

Jen Bauer

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EXPERTISE AND SKILLS

- Preparing and leading technical or complex process-related training sessions
- Written communication and documentation; technical and/or training documentation
- Software Quality Assurance and Quality Control
- Test Plan writing and coordination
- Javascript test logic and assertions within Postman
- SQL for query writing and data research
- Agile planning/Scrum Master
- API Testing with Postman
- Release Management
- Cross-Team and Cross-Product collaboration
- New team member onboarding
- JSON data iteration files for Postman test scenarios
- Product and feature rollout planning
- Breaking down complex concepts for outside groups
- Software Testing
- Technical Onboarding
- Bug and Error Finding
- Team Leadership

SOFTWARE

Postman, JMeter, Notion, Todoist, Atlassian (Jira, Confluence), Google Suite (Docs, Sheets, Slides, Jamboard, Drive, Keep, Calendar, Gmail), Microsoft Office (Access, Excel, Word, PowerPoint, OneDrive), Visual Studio Code, Slack, Jenkins, GIT (SourceTree, Github, BitBucket), Kibana, Datadog, Testflight, Audio and Music Software

EXPERIENCE

QA Engineer, API Automation & Backend Testing Lead

2022 - 2023 | Hungryroot | New York, NY (Remote)

- Created test plans for new features through team collaboration: reviewed product specs and interviewed the team early to understand the scope of the feature, then drafted a scope document to gain the product lead and developer's buy-in, then created a test plan for the team to review before executing on time. These launches were without major issues.
- Supported the QA Team through UI testing across all platforms in addition to primary function as API Test Lead: this included iOS and Android mobile testing on physical devices, and Web testing on desktop and physical mobile devices.
- Pivoted quickly to support critical company or team initiatives to support changing priorities (startup culture) of the business. I jumped into several high-impact urgent projects this way that had positive ROI for the business.
- Rose to triage support inquiries, uncertainty, and other crises situations when needed. Proven ability to communicate clearly, quickly, and ask root cause analysis questions during an incident and troubleshoot during an ongoing problem. Unafraid to speak to leadership at any level to do what is right for the team, our product, and our users.
- Expertly managed daily workflow through project management tools and own dashboards and filters, creating tools for teams as a helpful bonus wherever needed: Jira, Confluence, Google Sheets, and Docs.
- Collaborated closely with developers, leads, and the product team to create functional test plans by feature or change/ticket, providing feedback and reporting bugs as needed with detailed documentation in Jira and Confluence.
- Versed in Postman automated monitors, functional testing collections, and regression testing flows.

Key Accomplishments

- Built Postman automated API test suites that ran as monitors and via Github Actions on a schedule, sending test suite run results to Jira Cloud as trackable issues and alerts to Slack when attention is needed. This caught environment and feature issues regularly, which were reported to engineering teams for quick resolution or follow-up when not critical.
- Built and maintained a JMeter performance testing suite for the signup flow to create users with unique profiles, and adds additional scenarios to this flow to support testing other features to provide added functional testing value.
- Provided comprehensive test coverage for our internal API, verifying response content and behavior based on business specs and implementation across multiple platform teams. The internal API spec continued to improve in quality.
- Continuously documented backend testing processes and database queries to provide a legacy of simpler and faster methods for all teams going forward.

Technical Operations Analyst and Automated API Testing Lead

2019 - 2022 | Grant Street Group | Pittsburgh, PA (Remote)

- Prioritized work for developers through project and sprint planning (Agile/Scrum) in balance the best interests of our product and our clients in the long term.

- Led release management across products, including time-sensitive tasks, client communication, manual deployments using Jenkins, and out-of-cycle releases.
- Wrote extensive documentation in Confluence, high focus on knowledge sharing, process improvement, and regular progress updates for products and projects.
- Collaborated with product leadership and software developers to create project plans and work tickets.
- Functional and regression testing: Created comprehensive test plans for new features and maintenance updates, including application, API, and database/schema testing and verification through SQL; PIN Pad/hardware testing
- Taught several onboarding training sessions for new Business Analysts across the company.

Key Accomplishments

- Designed an automated testing solution using Jenkins and Newman; creates on-the-fly test plans testing for various workflows across multiple applications using XML, JSON, and YAML.
- Created a hands-on technical API training class with a Postman workspace for onboarding our product's Business Analysts so they would become adept at complex payment workflows across applications.

Senior Analyst and Developer

2017 - 2019 | Verizon | Greenville, SC

- Web developer for historical and real-time Aceyus business data dashboards, reviewed KPIs and other aspects for call centers to determine where analysts needed to dive in to keep the business efficient and successful.
- Project lead on development projects; managed projects to ensure deliverables were met on time, provided consistent stakeholder communication, and worked with leadership to determine technical requirements and milestones with given resources.
- SQL stored procedure developer and creator of SSIS packages, ETL, and data analysis with Microsoft and Teradata databases.

Key Accomplishments

- Led user acceptance testing plan writing and execution on the team, leaving a legacy of processes and templates.
- Onboarded new developers; wrote and taught training that reduced transition time by weeks per employee.

Web Tech Analyst and Developer

2014 - 2017 | Verizon | Greenville, SC

- Assisted the HQ CS KM team in maintaining and creating tools for frontline support employees.
- Drove improvements as the support lead for external vendor enterprise knowledge base software.
- Built a custom service data call integrity tester, enabling the team to test application services easily.
- Developed and tested IBM iLog rules for in-house enterprise applications.
- Lead UAT tester for tools developed or maintained by the team.
- Developed SharePoint sites with workflows for tracking processes and internal data.

Technical Analyst

2012 - 2014 | Verizon | Greenville, SC

- Created tools for local technical support as a software developer, beyond the role's expectations.
- Assisted with voluntary UAT hardware testing for early operating system releases.

VOLUNTEER

Lead

2023 - Present | Women Who Code, Greenville Network | Greenville, SC

- Created and led multiple technical sessions, which are available through the Women Who Code Global YouTube channel: [Postman Sightseeing Tour](#), [Our Greenville Repository: An Overview of Projects You Can Join](#)
- Hosted Hacktoberfest through our public repository for October 2023, which had over twenty participants from around the world. I provided documentation, projects, and processes, while also acting as a repository reviewer and admin.

EDUCATION

New York University, New York, NY — *MM in Music Technology*

Moravian College, Bethlehem, PA — *BM in Music Composition and Performance, magna cum laude, with honors*