

SHAWNA RUSSELL

Junior Software QA Tester

Greensboro, NC || shawnatwrussell@gmail.com
<https://www.linkedin.com/in/shawna-russell/> || <https://www.srussellportfolio.com/>

- Software quality assurance tester with 1 ½ years experience in testing web-based clients/server applications
- Experience with defect tracking tools such as: JIRA, HappyFox, and Trello
- Practical experience of SDLC principles and experience working with Agile methodologies
- Successfully utilized testing tools such as: Chrome DevTools, Jenkins, and OutSystems
- Experience with various types of testing: functional, exploratory, regression, UAT, and usability
- Detail-oriented, well organized, capable of learning new technologies, and able to work well on a distributed team

SKILLS

OS: Windows, macOS

Testing Tools: Jenkins, OutSystems, Chrome DevTools

Bug Tracking/Test Management: JIRA, Confluence, HappyFox, Trello

Development: ASP.Net Core/MVC, C#, HTML CSS, JavaScript, Bootstrap, postgresSQL, MS SQL

Communication: Zoom, MS Teams, Slack

Other: Microsoft Office, Git/GitHub

EXPERIENCE

Savana Inc., Remote- Customer Care Specialist II

FEB 2022 - JUL 2022

A member of the Customer Care Team, overseeing the HappyFox tickets of a large banking client preparing to launch their online-banking platform.

- Triage HappyFox tickets to reproduce and resolve software issues/answer questions
- Created testing scenarios in-order to reproduce/verify client-detected bugs/defects
- Worked with distributed teams to triage and resolve the defects and to schedule script elevations and Hotfixes

Coder Foundry, Remote- Junior Software Developer

MAR 2021 - JUL 2021

Built web applications and hosted the apps online, including utilizing APIs and SQL Database management.

- Project BugTracker Application: A multi-tenant capable issue-tracking web application, implementing enhanced Roles and Security; including a Code-First relational database designed and modeled in PostgreSQL

EDUCATION

University College Dublin - Masters Degree 2009

Sonoma State University - Bachelor's Degree 2007

