# Kimberly Coleman

London, ON | 226-377-0899 | colemanksc@gmail.com | LinkedIn | Personal Blog

## PROFESSIONAL EXPERIENCE

### QA Analyst | Electronic Arts                               Dec 2021 - Current

- Conducted end-to-end testing using Cypress to ensure seamless functionality and user experience
- Successfully managed an external team of 10 members on a complex social feature, increasing user retention and engagement by 7% in the first month
- Conducted extensive testing on web and mobile applications, including functional, visual, smoke, regression, accessibility, and exploratory testing
- Wrote 13 test automation scripts that improved testing velocity and enhanced verification checks for internal tools
- Increased team efficiency testing daily tasks by 1200% and decreased redundant testing by 20% using API automation
- Provided accurate test estimates and risk assessment in collaboration with development teams and product managers, defining scope, milestones, timelines, and dependencies on 15 major product features
- Conducted daily bug triages with developers, product managers, and other stakeholders to understand requirements, discuss blockers, and define quality planning strategy

### QA Tester | Glu Mobile                                     Mar 2021 - Dec 2021

- Documented and tracked system defects, ensured timely resolution, and maintained clear documentation, including test plans, test cases, and bug reports
- Conducted retrospectives, root cause analysis, and defect escape analysis for completed features
- Communicated progress updates and KPIs to managers and stakeholders on a monthly and weekly basis to ensure all parties are informed of schedules, progress, and statuses
- Worked remotely with a cross-functional and international team of developers, participating in daily scrum, stand-ups, defect triage, and other agile ceremonies
- Prepared documentation and mentored other team members on proper QA processes, continuous improvement initiatives, and automation opportunities

## SKILLS

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| Test Automation Frameworks (Cypress, Selenium, Appium) | SQL (Snowflake, Firebase) |
| API Testing (REST, Postman) | CI/CD (Jenkins) |
| JavaScript | Load and Performance Testing (Locust) |
| Python | AWS |
| Mobile (Xcode, Android Studio, Charles Proxy) | Defect Management (JIRA, TestRail) |

## EDUCATION

### Video Game Design and Development, Advanced Diploma          2016 - 2019
Fanshawe College, Centre for Digital and Performance Arts                    London, ON