Software Tester 234111

In 2017 I had enrolled to a vocational course in software development. At that time, I was still working as a Customer Service Representative with 5+ years of experience in customer service and sales.

I started working as a Software Tester in 2018.

PROFESSIONAL BACKGROUND

12/2021 – 04/2023   SOFTWARE DEVELOPMENT COMPANY | Software Tester

❖ It is a fastly growing IT company in the Hungarian market. Their current client portfolio contains a variety of clients from various sectors. I was supporting a telecommunication client in one of their global projects.

03/2020 – 11/2021   SOFTWARE DEVELOPMENT COMPANY | Test Engineer

❖ It is a joint venture of two companies that is providing dedicated specialists from various fields (UX/UI, mobile development, testing etc.) in full-time.

❖ Mobile application testing: participating in the development cycle of a nextgen mobile application. The application has been already released. We were working on the Hungarian application. We were working in Agile.

❖ E2E testing, creating test sets for mobile related business functions in Spira

❖ E2E Selenium test engine based on the business functions

❖ E2E Appium test engine in Java

❖ Creating test reports at the end of each sprints

❖ Reporting bugs in Jira

11/2019 – 03/2020   SOFTWARE DEVELOPMENT COMPANY | Software Tester

❖ Mobile application testing (manual testing, refinement of the test sets, creating new test sets, testing, bug reporting, retesting, regression testing, smoke testing using Jira, TestLink)

❖ An internal tax reporting application for B2B customers – test planning, analysis, design, execution, risk mitigation, bug reporting in Jira based on mainly MSSQL and Spira)

08/2019 – 11/2019   AUTOMOTIVE | Junior Application Developer

❖ Application development in Webcon

❖ MSSQL

11/2018 – 08/2019   SOFTWARE DEVELOPMENT COMPANY | Manual Tester

- ❖ Application testing using Black box Testing Techniques (HUF instant payment project)
- ❖ SOAP UI (SOAP over JMS, Immediate payment project – transaction requests with SOAP)
- ❖ Checking payment order initiation or payment status messages and account statement messages.
- ❖ Checking overviews of account transactions, account balance(s) and account operation notifications with transaction details.
- ❖ Functional, non-functional testing (V-model)

07/2016 – 07/2018   HOTEL BOOKING | Customer Service Senior Agent

- ❖ Handling customer requests, complementary cases, refund/chargeback issues, customer relocation
- ❖ Solving payment related issues with our stakeholders and partners

02/2016 – 07/2016   HOTEL BOOKING | Customer Service Senior Agent

- ❖ Coaching and driving a team of 5 handling dissatisfied customers, technical or payment related questions via incoming chats/phone calls/e-mails
- ❖ Handling chargeback and refund issues

07/2015 – 10/2015   IT SERVICES | Customer Support Representative/Fraud Specialist

- ❖ Tracking online transactions and cyber fraud incidents
- ❖ Handling dissatisfied customers, technical or payment related questions via incoming chats/phone calls/e-mails

01/2014 – 07/2015   FINANCE, INVESTMENT | Sales Manager/Trainer

- ❖ Management & process optimization experience as Sales Manager/Trainer trainee (from July, 2014)
- ❖ Establishment of a sales strategy based on constant monitoring and rapid reaction on the weakest points
- ❖ Detect cyber fraud incidents

03/2013 – 01/2014   FINANCE, INVESTMENT | Customer Service Representative

- ❖ 1st line helpdesk - online casinos
- ❖ Tracking possible cyber fraud incidents

03/2010 – 10/2012   PACKAGING |Telesales Representative

- ❖ Distribution of the entire range of the company's products with the aim of profit maximisation (secondary packaging material)

BLACKBELT
MASTER OF TECHNOLOGY

COMPETENCIES

- .NET
- C#
- Java (basics of test automation)
- Selenium
- Appium
- Jira
- Spira
- TestLink
- Azure
- SOAP UI
- Junit
- Nunit
- JMeter
- Postman
- MSSQL
- KQL (Select, Join, aliases, where, group by etc.)
- Git (push, pull, setting up branches etc.)
- software testing (manual and automated)
- mobile testing (manual and automated)
- top-down test planning (manual and automated tests, writing and maintaining test suites)
- smoke, regression, and functional testing mainly
- Agile development in multinational environment

EDUCATION

2017 - 2019   Ruander Oktatási Központ, Budapest, Software developer (vocational course)

2009 - 2013   Zsigmond Király Főiskola, Budapest, Faculty of Education,
Adult Educational Specialist

Language knowledge: **English** (excellent oral and written skills)
Hungarian (mother tongue)