

Nyasha Gordon

SUMMARY

Detail-oriented User Experience Specialist with 5 years of experience in software testing, quality assurance (QA). Skilled in manual testing, troubleshooting and bug tracking. Proven ability to collaborate in agile teams and contribute to functional user experiences.

EXPERIENCE

February 2022 - Present

Chief | New York, NY

User Experience (UX) Associate

- Developed and implemented a comprehensive test case that identified critical automation error. Resulted in 23% reduction in critical bugs reported by users and recovery of \$33,000 in revenue.
- Perform manual tests on a mobile application and website, identifying and documenting 90+ critical defects utilizing test management tools. Continuously contribute to a high level of product quality.
- Championed implementation of rigorous User Acceptance Testing (UAT) post-release, proactively pinpointing early-stage bugs. Achieved 33% reduction in feature defects and optimized alignment with product requirements.
- Coordinated with software engineering and product management teams to investigate edge cases increasing overall test coverage.

April 2021 - February 2022

Goddard Riverside — Baxter Safe Haven | Queens, NY

Program Quality & Compliance Administrator

- Spearheaded internal QA audits according to legal requirements, resulting in positive external audit ratings that exceeded expectations.
- Founded service defect documentation policies and procedures that enhanced client information security and internal efficiency.

October 2018 - April 2021

Self-Employed | Jersey City, NJ

User Interface/User Experience (UI/UX) Software Tester

- Analyzed product requirements of 30+ user interfaces and deployed functional, visual and content testing.
- Provided high-quality feedback on potential UX/UI improvements that achieved a 90% client satisfaction rating.
- Formulated test cases utilizing user stories, identifying and documenting functional and usability bugs, decreasing defect density.

Summer 2019

The City of Jersey City Office of Diversity & Inclusion | Jersey City, NJ

Client Success Associate

- Executed quality assurance audit to evaluate over 100 client document submissions. Identified and rectified discrepancies while enforcing document retention policies and information security.

EDUCATION

Bachelor of Arts in Linguistics – Minor in Anthropology

Pitzer College | Claremont, CA

SKILLS

- Web Testing, Mobile Testing, Manual Testing, Black-box Testing, DevTools, Functional Testing, UAT Testing, Smoke Testing, Regression Testing, API Testing, Test Cases, TestRail, Command Line Tools (Terminal), Agile Methodologies, Test Case Management, Bug Tracking Software (Jira, PagerDuty), Slack, Salesforce CRM, Cross-functional Collaboration, Attention to Detail, Time Management
- Spanish (Intermediate), German (Intermediate), Learning Everything and Anything That I Don't Already Know