MICHAEL CARTER

A QA analyst with five years of experience ensuring the reliability and efficiency of software and operational processes. Skilled in defect tracking, test case development, and compliance with ISO 9001 standards. Proven ability to identify and resolve quality gaps, collaborate across teams, and deliver process improvements.

CONTACT

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🪪 Denver, CO 12345

EDUCATION

Bachelor of Science in Computer Science
UNIVERSITY OF COLORADO, Boulder, CO | 2019

PROFESSIONAL EXPERIENCE

Quality Assurance Analyst, Skyline Software Solutions, Denver, CO | March 2022 to present

- Conducted over 300 functional and regression tests, reducing software defects by 40% in a 12-month period
- Collaborated with cross-functional teams to improve user acceptance testing (UAT) processes, cutting testing time by 20%
- Automated recurring test cases using Selenium, increasing overall testing efficiency by 30%
- Authored detailed defect reports and coordinated with developers to ensure timely resolution

Junior Quality Assurance Analyst, BrightTech Innovations, Austin, TX | June 2019 to February 2022

- Executed manual testing for web applications, identifying over 200 defects and ensuring resolution before production release
- Designed over 50 test cases and scripts for new software features, improving test coverage by 25%
- Monitored compliance with internal quality standards and external regulations, achieving a 100% success rate in audits
- Improved documentation processes, creating clear guidelines for defect tracking and reporting

KEY SKILLS

- Agile methodology
- Defect tracking
- ISO 9001 compliance
- Process improvement
- Risk assessment
- Software testing
- Test automation tools (Selenium, JIRA)
- Troubleshooting

CERTIFICATIONS

- ISTQB Certified Tester, ISTQB | Completed 2020
- Six Sigma Green Belt, ASQ | Completed 2021