

ELIZABETH ZAGROBA: CONTEXT-DRIVEN SOFTWARE TESTER

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EXPERIENCE

QA Analyst, Hugu, Brooklyn, NY

April 2015 – present

- Improved usability of innovative face-scanning UI for GameFaceHD iOS and Android app
- Determined root causes of integration with multiple third-parties to report and prioritize bugs
- Explored e-commerce wishlist iOS app; prioritized value of automated checks with performance tester
- Investigated API endpoints and coordinated with offshore backend developers to preempt front-end issues
- Directed automation of UI testing by writing Gherkin BDD 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 progress and improve team communication
- Evangelized about communicating testing progress and improving team communication with mindmaps
- Headed cross-office Thought Leadership Guild to promote testing in the organization and the industry

Quality Assurance Manager, New York Public Radio, New York, NY

Sept. 2011 – Mar. 2015

- Questioned and explored all changes to web, iOS, and Android apps from 16-person design/development team
- Managed JIRA bug tracking database and became the point person for existing backlog and ticket composition
- Trained and supervised interns and temporary employees to investigate possible errors and report bugs in JIRA
- Triaged requests from internal producers and external users and translated them to the digital team
- Hunted down and reproduced alleged bugs, clarified ambiguities, and brainstormed how to prevent them
- Evaluated new designs for improved user experience, continuity of content, and integration with the CMS
- Implemented new workflow to require quality assurance in workflow as the digital team quadrupled in size
- Verified bug fixes in test environment while ensuring adherence to designs and user expectations
- Presented work-arounds and future enhancements diplomatically to alleviate frustration among users
- Tested cross-domain login and two platform upgrades for millions of users with minimal downtime
- Envisioned and experimented with uncharted UI in Radiolab app with third-party developers & designers

Online Producer, New York Public Radio, New York, NY

Oct. 2009 – Aug. 2011

- Juggled competing priorities for four teams while reporting to five managers
- Coordinated testing and overhauled user experience for social media integration and pledge form
- Catalogued content and ensured its successful migration to a new CMS; informed producers of new workflows
- Wrote, edited, and managed classical music website content, moderated blogs, corrected playlists
- Facilitated posting of live streaming video, archival video, and other website content for live performance space

Digital Media Intern, New York Public Radio, New York, NY

Aug. 2009 – Oct. 2009

- Devised new information architecture and organized information for reference pages to eliminate redundancies
- Copy-edited and migrated content into new CMS; helped develop user guide for new CMS

SOFTWARE COMPETENCIES

Chrome developer tools, Firebug, JIRA, Pivotal Tracker, HTML, CSS, Javascript, Python, FTP, GIT, xCode, Drupal, Wordpress, Django-based CMS, Adobe Experience Manager, Trello, Charles, Bloodhound

SKILLS

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

PROFESSIONAL DEVELOPMENT, CONTINUING EDUCATION, & CONFERENCE PARTICIPATION

Speaker, Let's Test Conference	May 2016
Speaker, Lightning Talks, NYC Testers Meetup	August 2015
Speaker, Tech Breakfast at Huge	June 2015
Conference of The Association of Software Testing	2013-2015
Bug Advocacy course, Association for Software Testing	November 2014
STAREast Conference	May 2014
Foundations of Software Testing course, Association for Software Testing	April 2014
HackDesign.org UX design course	April 2013 – April 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, New York University Extension School	Summer 2012
Introduction to Selenium class, RTTS	October 2011

COLLEGE EDUCATION

B.A. in Mathematics with a GPA of 3.77 at Colby College, Waterville, ME Sept. 2005 – May 2009

Honors: Summa Cum Laude, Phi Beta Kappa

Relevant Coursework: Computational Thinking, Mathematical Logic, Puzzles and Paradoxes, Groups and Numbers, Logic and Argumentation, Elementary Number Theory, Introduction to Differential Equations, Real Analysis

INTERESTS

podcasts, tea, biking, wordplay, classical music, theater, moonwalking