Marina Koziol

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Summary of Qualification:

• Quality Assurance, Marketing Data Analyst, and Business Analyst professional with expertise in web applications as well as client server applications, with over 25 years of experience developing and leading Quality Assurance programs and teams, in various types of industries. Detail-oriented with strong leadership and organizational skills.

• Broad expertise in software development life cycle in agile methodology, including testing product sets using both manual and automated test methodologies, review and providing feedback on product requirements, architectural design, and functional specifications

• Proven track record creating, developing and leading strong in-house and offshore teams.

• Excellent project management and communication skills. Superb analytical and problem-solving ability. Strong theoretical and practical knowledge of QA methodologies, testing tools and techniques. Intimate knowledge of web production, design and content issues.

• Broad expertise in QA area, including testing product sets using both manual and automated test methodologies, review and providing feedback on product requirements, architectural design, and functional specifications.

EDUCATION:

1999 - 1999

Advanced Information Technologies - Hartford, CT

Test plan development and implementation

1998 - 2003

Hofstra University - Hempstead, NY Bachelor of Arts and Science

Major Psychology Minor Russian/Computer Science

1998 - 2001

GCI Institute - Brooklyn, NY

Quality Assurance Training

LANGUAGES: Visual Basic, SQL, XML, Java Script.

HARDWARE: PC Compatible Systems, Macintosh Systems, Linux Servers.

SOFTWARE / TESTING TOOLS:

Azure Devops, Amazon Web Service (AWS), HP Quality Center Suite, Load Runner, JMeter, qTest, WebLoad, Quick Test Pro (QTP), Quality Center, Microsoft Test Manager, POSTMAN (RESTFUL/API), Visual Test, QA Partner, ServiceCenter, QA Planner, SQA Suite, E-Tester, Device Anywhere, Cross Browser Tester.

MS SQL, MS SQL Server Integration Services (SSIS), AS400, Microsoft Dynamics AX

HP Quality Center, Bug Aware, Bugzilla, Clear Quest, Share Point and JIRA, Salesforce

HP Quality Center, qTest, Bug Aware, Bugzilla, JIRA, Salesforce, PVCS Bug Tracker, Deep Trawl, PVCS Version Manager, Mainframe Production (Multitrak), Primavera Teamplay, Aprimo, Five9, Deep Trawl, Ring Central, SAP ERP

PROFESSIONAL EXPERIENCE:

February 2022 – January 2024

AutoNation – Ft Lauderdale, FL

Senior Quality Assurance

Designed and executed test cases manually for web based application on QA, pre-production and production environment

Performed integration testing after each story completion identifying all the integration points

Interacted with developers on a daily basis for requirement analysis and requirement gathering, design review, testing, bug review and documentation for applications developed in agile processes with frequently changing requirements and features set.

Lead the QA team during system conversion from Compass system to SPELS. System that accepted service and parts leads from participating OEM’s (Ford, Subaru, Mercedes Benz, Toyota, GM, etc)

Used PostMan API to get convenient, visual display of query results

Create detailed checklists (testing plans) in Azure DevOps for each user story

Create easily reproducible bug reports in Azure DevOps and track their resolution

Conducted smoke, functional, regression testing

February 2021 – January 2022

FlexShopper – Boca Raton, FL

Business Analyst/ Senior Quality Assurance

Engineered, executed and revised test scripts and test plans for E-Commerce web-based and mobile applications

Participated in daily scrum team meetings, identified items for backlog to meet scrum deadline, reviewed concerns with timeline and deliverables due to bug fixes

Tracked projects, enhancements, and issues through JIRA change management tool

Assembled sets of data to meet analytical and functional business requirements to support the data reporting needs of the organization, using SAP ERP tool

Acted as a liaison between third party vendors, and internal teams on improving and updating current internal tools

Worked closely with cross functional departments including Finance, Risk, IT, Operations, Call Center and others to drive improvement in quality, volume, service and profitability

Made key tool selections with input of the Call Center team

Responsible for overseeing functional, integration, regression and performance testing activities for multiple projects

Hands on testing of customer facing websites

Work with Product Management team, Call Center team as well as Marketing teams to improve products and streamline development in accordance with client requirements.

Develop and execute test plans for client facing applications and address functional and regression testing

Create training documentation related to applications being tested for Call Center

Tested applications using SQL and SAP ERP as the backend.

Developed and provided data and quality review to senior management team.

Creating Daily company financial, product status reports using SAP ERP

Develop and execute test plans for Web-based products to address functional, regression, performance and stress testing.

February 2020 – January 2021

Kroger – Boca Raton, FL

Quality Assurance Engineer Level 3

Work within an agile group to develop, specify standards, methods, and procedures to determine product quality and release readiness

Monitor data flow and program performance to ensure efficient and problem-free operations in the Microsoft Dynamics AX environment

Report and document defects found during test cycles. Participate in defect prioritization sessions.

Provide test services for support activity and work with release management to assure product release quality.

Assist in testing ongoing upgrades of the company database and websites

Participate in daily testing in the Microsoft Dynamics AX environment to ensure business flow and product quality

Provide assistance for data migration to live environment

Coordination of all changes to base ERP (Microsoft Dynamics AX)

Responsible for full-cycle Microsoft Dynamics AX implementation

Performed RESTFul API testing using POSTMAN

Dec 2017 – Feb 2020

Bluegreen Vacations – Boca Raton, FL

Marketing Data Analyst

Work closely with the Data Revenue Marketing team, Business team, outside vendors and campaign owners to develop and refine analytical methodologies, track campaigns and communicate campaign performance

Added value to project with data validation and ensuring data quality met business requirements

Provide analytical information to be used by the product management and sales team to make decisions regarding product strategy

Support the development team researching system related issues

Provide assistance to the development team for new projects

Create and Maintain weekly reports for campaign managers in Five9 (Cloud call center software)

Create and generate reports and segmentation processes in Aprimo (marketing automation software)

Assist in testing ongoing upgrades of the company database and websites

Executing SSIS Reusable Packages to extract data from Multi formatted Flat files, Excel, XML files into SQL Database and Aprimo

Monitor, analyze and distribute Leads to all campaigns

Enforces SOX and PCI compliance for all data base related projects or enhancements

Identifies process improvements via version upgrades, new tools or reengineering of existing solutions

March 2015 – June 2017

Centerfield Media f/k/a Qology Direct – Margate, FL

QA Manager

Work closely with designers, programmers and content creators to identify, log and track issues to ensure they are resolved as quickly as possible Assist with preparing and deploying builds and support both pre-production and post production environments

Responsible for overseeing all in house application testing and direct websites for all providers (Comcast/Xfinity, Cox, Time Warner Cable, Dish, Charter, Verizon & AT&T)

Handle the look and feel of all provider sites per requirements and business needs

Assisted and mentored other testers with approach and technical issues

Manage and track all issues in JIRA and Salesforce

Create and manage test cases for all projects in Salesforce from functions map

Track all migrations to all environments (QA, Pre-Prod and Production)

Identify, create and adapt QA Processes to ensure continuous communication between all team members in all departments

Conduct mobile testing using “Cross-Browser Testing” tool for testing across multiple mobile platforms as well as across mobile and PC browsers.

Attend daily manager’s meetings with developers, project managers and business to accomplish all project milestones

Manage daily site checks by using the “Deep Trawl” tool

Created test cases to test new cloud marketing systems and defined processes to track and retest defects.

January 2014 - 2018

QAiAM - Boca Raton, FL

Co-founder, Quality Assurance Specialist – IT Services:

Lead multiple teams of offshore as well as onshore QA engineers and supervised their work

Handle tasks of introducing/implementing, developing and maintaining quality system policies

Responsible for overseeing functional, performance and automation testing activities for multiple projects and companies

Develop and successfully execute test plans for multiple projects

Responsible for evaluating mobile testing platforms and tools such as Perfecto Mobile and Cross-Browser Testing tools used for testing across multiple mobile platforms, PCs and browsers

Generate presentation materials and delivered presentations to customers

Work with development, migration and business teams regarding software stability and release readiness

Work with product management teams, marketing teams, and development teams to improve products and streamline production in accordance with client requirements

Introduce and implement agile methodology with multiple projects

Help implement Salesforce application for the purpose of keeping track of all the clients, day to day business transactions and maintenance of valid data

Create QA lifecycle documentation for production applications

Author test documents, test specifications and system test plans

Bug fixing and bug reporting through TFS for business application software

February 2011- January 2014

SDG Corporation - Boca Raton, Florida

Senior Quality Assurance Analyst

Constructed and executed test cases and test actions for Tyco Integrated Security

Used HP Quality Center (QC) Version 11 to build, execute and analyze test cases and log results

Defined, documented and reviewed software test plans in accordance with documented processes

Responsible for functional testing of Tyco’s interactive public and subscriber websites

Responsible for quality assurance during migration of frontline internet based self-service security account data management tool during rebranding and network restructuring

Developed and executed test plans using staged promotions to assure continuous access to alarm activity, system performance and maintenance functions

Tested for Tyco’s integrated check imaging solution including analysis of optical character recognition processing, data acquisition, data structuring, and logic functions

Led manual application testing of internal administrative interface operating over Citrix platform for global customer inter-system system information management

September 2008 - 2011

Rewards Network - Hollywood, Florida

Senior Quality Assurance Analyst

Led integration of internal applications with Salesforce Customer Relationship Management (CRM) and cloud computing. Created and executed test plans to verify that the Salesforce application was correctly tracking merchant contacts, potential opportunities and activities. Tested other features of the Rewards Network Salesforce application to verify that Rewards Network customer representatives could easily, and with no issues, access client information (e.g., signed contracts)

Created and implemented test cases and procedures for a web based financial rewards and benefits application for Rewards Network and its participating Partners (e.g., Midwest, American Airlines, United Airlines, USAir, etc.)

Led testing of Rewards Network Internal Applications through MCT, MCP, Verbatim, Ewelcome, MCA internal applications, and Contract Manager

Tracked projects, enhancements, issues and time through Project Tracking System (PTS)

Executed and created SQL queries for data verification

Performed data based (backend) testing in AS/400 and SQL DB using SQL query.

Created and implemented automated scripts using E-Tester

Interfaced with design, development, management, legal and sales teams to manage, measure, and monitor quality of internal and external software systems

Coordinated and approved rollouts to production

 References will be made available upon request.