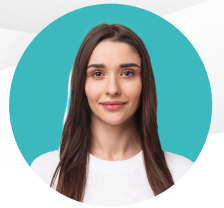


# CHARLOTTE HARRIS

## SQA Engineer-Consultant

✉ support@qwikresume.com ☎ (123) 456 7899 📍 Los Angeles

🌐 www.qwikresume.com



## PROFESSIONAL SUMMARY

Results-driven SQA Engineer-Consultant skilled in developing comprehensive test strategies and executing test plans. Successfully led a team that enhanced software reliability, achieving a 40% decrease in post-release defects.

## WORK EXPERIENCE

### SQA Engineer-Consultant

Maple Leaf Consulting

📅 Jun / 2022-Ongoing

📍 Toronto, ON

1. Worked on VoIP and telephony solutions in a Linux-based environment.
2. Performed manual testing of enterprise software which included separate admin and user platforms.
3. Conducted testing on mobile phone applications.
4. Tested plug-in applications that integrate with a third-party sales management system (Salesforce).
5. Performed both major and minor update testing on PBX servers.
6. Performed integration testing of web suite with physical desk phones.
7. Designed and maintained a comprehensive test strategy, resulting in a 25% reduction in post-release defects.

### SQA Engineer

Silver Lake Enterprises

📅 Jun / 2020-Jun / 2022

📍 Seattle, WA

1. Network Management Software Job Summary: The Software Quality Assurance Engineer is responsible for testing web-based Network Management and Monitoring commercial software products in a fast-paced environment.
2. And Essential Duties: Design and develop test cases that enable verification of product requirements.
3. Execute test cases while meeting project deadlines and deliverables Enter detailed defects in the defect tracking system Review and give feedback on product requirements and design.
4. Perform peer reviews of test plans, test cases, and test results Maintain and create the test environments.
5. Research and answer escalated customer issues from Technical Support regarding software defects, as needed Actively support customers during Technical Preview Programs.

## EDUCATION

### Bachelor of Science in Computer Science

University of California

📅 Jun / 2018-Jun / 2020

📍 Chicago, IL

Focused on software development, testing methodologies, and quality assurance practices.

## SKILLS

Regression Testing

Load Testing

Code Review

Documentation Skills



## ACHIEVEMENTS

- ★ Reduced software defects by 40% through comprehensive testing protocols.
- ★ Improved testing efficiency by 30% by implementing automated testing frameworks.