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Mila Komisarenko
Trainee QC Manual
 Kyiv, Ukraine

Summary of Qualifications	<p>I completed the SoftServe Testing Course, gaining knowledge in ISTQB theory, fundamental test process, test design techniques, test levels and test types, test documentation, web applications architecture, SQL and API testing with Postman. I applied these skills by participating in social projects.</p> <p>My English level is Upper-Intermediate, and I hold a bachelor's degree in English language and literature. I've honed my skills through speaking clubs, language camps, and my current role as a Support Manager in an IT company.</p> <p>I always take my job seriously. Throughout university, I ranked second in students' performance ratings, earned a scholarship, and got a diploma with honours. What is more, I got a grant position for the second half of the course (Practical testing).</p>
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Skills	<div style="display: flex; justify-content: space-between;"> <div style="width: 60%;"> <ul style="list-style-type: none"> ▪ Test Documentation: Test Policy, Test Strategy, Test Plan, Software Requirement Specification, User Story, Use Case, Test Scenario, Test Case, Check List, Defect Report, Test Summary Report. ▪ Fundamental test process: Test planning, Test monitoring and control, Test analysis, Test design, Test implementation, Test execution, Test completion. ▪ Requirement analysis. ▪ Test Design Techniques: Equivalence Partitioning, Boundary Value Analysis, Decision Table, State Transition Diagram. ▪ Test approaches. Test levels. Test types. ▪ REST API Testing. <p>RDBMS</p> <ul style="list-style-type: none"> ▪ MySQL ▪ PostgreSQL ▪ MongoDB <p>Methodologies</p> <ul style="list-style-type: none"> ▪ Agile, Scrum <p>Operating Systems</p> <ul style="list-style-type: none"> ▪ Microsoft Windows </div> <div style="width: 35%;"> <p>Tools</p> <ul style="list-style-type: none"> ▪ Confluence ▪ Jira ▪ Jira Zephyr ▪ GitHub ▪ Postman ▪ DBEaver ▪ MongoDBCompass <p>Soft skills</p> <ul style="list-style-type: none"> • Attentiveness to details • Eagerness to learn fast • Responsibility • Focus on solving problems • A team player; • Adaptability and flexibility • Critical thinking </div> </div>
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Experience / IT related educational practice	<p>A CS:GO case opening website</p> <p>Project Description: An online platform primarily focused on opening cases for the popular first-person shooter games CS:GO, CS2, Dota, Rust. Users can open virtual cases to receive in-game skins and other items, often participating in events and giveaways to enhance their gaming experience.</p> <p>Customer: Gamers worldwide</p> <p>Involvement Duration: 4 months</p> <p>Project Role: Customer Support Manager</p>
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Responsibilities:	<ul style="list-style-type: none"> ▪ Communication with clients via tickets and email ▪ Collaboration with the product team ▪ Operating the website's admin panel ▪ Processing and tracking user payments, monitoring payment status ▪ Monitoring and analyzing fraud activity ▪ Resolving user issues by working directly with a database ▪ Working with large volumes of information (regularly reviewing and analyzing information published in work chats and channels)
Project Team Size:	8 team members
Tools & Technologies:	Confluence, Jira, Laravel Admin Panel, Slack, Gmail, Discord, Microsoft Excel

Social project - a platform for finding a tutor or a student	
Project Description:	SpaceToStudy is a platform where experts in various fields share their knowledge and students find tutors. Here users can find the proper training course, find a tutor, or find students, cooperate with them and receive feedback.
Customer:	A Ukrainian company
Involvement Duration:	2 weeks
Project Role:	QC Manual
Responsibilities:	<ul style="list-style-type: none"> • Requirement analysis, clarification • Writing user stories • Designing and executing test cases • Logging defects • Performing functional, UI, confirmation and API testing • Using a database
Project Team Size:	4 team members
Tools & Technologies:	GitHub, Telegram, Zoom, Miro, Microsoft Excel, Drawio, Postman, MongoDB, Swagger, Figma

Social project – a platform about leading an eco-friendly lifestyle	
Project Description:	The main aim of the “GreenCity” project is to teach people in a playful and challenging way to have an eco-friendly lifestyle. A user can view on the map places that have some eco-initiatives or suggest discounts for being environmentally aware (for instance, coffee shops that give a discount if a customer comes with their own cup). A user can start doing an environment-friendly habit and track their progress with a habit tracker.
Customer:	A Ukrainian company
Involvement Duration:	1 month
Project Role:	QC Manual
Responsibilities:	<ul style="list-style-type: none"> • Requirement analysis, clarification • Designing and executing test cases • Logging defects • Performing functional, UI, and confirmation testing
Project Team Size:	8 team members
Tools & Technologies:	GitHub, Jira, Jira Zephyr, Figma, Discord, DBeaver

Languages	Ukrainian (Native)
	English (Upper-Intermediate)
	German (Intermediate)

Education	Bachelor’s Degree, Diploma with Honours Borys Grinchenko Kyiv Metropolitan University Germanic Languages and Literatures (the first language English, the second German) Sep 2020 - Jun 2024
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Additional education (courses, trainings, certifications)	<ul style="list-style-type: none"> • “Testing Fundamentals and Intro to IT” from SoftServe • “Practical Testing” from SoftServe
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Hobbies

- Working out
- Dancing
- Reading
- Playing musical instruments