

Elizabeth Zagroba: Context-Driven Software Tester

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Work Experience

Senior Test Engineer I Nov. 2016 – present

Medidata Solutions, New York, NY

- Coordinated communication and pair testing sessions with London and San Francisco product teams to establish API contracts for the integration of their products
- Presented and shared knowledge at internal peer conferences for testers
- Paired with product expert in time-boxed sessions to determine the viability of a product on tablet devices for a particular client
- Wrote bi-weekly test reports to illuminate priorities and blockers to project managers
- Interviewed candidates for tester and development positions for multiple teams
- Simultaneously supported testing on three internal teams and one external team
- Served as vice chair for cross-office Testing Guild Onboarding Working Group

QA Analyst April 2015 – Oct. 2016

Huge Inc., Brooklyn, NY

- Reported bugs and determined priorities among external teams
- Improved usability of innovative face-scanning UI for iOS and Android apps
- Explored e-commerce wishlist iOS app; facilitated communication between design/dev
- Investigated API endpoints and coordinated with offshore backend developers
- Directed automated UI testing by writing Gherkin scripts based on acceptance criteria
- Increased traffic to responsive websites by testing usability and SEO updates
- Mapped feature sets and user flows to communicate testing and dev progress to team
- Evangelized about mind maps for mapping coverage and improving communication
- Led cross-office Thought Leadership Guild to promote testing in the org/industry

Quality Assurance Manager Sept. 2011 – Mar. 2015

New York Public Radio, New York, NY

- Explored all changes to web, iOS, and Android apps from a 16-person design/dev team
- Managed JIRA database and became point person for existing backlog & writing tickets
- Trained & supervised interns & contractors to investigate possible errors & report bugs
- Triaged requests from internal and external users and translated them to the dev team
- Hunted down alleged bugs, clarified ambiguities, & brainstormed how to prevent them
- Evaluated new designs for improved user experience, continuity of content, and integration with the existing content management system
- Implemented new workflow to require testing as the digital team quadrupled in size

- Verified bug fixes in test environment for adherence to designs and user expectations
- Diplomatically presented work-arounds and future enhancements to internal users
- Tested cross-domain login and platform upgrades for millions of users
- Envisioned and experimented with uncharted UI in iOS/Android app with third-party developers and designers

Online Producer

Oct. 2009 – Aug. 2011

New York Public Radio, New York, NY

- Juggled competing priorities for four teams while reporting to five managers
- Coordinated testing and overhauled UX for donation form and social media integration
- Catalogued content and ensured its successful migration to a new content management system; taught internal users new workflows
- Wrote, edited, and managed content for classical music website; moderated blogs
- Facilitated posting of video and event content for live performance space

Digital Media Intern

Aug. 2009 – Oct. 2009

New York Public Radio, New York, NY

- Devised new information architecture; organized content to eliminate redundancies
- Copy-edited and migrated content into a new content management system

Software Competencies

Chrome developer tools, JIRA, Pivotal Tracker, HTML, CSS, Javascript, Python, FTP, GIT, xCode, Wordpress, Django-based CMS, AEM, Trello, Charles, Postman, Bloodhound

Skills

Context-driven exploratory testing, bug advocacy, mobile application testing, usability testing, troubleshooting, time management, user experience design, Agile (Scrum)

College Education

B.A. in Mathematics, GPA: 3.77

2005 – 2009

Colby College, Waterville, Maine; Study Abroad at the University of Sussex, Brighton, UK and Klassicheskaya Gimnaziya, St. Petersburg, Russia

Honors: Summa Cum Laude, Phi Beta Kappa

Selected Coursework: Computational Thinking, Mathematical Logic, Puzzles and Paradoxes, Groups and Numbers, Logic and Argumentation, Elementary Number Theory, Real Analysis, Introduction to Differential Equations, Germany & Europe 1871-1945, Shakespeare & Elizabethan Theatre, Literature & Art of St. Petersburg, Music Theory I

Conferences, Professional Development, and Continuing Education

Participant, Let's Test South Africa	November 2017
Speaker, Agile Testing Days	November 2017
Speaker, Quality Jam London	October 2017
Speaker, Copenhagen Context	September 2017
Speaker, Dutch PHP Conference	June 2017
Presenter, Medidata Internal Conference on Software Testing	June 2017
Speaker, Romanian Testing Conference	May 2017
Speaker, ConFoo Montreal	March 2017
Presenter, Medidata Internal Conference on Software Testing	December 2016
Rapid Software Testing training	November 2016
Speaker, Test Bash Philadelphia	November 2016
2nd Place, Software Testing World Cup, North American finals	September 2016
Speaker, Let's Test Sweden	May 2016
Speaker, Lightning Talks, NYC Testers Meetup	August 2015
Participant, Conference of the Association of Software Testing	August 2015
Speaker, Tech Breakfast, Huge	June 2015
Bug Advocacy, Association for Software Testing	November 2014
Participant, Conference of the Association of Software Testing	August 2014
Participant, STAREast Conference	May 2014
Foundations of Software Testing, Association for Software Testing	April 2014
Participant, Conference of the Association of Software Testing	August 2013
HackDesign.org UX design course	Apr. 2013 – Apr. 2014
HTML5 class, Girl Develop It	March 2013
Ladies Who Code Conference	October 2012
Javascript and jQuery class, Girl Develop It	July 2012
Introduction to Javascript course, NYU Extension School	Summer 2012
Introduction to Selenium class, RTTS	October 2011

Interests

podcasts, tea, biking, infrastructure, wordplay, music, theater, gardening, moonwalking