

# Gavin Benson

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[gavinbenson.dev](http://gavinbenson.dev)

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## Objective

As a passionate QA Analyst, I am on the lookout for a compelling career opportunity that not only challenges me but also provides avenues for continuous learning, personal growth, and skill enhancement. For the past year I have been on an extremely fast paced, high-output, product development team, aiding the rapid expansion of the QA department of an Inc5000 company. Eager to contribute to continuous improvement in QA processes, leveraging my technical skills and experience in automation testing to ensure the stability and quality of your platform.

## Education

### Portland Community College

Computer Science

September 2024 – Present

Portland, OR 97219

12000 SW 49th Ave

### Boise State University

August 2018 – 2020

1910 W University Drive

Boise, ID, 83725

### Skills:

- o Agile Testing
- o API Testing: Postman, Bruno, Cronofy
- o Automation Testing
- o Database Testing
- o Mobile Testing
- o Bug Tracking Tools
- o Test Design & Execution
- o Cross-Team Collaboration
- o Technical Documentation
- o Applicant Tracking Systems
- o SaaS
- o Github, Playwright, Python, SQL, C#, JavaScript, TypeScript, NodeJS, HTML, CSS, Vue, WaveUI

## Technical Experience

### Manual Testing:

- Skilled in manual testing methodologies with a strong focus on meticulous validation of software functionality and user experience.
- Extensive experience in conducting thorough assessments and inspections to ensure compliance with quality standards.
- Skilled in designing, executing, and documenting test cases to identify software defects and ensure the reliability and stability of applicants and clients of an industry leading applicant tracking system.

### Automation Testing:

- Spearheaded the automation testing initiative at ApplicantPro, leading to a company-wide shift towards automation testing.
- Developed and implemented robust automation test scripts using Playwright and internal tools to streamline the testing process and enhance efficiency.
- Created and presented automated test cases for critical software features, contributing to the overall improvement of the QA process and software quality.

### Process Improvement:

- Actively contributed to process improvement initiatives within the QA department, leveraging automation testing to optimize testing workflows and increase productivity.
- Led a team in creating technical documentation for specific parts of the company's systems, enhancing knowledge facilitating smoother onboarding processes for new team members.

## **Leadership and Collaboration:**

- Demonstrated leadership skills by leading a team in developing automation tests and piloting automation testing processes.
- Conducted training presentations to the company's QA department on system functionalities, upcoming product releases, and all-hands testing.
- Created presentations for the CTO and product department.

## **Work Experience**

### **ApplicantPro – Quality Assurance Analyst**

*Aug 2023 – Present*

- As the lead tester on the product development team, I ensure high-quality, timely releases on our Applicant Tracking System. I design, execute, and document comprehensive test cases across SaaS, API, database, and mobile domains, reducing defect rates using proprietary defect tracking tools. I engage daily with developers, product managers, and stakeholders to identify and resolve critical bugs, ensuring optimal software functionality. I have spearheaded automation testing initiatives, led the creation of technical documentation, and conducted training presentations for our QA department, advocating for process improvement, facilitating product releases, and promoting the adoption of automation practices.

### **Simplot – Quality Assurance Tester**

*Aug 2022 – Aug 2023*

- Conducted thorough assessments to ensure compliance with quality standards.
- Designed and executed test cases, managed defect tracking, and contributed to process improvement systems.
- Collaborated with machine operators to document real-time statistics and create relevant documentation.

### **Sav-On Pharmacy – Pharmacy Technician**

*Nov 2021 – Aug 2022*

- Managed prescription fulfillment, insurance claims processing, and customer communication.
- Actively supported pharmacists in delivering prescriptions accurately and efficiently while addressing customer concerns and technical issues.

### **Eva Hoopes Real Estate – Web Developer**

*May 2017 – Jun 2021*

- Assumed a pivotal role in creating and maintaining websites tailored for realtors and the local real estate firm.
- Orchestrated significant website enhancements, including seamless transitions between platforms and hosting environments, to elevate performance standards and enhance the overall user experience.

### **Sotheby's International Realty – IT Support Technician**

*Mar 2016 – Feb 2020*

- Led computer hardware and software management, including proactive maintenance, repair, and installation.
- Ensured the seamless flow of operations by updating software applications, group policies, and user access protocols.
- Addressed and resolved intricate technical glitches, providing unwavering technical support to real estate agents.