



SARAH THOMPSON

ABOUT ME

Experienced QA Team Lead Committed to Delivering High-Quality Software Products

A results-oriented QA team lead with eight years of experience in software QA. Proficient in test strategy development, team management, and implementing QA processes that reduce defects and enhance product quality. Adept at leading cross-functional teams, fostering collaboration, and driving operational excellence through innovative testing methodologies.

PROFESSIONAL EXPERIENCE

QA Team Lead | Skyline Software, Seattle, WA

February 2018 to present

- Managed and mentored a team of 10 QA analysts, increasing productivity by 30% and improving defect resolution times by 20%
- Developed and executed comprehensive test strategies, leading to a 35% reduction in software defects over three years
- Implemented a new test automation framework using Selenium, decreasing regression testing time by 40%
- Coordinated with developers, product managers, and stakeholders to ensure alignment on quality goals, achieving 98% on-time product deliveries

Senior Quality Assurance Engineer | BlueWave Technologies, Portland, OR

August 2016 to January 2018

- Conducted manual and automated testing for web and mobile applications, identifying and resolving over 500 critical issues
- Collaborated with product teams to develop UAT processes, improving customer satisfaction scores by 25%
- Streamlined defect tracking and reporting workflows, reducing issue resolution times by 15%

CERTIFICATIONS

- Certified Manager of Software Quality (CMSQ) | QAI Global Institute | Completed 2020
- ISTQB Advanced Test Manager | ISTQB | Completed 2019

CONTACT



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LinkedIn | Portfolio

KEY SKILLS

- Automated and manual testing
- Test strategy development
- Defect tracking and root cause analysis
- Agile and Scrum methodologies
- QMS
- Team leadership and mentoring
- Performance testing tools (JMeter, LoadRunner)
- Test automation frameworks (Selenium, Cypress)
- Collaboration across departments

EDUCATION

- Bachelor of Science (B.S.)
Computer Science
UNIVERSITY OF WASHINGTON,
Seattle, WA | 2016