John Pollette

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Quality Assurance Analyst with almost 3 years of experience in the software industry, providing Manual, functional, and automated testing of web applications using Agile and Scrum test methodologies. Excellent knowledge of Software Development Life Cycle, Solid understanding of business requirements, and software requirements specifications. Self-motivated, Multitasking, and Detail-oriented professional with experience performing well in a fast-paced and high-productivity environment. Strong interpersonal, written, and verbal communication skills.

**Work Experience**

**Quality Assurance Analyst Intermediate**  **Since December 2020**

AP Interactive

Campinas-SP, Brazil

* Participated in a project to implement and test a product for the largest health supply company in Brazil. The application is innovative in the sector and offers virtual customer service to the company’s clients.
* Automated over 20,000 customer calls/emails per month, and helped the company decrease the average service time from 4 days to incredible 30 seconds and increased the company’s Net Promoter Score numbers by 10 points from 65 to 75 points (data from 2021).
* Worked with 5 software development engineers to carry out testing with 100% efficiency in an Agile methodology.
* Created all documentation such as test procedures, test plans, bug reports, and manuals to help users get a better understanding about the functionalities.
* Identified test scenarios and created test cases employing different types of testing techniques and strategies to test the application under different layers.
* Introduced and improved the Quality Assurance mindset to the team, initiating tests earlier, participating in requirement analysis meetings to get a clear vision of the functionality and participating in Program Increment (PI) planning, help the Product Owner to create acceptance criteria and test scenarios in advance.
* Handled and test API RESTful using postman,
* Created automation scripts using Selenium WebDriver (Java and C#),
* Tested Backend layer creating queries using mongo database.
* Utilized Microsoft Azure to keep up with the sprint’s development, to create my tasks, add the hours spent on each task signed for me, to create, assign and close possible bugs.
* Presented the QA metrics in the PDCA (Plan-Do-Check-Act) meeting.
* Participated in sprint planning, test effort estimation, daily meetings, reviews presentations, retrospectives, and User Acceptance test.
* Took care of a channel of communication between QAs where we discuss how we could improve our knowledge and QA process within the company.
* Helped as a tutor for new QAs and interns who were starting to work for the company.
* Helped the product to achieve a high level of quality, and consequently helping the company be more profitable. Due to my performance, and the positive impact on the product’s quality within 15 months, I was promoted from Junior Quality Assurance analyst I to Intermediate QA Analyst.

**Software Tester I**  **Feb 2020 – November 2020**

BMM Testlabs

Dieppe, NB

* Tested software for slot machines, performing manual testing, following the company’s test cases, and adding new test scenarios to the product utilizing my test techniques knowledge, generating weekly reports, and test documentation, logging defects using Jira, and managing them until getting them fixed and re-tested.
* Opportunity to work at IGT the global leader company in gaming as a consultant, helping them to deliver a high-quality product to their clients.
* Chosen to be part of an important team, which was starting a new product called Historical Horse Racing (HHR) which refers to a gambling that allows players to bet on replays of horse races, a new and important market to the company with potential to generate a significant profit.
* Participated in daily scrum meetings to report the project status to the team leader, weekly project status meetings, and giving all updates to the product manager.
* Received positive feedback from my colleagues, supervisors, and managers due to my positive attitude, my proactivity to think out of the box and test besides the test cases which was assigned to me, and other possibilities which could happen with the end users.

**Education**

**Quality Assurance Testing Certificate** **2018-2019**

New Brunswick Community College - Moncton, NB

* Achieved deep and solid knowledge in Software Testing Life Cycle, Software testing methodologies, Test techniques, Test automation frameworks, and Testing tools.
* Improved technical writing and research.
* Skills received and improved during the course: programming language such as Java, with emphasis on Object-oriented programming,
* Fundamentals of HTML, CSS, responsive web design, and database programming using SQL.
* Project management concepts, and tools such as Jira.
* Understanding of development methodologies such as waterfall, V-model, and agile.

**Volunteering**

**The Humanity project** **April 2018 – Feb 2019**

Moncton, NB

* Once a week I used to help that project who has been feeding [children](https://www.facebook.com/hashtag/children?source=feed_text&__xts__%5B0%5D=68.ARBGc05JN4JFK4e4drgg17-m4USQ15zwBcCmjZQwIoVvwC_GGM8aEIbszGsJVX2Rl7-l_g_Fcl77CIVoLtgQso0_vetpO356XLBozohauuJu9XlMAjNGQatOWvK6II4FxQudlCB7eE_VLIM2rCFWPd9n37AoQAFF6EYPBuk_JXzkeCz6f3z8KA&__tn__=%2ANK-R), [seniors](https://www.facebook.com/hashtag/seniors?source=feed_text&__xts__%5B0%5D=68.ARBGc05JN4JFK4e4drgg17-m4USQ15zwBcCmjZQwIoVvwC_GGM8aEIbszGsJVX2Rl7-l_g_Fcl77CIVoLtgQso0_vetpO356XLBozohauuJu9XlMAjNGQatOWvK6II4FxQudlCB7eE_VLIM2rCFWPd9n37AoQAFF6EYPBuk_JXzkeCz6f3z8KA&__tn__=%2ANK-R), [homeless](https://www.facebook.com/hashtag/homeless?source=feed_text&__xts__%5B0%5D=68.ARBGc05JN4JFK4e4drgg17-m4USQ15zwBcCmjZQwIoVvwC_GGM8aEIbszGsJVX2Rl7-l_g_Fcl77CIVoLtgQso0_vetpO356XLBozohauuJu9XlMAjNGQatOWvK6II4FxQudlCB7eE_VLIM2rCFWPd9n37AoQAFF6EYPBuk_JXzkeCz6f3z8KA&__tn__=%2ANK-R) and [working poor](https://www.facebook.com/hashtag/workingpoor?source=feed_text&__xts__%5B0%5D=68.ARBGc05JN4JFK4e4drgg17-m4USQ15zwBcCmjZQwIoVvwC_GGM8aEIbszGsJVX2Rl7-l_g_Fcl77CIVoLtgQso0_vetpO356XLBozohauuJu9XlMAjNGQatOWvK6II4FxQudlCB7eE_VLIM2rCFWPd9n37AoQAFF6EYPBuk_JXzkeCz6f3z8KA&__tn__=%2ANK-R) families. Doing that I got the opportunity to give back to the community all that I have received from them.

**Moncton Lions Community Centre** **November 2018 – April 2019**

Moncton, NB

* Once a week I invested my time helping elderly people with computer classes, it has been very grateful for both sides, because I can share all knowledge that I have received, and I can help them get into that new connected world.