

STRENGTHS

- Requirements clarity**
During billing walkthroughs, surfaced ambiguous rules early. Clear questions helped peers test consistent service dates and prorated charges.
- Evidence discipline**
Test cycles stayed easy to review through organized screenshots, XML samples, status logs, and retest notes. Instructors trusted each result.
- Practical problem solving**
When results differed, traced data setup before changing scripts. That habit improved repeatability across controlled lab runs.
- Team communication**
Four-person lab work included peer review and results reconciliation. Technical findings became useful decisions for business-focused classmates.
- Adaptable testing**
Moved between utility billing, customer service, and research workflows without losing structure. Each setting sharpened a different testing instinct.

SKILLS

- Manual Testing

Test Case Design
- Automated Testing

Regression Testing
- Requirements Traceability

Defect Documentation
- Test Metrics
- Business Process Documentation
- Requirements Reconciliation

SQL
- JavaScript

XML

Excel

Word
- PowerPoint

SUMMARY

Early-career **QA Automation Engineer** with a 2026 Bachelor of Science in Information Systems and hands-on experience testing simulated utility and enterprise applications. Created manual test cases from **business requirements**, process maps, and specification notes, then executed functional, smoke, regression, and automated checks. Used SQL, JavaScript, XML, Excel, Word, PowerPoint, and **MS Project** to validate workflows, document defects, track metrics, and communicate release risks. Utility billing simulations covered account setup, meter reads, service changes, payment adjustments, and customer charges across 1,200 records. Collaborative lab work strengthened requirements reconciliation, stakeholder communication, technical writing, and organized delivery. Ready to support quality activities, **client project needs**, and reliable solution deployment through clear analysis and practical testing.

EDUCATION

Bachelor's Degree in Information Systems

University of Massachusetts Lowell GPA: 4.0 2026 Lowell, MA

***Coursework:** Software testing, database systems, business process analysis, systems analysis and design*

TECHNICAL SKILLS

- **Testing Methods:** Manual testing, automated testing, smoke testing
- **Test Design:** Test cases, functional testing, regression testing
- **Requirements Analysis:** Requirements traceability, requirements reconciliation, process mapping
- **Defect Management:** Defect reports, severity analysis, issue logs
- **Test Measurement:** Test metrics, execution summaries, release readiness
- **Programming Languages:** SQL, JavaScript, Unix
- **Data Formats:** XML, XML payloads, structured data
- **Microsoft Office:** Excel, Word, PowerPoint
- **Project Planning:** MS Project, test scheduling, deliverable tracking
- **Utility Systems:** Utility billing, meter reads, service changes
- **Documentation:** Business requirements, process documentation, technical writing
- **Communication:** Stakeholder communication, verbal communication, written communication

EXPERIENCE

QA Automation Engineer Practicum

University Utility Billing Project January 2026 - May 2026 Lowell, MA

Supported a supervised utility billing simulation through manual and automated **enterprise application testing**. Converted requirements into test coverage, validated calculations, maintained evidence, and communicated defects and release risks to project stakeholders.

- Created 74 manual **test cases** from utility billing requirements and process maps for core customer workflows.
- Built **JavaScript** and SQL validation scripts against 1,200 simulated billing records, confirming expected charge outputs.
- Organized smoke, functional, and regression cycles in **Excel** with severity, evidence, status, and deployment risks.
- Reconciled process documentation during **specification walkthroughs**, clarifying prorated billing and service start-date rules.
- Prepared defect reports with reproduction steps, screenshots, expected results, and XML payload samples for review.
- Presented **test metrics** and unresolved risks during release readiness review, supporting a successful billing demonstration.

LANGUAGES



MY CAREER



- QA Automation Engineer Practicum at University Utility Billing Project (4 Months)
- QA Automation Engineer Student Analyst at Academic Enterprise Testing Lab (3 Months)
- QA Automation Engineer Research Assistant at University Software Quality Research Lab (8 Months)

QA Automation Engineer Student Analyst

Academic Enterprise Testing Lab 📅 September 2025 - December 2025 📍 Lowell, MA

Contributed to a supervised enterprise testing lab for a simulated customer service application. Coordinated test assignments, maintained deliverables, traced failures, and translated technical findings for **business** and instructional stakeholders.

- Designed a reusable test matrix linking 58 functional scenarios with documented customer service requirements.
- Executed manual and automated checks for search, outage notifications, work orders, and account history.
- Used **XML** request and response files to verify fields, required elements, and error handling across transactions.
- Maintained Excel test deliverables, issue logs, and execution summaries using consistent evidence standards.
- Traced failed scenarios to data, workflow, and requirement causes, then documented findings in clear language.
- Coordinated four-person test assignments and peer reviews, completing release simulation activities on schedule.

QA Automation Engineer Research Assistant

University Software Quality Research Lab 📅 September 2024 - May 2025 📍 Lowell, MA

Supported faculty-led research evaluating manual and scripted testing for an enterprise workflow prototype. Converted business-process evidence into test conditions, analyzed repeatability, and preserved documentation for continued study.

- Evaluated manual and scripted approaches for an enterprise workflow prototype in a supervised **quality** study.
- Converted interview notes and process documentation into prioritized normal, boundary, and exception test conditions.
- Wrote introductory **SQL** queries and JavaScript utilities checking persistence, duplicates, and required-field behavior.
- Recorded execution evidence and summarized recurring defects in **Word** and **PowerPoint** reports for faculty review.
- Isolated inconsistent **results** caused by test data setup, improving repeatability across three controlled lab runs.
- Collaborated with faculty and student researchers to reconcile requirements and refine testing procedures.

PROJECTS

Utility Billing Release Readiness 📅 2026

A utility-system simulation focused on accurate billing, clear requirements, and dependable deployment decisions. Test metrics, XML evidence, SQL checks, and defect analysis gave stakeholders a concise view of remaining risks.

Enterprise Service Workflow Validation 📅 2025

A customer service application study connected outage notifications, work orders, account history, and requirements traceability. Structured test evidence helped technical and business reviewers assess release quality.

LEADERSHIP & AWARDS

- Dean's List, University of Massachusetts Lowell, Fall 2025 and Spring 2026
- Information Systems Capstone Excellence Award, 2026
- Undergraduate Research Presentation Recognition, 2025

CERTIFICATIONS

- Software Testing Foundations 📅 2026
- SQL for Testers 📅 2025
- Microsoft Office Specialist: Excel Associate 📅 2025

PROFESSIONAL AFFILIATIONS

- Quality Assurance Study Group Coordinator, University of Massachusetts Lowell, 2025-2026
- Information Systems Peer Tutor, University of Massachusetts Lowell, 2025-2026

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST