Hanya Orna

Quality Analyst

Profile

Detail-oriented Quality Analyst with 1 year of experience in ensuring the delivery of high-quality products and services. Proficient in analyzing test data, identifying areas for improvement, and implementing effective solutions. Excellent communication skills, strong attention to detail, and a commitment to maintaining industry best practices. Adept at working collaboratively to achieve project goals and enhance overall customer satisfaction.

Employment History

Quality Analyst at Microsoft Corporation, ND
Feb 2023 - Present

- Reduced software defects by 25% within a year by implementing robust testing methodologies and collaborating with development teams to identify and resolve issues early in the development cycle, resulting in increased customer satisfaction and reduced time to market for Microsoft products.
- Conducted a comprehensive analysis of customer feedback data, leading to the identification and resolution of 100+ critical issues in Microsoft's flagship products, resulting in a 30% reduction in customer-reported issues and a 15% increase in overall product ratings.
- Streamlined the quality assurance process by introducing automated testing tools and techniques, reducing manual testing efforts by 40% and increasing the efficiency of test cycles, allowing the team to focus on more complex and high-priority test cases.

Associate Quality Analyst at Amazon.com, Inc., ND
Aug 2022 - Dec 2022

- Successfully identified and resolved 95% of quality issues in a 6-month period, leading to a significant reduction in customer complaints and product returns.
- Streamlined the quality analysis process by implementing automation tools, resulting in a 30% increase in efficiency and allowing the team to handle a higher volume of products.
- Led a cross-functional team that developed and implemented a new quality control system, which reduced defects by 25% and increased overall product quality ratings by 15%.
- Conducted comprehensive training sessions for over 50 team members on quality assurance best practices, leading to a 20% improvement in the team's overall performance and adherence to quality standards.

Certificates

Certified Software Quality Analyst (CSQA)
Oct 2021

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📍 123 Elm St, Fargo, ND 58102

Education

Bachelor of Science in Quality Assurance and Analytics at North Dakota State University, Fargo, ND
Aug 2018 - May 2022

Relevant Coursework: Statistical Analysis, Quality Control, Data Visualization, Predictive Modeling, Risk Management, Operations Management, Lean Six Sigma, Project Management, and Business Analytics.

Links

linkedin.com/in/hanyaorna

Skills

SQL

Python

Tableau

Power BI

R programming

SAS

SPSS

Languages

English

Hindi

Hobbies