

Jaunita Haynal

QA Technician

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- 📍 123 Maple Street, Hartford, CT 06105

EDUCATION

Associate of Applied Science in Quality Assurance Technology at Gateway Community College, New Haven, CT
Aug 2018 - May 2022
Relevant Coursework: Quality Control Principles, Statistical Process Control, Quality Inspection Techniques, Metrology, Calibration, Root Cause Analysis, Six Sigma, Lean Manufacturing, ISO Standards, and Auditing.

LINKS

[linkedin.com/in/jaunitahaynal](https://www.linkedin.com/in/jaunitahaynal)

SKILLS

- Selenium
- JIRA
- TestRail
- Postman
- Jenkins
- Appium
- LoadRunner

LANGUAGES

- English
- Portuguese

HOBBIES

Electronics tinkering

PROFILE

Diligent QA Technician with 1 year of experience in ensuring product quality and adherence to industry standards. Adept at identifying defects, conducting root cause analysis, and implementing corrective actions. Proficient in various testing methodologies and tools, with excellent analytical and problem-solving skills. Committed to continuous improvement and upholding the highest quality assurance practices.

EMPLOYMENT HISTORY

- **QA Technician at QA Consulting Services, CT**
Apr 2023 - Present
 - Successfully identified and resolved over 150 critical software defects within a 6-month period, resulting in a 40% reduction in reported client issues and contributing to a 15% increase in overall customer satisfaction.
 - Implemented a new automated testing framework for a major client project, increasing testing efficiency by 35% and reducing the average time spent on manual testing by 20 hours per week.
 - Collaborated with cross-functional teams to develop and execute comprehensive test plans for three high-profile projects, ensuring that each project met or exceeded quality standards and was delivered on time and within budget.
- **Associate QA Technician at Elite Technical Services, CT**
Sep 2022 - Feb 2023
 - Successfully identified and resolved over 100 software defects, resulting in a 25% reduction in user-reported issues and improved overall product quality.
 - Streamlined the QA testing process by implementing automated testing tools, leading to a 30% increase in testing efficiency and a 15% reduction in time spent on manual testing.
 - Collaborated with cross-functional teams to develop and execute over 50 comprehensive test plans, ensuring 95% test coverage and timely delivery of high-quality products.
 - Conducted regular training sessions for junior team members, contributing to a 20% increase in their technical skills and a 10% improvement in overall team productivity.

CERTIFICATES

- Certified Tester Foundation Level (CTFL)**
Apr 2022
- International Software Testing Qualifications Board Certified Tester Advanced Level (ISTQB CTAL)**
Aug 2020

MEMBERSHIPS

American Society for Quality (ASQ)