

Rianne Welle Donker

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Quality Assurance Manager / Manual Test Engineer

Quality Assurance Manager and Tester, 2+ Years of experience, wanting to move into automated testing.

Previous jobs gained me skills in Technical Support, professional translation, Foreign Languages, Advising People.

Interested in new coding experiences and automated testing.

Strong media and communication professional with a Bachelor's degree focused in Cultural Anthropology from Leiden University.

Below is a condensed version of my resume, please check my LinkedIn profile for further information on my past and present projects and skill set.

<https://www.linkedin.com/in/rianne-welle-donker-89a175126/>

EXPERIENCE

Interactive Tools GmbH, Berlin — QA Manager / Manual Tester

January 2019 - PRESENT

- Working closely with developers, designers, PM/PO and outside clients to coordinate tasks and ensure the quality of the web app.
- Responsible for the quality of web app launches, including that the design, functionality and performance meet required specifications.
- Writing test suites and test cases, to be used by testers, product managers & product owners.
- Testing features end-to-end in order to identify, log, track and resolve bugs.
 - Continuous testing within projects
 - Ad hoc testing for quality assurance on different projects
 - I actively created and executed test cases for different web applications
 - Tested functions and performance on different devices
- Creating and maintaining user documentation, both for internal and external use.
- Working in an agile work environment and support implementing agile working practices.

SKILLS

Strong understanding of website functionality requirements

Providing excellent testing and feedback

Strong documentation skills and excellent written communication abilities

Providing quick feedback to frontend developers prior to website rollout

Making recommendations for solutions after problem

identification and support in implementing solutions

Providing final-phase testing procedures and create and follow set guidelines

Strong knowledge of user-friendly workability

Very analytical and detail-oriented

LANGUAGES

English - native

Dutch - native

German - fluent

CERTIFICATES

See my LinkedIn Page

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- Collaboration in the development, execution and implementation of innovative test processes for explorative, manual or automated testing of web projects, including for example:
 - acceptance of designs concepts and technical specifications
 - writing acceptance tests
 - writing functional tests
- Support in the establishment of test standards in project work

Tools used:

- ❖ Jira
- ❖ Gitlab
- ❖ Cypress
- ❖ Confluence
- ❖ BrowserStack
- ❖ GhostInspector
- ❖ Testpad
- ❖ GhostLab

Projects:

- Introducing new testing tools like cypress and Testpad.
- Set up automated tests with cypress for various customer projects, including the page for the Berlinale. For other customer projects, please see the homepage of Interactive Tools GmbH, <https://www.interactive-tools.de/referenzen/>
- Set up testing documentation for various customer projects, giving workshops on how to use the new test documentation and how it can be extended.

Auto 1 Group, Berlin — Web QA manager

March 2018 - December 2018

- Working hands-on with developers, designers and strategists to coordinate tasks and ensure the quality of the websites.
- Responsible for the quality of website launches, including that the design, functionality and performance meet required specifications.
- Testing features manually in order to identify, log, track and resolve software bugs.
- Identifying ideas for performance improvements by continuously testing and analyzing user behaviour.
- Support the conversion team with performance monitoring and reporting.
- Setting up new testing frameworks
- Monitoring and administrations of existing testing frameworks
- Localisation testing across multiple websites in various languages.

Tools used:

- ❖ JIRA
- ❖ Github
- ❖ Browserstack
- ❖ Trello
- ❖ Ghostinspector
- ❖ Assana

Projects:

- Within this company I was part of the Marketing-Tech team. In this team we were responsible to quickly create new pages to assist the marketing team with running A/B Testing and other marketing campaigns.
- Introducing new testing tools like GhostInspector and Puppeteer.
- Set up automated tests with Puppeteer to monitor the various live pages in regards to visual regression.
- Set up for automated test to monitor competitors websites for visual regression.
- Assited with various AB testing done on multiple websites.

Audatex AUTOonline GmbH, Berlin — *Technical Support Agent*

November 2017 - February 2018

- Providing excellent remote support service to German customers; including automotive manufacturers, dealers, garage's, and insurance companies.
- Conducting 1st level customer support, on a large portfolio of digital applications and technologies
- Monitoring Bug Reports and New Releases
- B2B Support and B2C Support
- Working closely with developers and Marketing to provide services for clients
- Client management

Tools used:

- ❖ Salesforce
- ❖ TeamViewer

Shutterstock, Berlin — *Account Executive*

October 2016 - October 2017

- Customer support
- Customer management

STRATO AG, Berlin — *Customer Service Specialist / Technical Support*

May 2013 - October 2016

- On occasion, assisted with localisation testing (DE, EN, NL, FR, ES, GLOBAL)
- Manual testing of new web applications such as the customer login page
- Customer support
- Helped set up the Social Media support and presence.
- Escalation support.

- Assisted with the translations and corrections of Dutch and English FAQs (German to English and Dutch)
- Helped train new hires.

Tools used:

- ❖ JIRA
- ❖ Virtual Servers Manager
- ❖ WordPress
- ❖ Confluence
- ❖ Cloudstorage Manager
- ❖ Typo 3
- ❖ Excel
- ❖ Drupal
- ❖ SiteBuilder

EDUCATION

For all certificates, please see my LinkedIn page
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Test Automation University — *Various Certificates*

October 2019 - present

This is an online learning Platform, following several of the learning paths including Web UI Javascript Path and Codeless Path

<https://testautomationu.applitools.com/certificate/?id=a90dcadc>

freeCodeCamp — *Certificate*

April 2019 - present

This is an online learning platform, offering various courses. I decided to start with the *Responsive Web Design* course.

Udemy — *Various Certificates*

February 2019 - present

This is an online learning platform, offering various courses.

University of Leiden, Leiden (NL) — *Bachelor Degree*

August 2005 - June 2009

Cultural Anthropology and Development Sociology

The Hague University, The Hague (NL) — *College Degree*

August 2003 - June 2005

Dutch Law Studies