BENJAMIN PEREZ **|** Software QA Engineer

McDonough, GA 30252 ● (570) 762-6488 ● Benjaminperez1818@gmail.com ● [Linkedin](https://www.linkedin.com/in/benjaminperez1818/)**SUMMARY**

As a motivated and detail-oriented QA Engineer, I have a proven history of actively identifying and resolving defects while employing various testing methodologies, including functional, UI, smoke, and regression testing. My commitment to enhancing team performance and consistently delivering products that exceed customer expectations is underpinned by my experience as a logistics business owner, offering valuable insights into streamlined processes and quality assurance. I excel in fostering collaboration among cross-functional teams, ensuring top-quality software solutions, and possess strong organizational and time-management skills to meet project deadlines. With exceptional analytical abilities, I conduct comprehensive testing and precise bug identification. My dedication to providing reliable and user-centric software products is complemented by my expertise in risk management. US Citizen

**TECHNICAL SKILLS**

* + Platforms: Mac OS X, Windows, iOS, Android OS, Linux
	+ Mobile Testing: Android Studio, Xcode, ADB, BrowserStack
	+ Bug Tracking: Jira, TestRail
	+ Web Testing: Chrome DevTools
	+ API Testing: Postman, REST API, Charles Proxy
	+ Database: MySQL
	+ Programming languages: Python
	+ Version control: GitHub
	+ Languages: English, Spanish

**WORK EXPERIENCE**

**Software QA Engineer Intern at TalentNow**, McDonough, GA | Apr 2023 - Current

* Drove product quality through rigorous testing of current software, proactively identifying deficiencies, and delivering timely, constructive feedback.
* Developed comprehensive test cases in TestRail, meticulously aligning them with business requirements and technical specifications to ensure optimal coverage.
* Verified functionality and usability of mobile (iOS, Android) and web applications (Windows, macOS) across various platforms, guaranteeing a seamless user experience.
* Leveraged Chrome DevTools for precise web testing, examining UI elements, detecting network and JavaScript errors, and enhancing overall product performance.
* Contributed to defect management by executing tests and documenting issues in Jira, diligently following up on resolutions, and achieving a 30% reduction in critical bug backlog.

**Service Professional, Renewal specialist at Arrow Exterminators**, McDonough, GA | July 2021 – Current

* Developed a meticulous and detail-oriented approach to perform thorough testing and inspections, ensuring high-quality extermination services and demonstrating precision in work.
* Actively participated in team meetings and contributed valuable insights to enhance overall service and product quality, showcasing excellent communication and collaboration skills.
* Documented interactions and resolutions with a focus on accurate record-keeping, illustrating the ability to maintain organized and comprehensive documentation required in manual QA.

**Owner, Perez Expedite Services LLC**, McDonough, GA | 2016-2022

* Established and directed a successful team, overseeing recruitment, training, and professional growth to ensure optimal team and company performance.
* Led the Carrier and Operations team, efficiently matching loads, scheduling shipments, and maintaining positive carrier relationships, resulting in on-time deliveries and customer satisfaction.
* Utilized my QA skills to enhance the company website, utilizing Google Docs for creating test cases and tracking bugs, and utilizing GitHub for version control and collaborative development.
* Applied Python programming skills to automate tasks and improve workflow efficiency.

**EDUCATION & CERTIFICATIONS**

**Software Testing & Quality Assurance**, Careerist.com

**Risk Management Framework for Information Systems and Organizations**, National Institute of Standards and Technology (NIST)

**Secure Software: Testing and Acceptance**, alison.com

**Essentials of Android Developer: GitHub,** alison.com

**ChatGPT (Open AI) Security, Privacy & Ethical Hacking,** alison.com