MALCOLM CURTIS

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Jacksonville, FL

QUALITY ASSURANCE ENGINEER

Motivated QA Engineer with 4+ years experience, with a goal of becoming a SDET Engineer, testing web and mobile products across various consumer and enterprise industries. I am committed to delivering the highest level of quality to end users. Proficient at identifying and communicating issues in product components within frontend, backend, user experience, databases, and SDLC workflows

PROFESSIONAL EXPERIENCE

Dymeng Technology Solutions   **March 2023 - June 2024**
QA Engineer

End-to-End Software Company
- Lead testing efforts for web and mobile environments using manual and functional testing in an Agile environment, which resulted in the mitigation of known issues in the project before deploying to the client.
- Successfully introduced a test management software that helps design and prepare test cases, which assisted in regression testing efforts.
- Mentored junior team members and conducted knowledge-sharing sessions, fostering growth within the team, and ensuring best practices in our QA processes.

Transcor Data Services LLC   **September 2019 - July 2022**
Software QA Analyst I

SaaS Busticketing Company
- Day-to-day activities include tracking feature requests and bug reports in Jira, collaborating closely with developers, DevOps, and project managers via Slack to ensure timely resolution.
- Exposed and executed testing scripts in Postman using JavaScript to validate the functionality of SOAP and RESTful APIs, ensuring high-quality software delivery.
- Executed SQL queries in MySQL and PostgreSQL via DataGrip to validate backend data integrity and support QA efforts.
- Testing activities include booking functionality through the web and mobile, ensuring the quality of the POS terminal, and validating itineraries of purchased tickets.

Bank of America   **July 2018 - June 2019**
Help Desk Analyst I

Financial Service Company
- Provided basic end-user troubleshooting and desktop support on Windows, Linux and Mac systems to 25+ internal employees daily.
- Used ITSM ticketing systems to manage and process support actions and requests.
- Used Command Prompt scripting skills to contribute to internal technical tools.

SKILLS

- **Testing Tools:** Jira, Selenium (Python), Postman, Testrails, Chrome DevTools
- **Web Technologies:** HTML, CSS, Javascript, RESTful APIs
- **Database Management:** MySQL, PostgreSQL, Datagrip

- **Progamming Languages:** Python, Java
- **Operating System:** Windows, MacOS, Apple IOS, Android
- **Mobile Testing:** Android Studio, XCode

EDUCATION

Rahul Shetty Academy   **2023 - Present**
Online
- Enrolled into QA training course while keeping up to date on latest trends, testing strategies, and expanding knowledge to progress in the QA Field
- **Relevant Courses:** Master Software Testing + Jira + Agile on Live App-Be a TeamLead, Test Automation Robot Framework with Python - Selenium Tests, Selenium Python Automation Testing from Scratch + Frameworks

Year Up   **2019**
IT Track
- Enrolled into immersive job training program, gained professional experience via internship, and grown my network to jumpstart my career in IT.

Florida State College at Jacksonville   **2019**
Associate in Computer Information Technology
- **Completed Courses:** System Analysis (CIS2321), HTML and CSS (COP2822), Microsoft SQL Server (CTS2437), Technical Support (CTS1154)

References are available on request.