

EXPERIENCE

January 2015 - March 2018 / **QA Engineer** / *Harvest* (remote)

- perform functional and acceptance testing across the full spectrum of company software solutions - web, API, desktop (macOS & Windows), mobile (iOS & Android)
- prepare and manage corresponding test suites and app-specific internal documentation
- carry out integration testing of various 3rd party apps (Slack, GitHub, Basecamp, etc.)
- develop and maintain QA automated tests (Ruby, Selenium, RSpec)
- collaborate with product and development teams to improve and streamline software quality assurance processes
- communicate UX issues with product owners and suggest possible improvements
- investigate and track customer reported issues, follow up on bugfixes

August 2013 - October 2014 / **QA Team Lead** / *Skrill* (now *Paysafe Group*)

- lead a mixed team of 5-7 testers responsible for both manual and automated front-end tests
- perform manual and maintain automation test suites (Ruby / Capybara test framework) along with their corresponding management solutions (TestLink / Jenkins CI)
- communicate release cycles with members from other disciplines of the Agile team such as product/project managers and business analysts to assess and distribute the testing workload accordingly
- guide and perform integration testing of various third-party services in the field of security, payments and anti-fraud checks as well as translation, BI and e-mail tools
- actively participate in both in-house and external company audits to a PCI DSS degree of security; present the required information and best practices from a QA point-of-view at online conferences and face-to-face meetings
- organize cross-team sync-ups to identify and alleviate possible dependencies of currently developed features and already existing applications
- analyze and create demo approachable UI/UX and performance improvements

April 2013 - August 2013 / **QA Specialist** / *Speed Inc.*

- perform integration and functional tests for both iOS and Android platforms against existing and newly developed applications
- maintain CI builds and analyze various test and production configuration changes
- query Postgre databases to a test level of necessity (database updates, queried reports and scripts)
- work closely with customer facing teams to investigate and address production issues from corporate clients

EXPERIENCE

(continued)

September 2011 - April 2013 / **QA Specialist** / *Skrill* (now Paysafe Group)

- perform acceptance, functional and integration tests against existing and newly developed functionalities including RESTful services
- work closely with customer-facing teams to investigate and address production issues from VIPs, users and corporate clients
- query Oracle and Postgre databases to a test level of necessity / basic database changes, reports and scripts
- coach new team members, guide them through the testing process
- analyze and report possible dependencies of newly developed features and already existing functionalities

Jan 2010 – September 2011 / **VIP Account Manager** / *Moneybookers Ltd.*

- manage, develop and maintain relationships with VIP clients from a specific market base
- respond to incoming queries and issues via e-mail, phone and face-to-face meetings
- monitor the activity of certain countries and identify ways to increase efficiencies or improve product or service
- keep track of annual revenue statistics and develop new ways of increasing it
- communicate services to clients and keep them informed in regards to upcoming events, programs and changes in core services
- handle document verification and fully comply with all rules, regulations, and policies
- coach new and existing team members, guide them through the training process

Aug 2008 – Jan 2010 / **VIP Account Manager** / *Party Gaming Plc*

- handle incoming and outgoing correspondence with all top clients via phone, email and face-to-face meetings
- develop rapport and build key leads with VIPs
- have an up-to-date understanding of the different aspects of the gambling industry
- proactively communicate and offer new products, services, and payment options
- participate in outbound and marketing projects – reactivation, conversion and acquisition of new or inactive clients
- train new team members and proofread their outgoing correspondence

EDUCATION

New Bulgarian University (NBU), Sofia, Bulgaria

B.A., Egyptology and English, June 2010, GPA 5.33/6.00

Related exams: Levels A1 - C2 – the highest level Cambridge ESOL

Exam and Certificate of Proficiency in English (CPE)

Related courses: Information Technologies and Informatics