

# ALINA ALMASAN

## Quality Assurance Analyst / HelpDesk Analyst

Woodbridge, Ontario, Canada

+19055973605 ; 16477725648

alinealmasanmay2023@gmail.com

## SUMMARY

A Quality Assurance Analyst / HelpDesk Analyst with extensive experience in QA Life Cycle, which includes Designing, Developing and Execution of the entire QA Process and Documentation of Test Plans, Test Cases, Test Procedures. Specific experience includes:

- Successfully Tested projects using Waterfall and Agile methodologies.
- Operating Systems: MS-Windows (NT, 2000, XP), Unix 3.5 (Sun-Solaris 8 and 9), Android, IOS, Web, .NET framework, CRM Tools
- Software Exposure to Visual Basic, HTML, XML Java and C++; Dynamics CRM Business Analysis • Experienced in using the SDLC testing approach on on-line web application testing, Business Acceptance Tests on on-line web applications, Front end test experience, various soft methods (Black Box / White Box, Integration, Functional, System, Regression, Acceptance, Load / Stress, Usability and Security Testing).
- Good experience with Databases queries and SQL scripts to populate and extract data • Testing Tools: Mercury Quality Center 9.2 (HP), Test Director, IBM ClearQuest / IBM Rational Quality Manager / IBM Functional Tester / Quality

## WORK EXPERIENCE

Amazon Supplier chain / BMO Financial / Marketing agency CSR  
Computer Systems analyst / HelpDesk

(Sep 2016 - Dec 2022)

**Project:** Verification and Validation on the Online platforms, Web applications for Client Accounts both residential and commercial; Reset and Redesign of the Financial Bank accounts with the new app store enhancements

- Performed triage, troubleshooting, and analysis of issues and failures reported by end users and team
- Confirmed with clients to determine if the issue is a defect, enhancement, or user-error
- Unlocked client information, password reset, conducted computer diagnostics, investigated problems and provided technical support
- Assisted clients with related issues of the current application via desktop communication software
- Ensured proper communication between the systems - sanity check testing and regression testing
- Conducted functional validation and support over Universal Gateway Messaging and ADP Activity Monitor

**Intact Belair / HomeDepot / CSR Call Center  
HelpDeskAnalyst / Technical Support**

**(Sep 2013 - September 2015)**

**Project:** Client Web based system application; (Auto quote) Car and Residential Insurance; Verification and Validation on the Online platforms, Web applications for Client Accounts both residential and commercial

- Verified operating system functions as expected per designated commands
- Verified bug fixes, new and existing functionalities, signed off over existing procedures
- Delivered on-line assistance to concerned customers via inbound phone calls and on-line chats and email communication
- Worked with internal team and external clients to deliver technical support via telephone or customer reset unlock screens

**EDUCATION:**

- Bachelor of Arts - Intercultural Communication and Human Resource Management - U of Toronto equivalent
- Project Management certificate and Software Quality Assurance Analyst certificate - Centennial College; Seneca College;

**REFERENCES UPON REQUEST**