reviewed all deliverables and interfaces with the development teams to validate compliance to user requirements
* Established and maintained traceability of requirements through test plans and test cases as well as provided updates on project progress, including test cases executed, bugs discovered and fixed
* Analyzed and clearly documented software and user issues using company's defect tracking tool
* Responded to inquiries from end-users and technical support regarding functions and operations of software programs

Technology Quality Assurance Engineer

Equinox Technologies, Houston, TX

February 2014 - September 2015

* Estimated, planned, and coordinated testing activities as well as worked closely with the development teams and business analysts in implementing and improving quality standards and processes
* Ensured quality issues and defects were appropriately tracked and resolved
* Provided timely and meaningful feedback to the development team by reviewing technical specifications
* Analyzed and wrote test standards and procedures as well as performed debugging, and modification of software by maintaining test results documentation
* Prepared and executed test cases and reported test results as required
* Collaborated with other QA engineers in creating, modifying, and executing test plans, test scripts and programs as well as configuring testing tools
* Kept abreast of the latest technologies and industry trends as well as maintained strong knowledge of software QA methodologies, tools and processes to utilize best practices and patterns through all stages of SDLC

Technology Quality Assurance Intern

Romack VID Inc., Houston, TX

August 2013 - January 2014

* Worked under the supervision of IT Quality Assurance manager on key projects
* Assisted QA engineers in maintaining, creating, and recommending new processes and tools as well as worked with cross-functional teams to ensure quality throughout the software development life-cycle
* Identified and documented bugs or errors and helped the development and QA team in troubleshooting related issues
* Collaborated with other teams to perform integration as well as end-to-end testing process
* Created logs to document testing phases and defects as needed
* Assisted in verifying user documentation and training documents, and provided appropriate suggestions for improvement

**Education:**

* Bachelor's Degree in Computer Science
University of Houston, TX, USA
2012

**Reference:**

On request.