

Contact

919-695-9930 (Work)
cklein.cste@yahoo.com

www.linkedin.com/in/ckleincste
(LinkedIn)

Top Skills

GitHub
Microsoft Dynamics 365
Quality Assurance Analysis

Certifications

Learning Microsoft Dynamics 365:
The Basics
JSON Essential Training
Level Up: SQL
UX Deep Dive: Usability Testing
Learning Windows Terminal

Cheryl Klein

Certified Software Tester | Software QA Test | Agile SDLC |
Customer Focused | Functional Manual Test | Exploratory Test | And
Dog Mom!

Durham, North Carolina, United States

Summary

As a certified software tester, I have a passion for high-quality software with a strong focus on customer experience.

My skills working on agile software projects, begin with asking curious and insightful questions during grooming, considering undocumented requirements, creating positive and negative test scenarios, test data considerations, providing test summaries for decision making, and detailed and through defect management.

I have a love of continuous learning, not just directly testing skills, but anything that will better enable me to help my team create the best possible product for our customers.

When not testing software, I can be found snuggling with my dog, or out running a 5K somewhere in the state of NC. Ultimately, I will run a race in all 100 NC Counties. #NCRun100counties | www.doyouwanticecream.com

Experience

UserTesting

Usability Tester

April 2019 - Present (5 years 2 months)

Rated 5/5 for quality of feedback and input.

Provide UI review and feedback on customer sites.

Record, describe and upload video recordings of tasks.

Park Place Technologies

Senior Quality Assurance Analyst

March 2024 - April 2024 (2 months)

Cleveland, Ohio, United States

Provide testing and validation for a short-term, internal software project. Working with the team analyzing user stories, executing test cases, and logging defects to assure high quality in the final product.

- Quickly learned D365 as implemented for warehouse inventory management,.
- Execute test cases and report on results, providing timely feedback on data issues and quality of the system under test.
- Collaborate with Scrum team members to deliver high quality user stories each sprint. Participation in refinement, grooming, and daily status meetings drives high quality stories that provide demonstratable business value.

WCG

Software QA Test Engineer (VeraSci)

May 2021 - February 2024 (2 years 10 months)

United States

Engaged in Agile testing procedures for software and notifications pivotal to the success of clinical trials. Responsibilities encompass sprint activities such as requirement grooming, meticulous test case creation, rigorous execution, comprehensive defect reporting, and detailed test result documentation.

- Analyzed requirements with a proactive approach, offering valuable feedback, insightful questions, and creating precise acceptance criteria.
- Collaborated closely with developers to expedite defect remediation. Quickly documented defects with detailed steps to reproduce, supporting logs, test artifacts, and necessary details facilitating swift issue resolution, ensuring adherence to delivery timelines.
- Created and executed SQL queries on the system's relational database to validated data integrity for analytics reports. By diligently verifying data accuracy, ensured timely and precise customer analytics, instilling confidence in data reliability for study evaluation purposes.
- Flexibly collaborated with other agile teams, providing support for time-sensitive testing crucial to meeting business deadlines and contract obligations. By actively contributing to these efforts, played a key role in ensuring the successful delivery of high-quality releases within specified periods.
- Conducted thorough testing across multiple platforms including PC, iOS, and Android devices to ensure that updates met stakeholders' standards for quality and functionality, thereby safeguarding user satisfaction and maintaining stakeholder confidence.

- Created and reviewed functional documentation crucial for the customer installation team, ensuring precise definition of clinical studies at customer sites. High-quality documentation facilitated efficient and accurate study setup, contributing to customer satisfaction.

Syntellis Performance Solutions

Software QA Analyst III

May 2020 - March 2021 (11 months)

United States

Successfully conducted testing on healthcare insurance contract payments and billings system, ensuring seamless transition to new product versions and integration of new customers. Collaborated with onshore and offshore teams to validate new UIs, underlying business rules, and ensure data accuracy.

- Collaborated with multiple teams on fast-paced agile iterations, coming up to speed on new products quickly, to complete test plan execution and defect testing with high quality within a short release window.
- Quickly learned insurance contract and billing system enabling me to effectively contribute to test plan execution and defect validation with high quality within a tight release timeframe.
- Provide insightful risk-based testing strategies, enabling the team to achieve maximum test coverage efficiently.
- Conducted thorough testing of the software under development to ensure functionality, integration, and regression quality. This commitment to high quality ensured the accuracy of contracts, leading to precise billing and enhanced customer satisfaction.
- Demonstrated excellent bug-tracking skills by logging issues promptly and accurately, providing detailed reports, and including relevant test artifacts. This contributed to swift remediation and issue resolution.
- Partnered closely with Customer Support to promptly identify, triage, track, and address bugs reported by customers. Employing impact analysis, root-cause review, and regression validation, ensured accurate fixes, and prevented bug recurrence. This swift and thorough response not only improved customer satisfaction but also bolstered trust in our products and services.
- Coordinated the offshore QA team in verifying the uplift of the legacy product into Web Pages. Ensured seamless functionality and maintained a consistent, polished appearance across all UI elements, guaranteeing a smooth transition for end users and preserving high levels of customer satisfaction.

Change Healthcare

Senior Quality Assurance Analyst

April 2017 - May 2020 (3 years 2 months)

Testing for healthcare systems to verify data is extracted, transformed, and loaded (ETL) into the database correctly. Verify reporting and analytics of the stored data are correct and dependable.

- Executed comprehensive customer conversion (ETL) and validation processes to ensure accurate handling of customer data. By guaranteeing precise data processing and storage, provided reliable data for analytics, built trust with our customer base, and enhanced customer satisfaction.
- Executed manual test plans swiftly identifying and accurately reporting issues, defects, and test results. This proactive approach ensured thorough testing and also provided valuable insights for continuous improvement.
- Created and maintained test data tailored to customer scenarios. This strategic effort ensured the alignment of testing activities with real-world usage, resulting in more accurate assessments of system functionality and enhanced customer satisfaction.
- Wrote and executed SQL queries to validate the accuracy of customer analytics reports. By ensuring quality reporting, sites were empowered to analyze data effectively, swiftly identify issues, and expedite remediation processes, enhancing operational efficiency and customer satisfaction.
- Engaged in development code review meetings to gain insights into software changes. This initiative-taking involvement enabled me to anticipate potential risks in both new features and regression testing, ensuring comprehensive and effective testing coverage.
- Partnered with Customer Support to tackle complex customer issues, including recreating, debugging, and validating fixed code. Executed regression tests in high-risk areas and ensured the closure of the loop by updating regression test cases.
- Maintained and executed automated tests, encompassing nightly smoke tests and customer-focused regression testing. By leveraging automated testing, achieved greater test coverage freeing up QA resources to focus on testing new features.

McKesson

Senior Quality Assurance Analyst

January 2000 - April 2017 (17 years 4 months)

- Senior Quality Assurance Analyst, 2011 – 2017
- QA Analyst, 2004 – 2010
- Junior QA Analyst, 2000 – 2003

Conducted rigorous testing on healthcare system analytics data import and report generation. Validated customer data import processes to ensure seamless and user-friendly analysis capabilities. Verified the integrity of the ETL (Extract, Transform, Load) data process, guaranteeing the accuracy and reliability of reporting based on imported data.

- Developed, refined, and tracked test cases. Preemptively identified and logged defects, ensuring rigorous testing protocols to guarantee optimal system coverage and seamless data integration. Resulted in consistently reliable analytics data that customers could depend on for critical decision-making.
- Wrote and executed SQL queries against system's relational database to ensure the integrity and accuracy of information used in analytics reports. Thorough verification of data validity guaranteed timely and precise analytics, fostering customer confidence.
- Created and maintained detailed, traceable manual test scenarios enabling prioritized test coverage and ensuring high-quality customer releases.
- Orchestrated the seamless integration of an offshore testing team, providing comprehensive training on the software under test and mentoring to facilitate efficient testing operations.
- Executed exploratory, integration, user-acceptance, and regression testing for new system functionality. Tied test execution to test cases and requirements, demonstrating a risk-based approach that provided invaluable insight into the status of the system under test.
- Developed and maintained automated smoke and regression tests to ensure nightly builds remained stable for testing. By detecting regression defects early, issues were identified closer to their point of injection, facilitating easier and quicker resolution. Smoke tests enabled testers to prioritize new feature testing over repetitive regression testing.

Education

State University of New York at Oswego
Bachelors, Broadcasting & Communication

Westfield State College
BA, English Literature