

# Eugene M.

## Senior QA Engineer

### SUMMARY

- Skilled QA engineer with a deep understanding of common operating systems, applications, and programming languages. - Proven ability to identify root causes and resolve client issues. - Proficient in Python programming, delivering workshops on Python. - Experience with operating systems such as Windows and Linux. - Knowledge of databases like MySQL. - Familiarity with frameworks and technologies like jQuery, Bootstrap, Django, Robot framework, SOAP, XML. - Proficient in web technologies including HTML, CSS, JSON, XML. - Experience with version control systems like Git and Subversion (SVN). - Familiarity with tools like SOAPUI, Swagger, Postman, Docker, Maven. - Master's degree in Computerized and robotic systems. - Fluent in English with native proficiency in Russian and Ukrainian. - Work experience as a QA Engineer at IntellectEU, responsible for test case design, environment setup, integration testing, and automation using Robot framework and Python. - Previous experience as a Technical Support Engineer at Oracle, handling incident resolution, remote server administration, and defect tracking. - Additional experience as a Support Engineer at Tellinta, providing technical support for VoIP-hosting customers and system improvement. - Strong technical skills, engineering background, and computer science education. - Proficient in key programming languages, technologies, and tools. - Familiarity with software development methodologies, principles, and practices. - Specific expertise in QA testing, automation, and troubleshooting. - Strong problem-solving and analytical skills. - Excellent communication and collaboration abilities.

### TECHNICAL SKILLS

<b>Main Technical Skills</b>	Robot Framework, Core Python, Swagger API
<b>Python Libraries and Tools</b>	Core Python, Robot Framework
<b>SDK / API and Integrations</b>	Swagger API

### WORK EXPERIENCE

#### QA Engineer, QA on SWIFT projects

**Duration:** April 2017 - present

**Summary:** QA on SWIFT projects

**Responsibilities:** Test cases design based on functional requirements and design document. Environment setup from scratch (OS, Docker, SAA, Git, Maven). Preparing test environment for integration tests (Mock HTTP, FTP, SMTP servers). Testing integration projects including establishing a set of test cases for the project from scratch. Alliance Access custom code testing. API testing. GUI testing. Test cases execution. Test cases automation by using Robot framework and Python. Enhancing test execution by using Python (refactoring and writing custom keywords). Analyzing test results and reporting defects. Retesting and

Regression testing on modified builds. Working in a close cooperation with the IPLA/SIL developers from IntellectEU and SWIFT during the project testing.

**Technologies:** OS, Docker, SAA, Git, Maven, Robot framework, Python

## **QA Engineer, L1/L2 technical support**

**Summary:** L1/L2 technical support

**Responsibilities:** Process, follow up and resolve incident requests. Communication with the distributed team for the problem resolution. A part of the 24/7 support team. Update knowledge base and enrich the tooling for efficient support organization.

## **Technical Support Engineer, Oracle**

**Duration:** March 2015 - April 2017

**Summary:** Technical support engineer

**Responsibilities:** Close collaboration with development team, QA and Analysts. Process and resolve incidents and service requests. Investigation and pre-investigation of problems related to Oracle Field Cloud Service. Remote servers' administration (Linux). Defect tracking and both technical / logical workaround proposals for clients. Knowledge base creation. Help maintain code quality and automatization. Configuration management, deployment. Processing and resolving incidents and service requests in production/UAT env. Analyzing root cause and planning remediation steps. Maintain build and development infrastructures and environment. Day-to-day communication with SL2 team and clients. Communication with SL2 team and client. Tracking defects.

**Technologies:** Linux

## **Support Engineer, Tellinta**

**Duration:** February 2011 - March 2015

**Summary:** Support engineer

**Responsibilities:** Technical support of foreign corporate customers of VoIP-hosting company based on PortaSwitch system: communication with customers using Request Tracker (RT) system, logs analysis (SIP, SDP, HTTP), assistance in web-interface and billing configuration. System improvement: writing of scripts, additions, correction of existing code. Work with DBMS MySQL: compilation of SQL queries. Remote administration of Linux-based servers (SSH).

**Technologies:** PortaSwitch system, Request Tracker (RT), MySQL, Linux

## **EDUCATION**

- **Master's degree in Computerized and robotic systems**  
East Ukrainian National University  
2007-2012

