Vincent Ferraro

Professional Experience:

Quality Assurance Engineer, Oracle, ODC (via Moat acquisition), New York, NY
01/2016 – 07/2022

- Performed manual and exploratory testing with desktop browsers and mobile devices
- Conducted testing prior to mass releases to production environments
- Performed UAT testing on clients' test sites to ensure proper implementation and function of product
- Conducted data validation testing to ensure service is reporting metrics correctly
- Performed sanity, regression, and functional testing
- Used JIRA for tracking and reporting bugs
- Developed and maintained QA testing processes and documentation using Confluence
- Trained new team members, domestic and offshore, in testing practices
- Worked with developers to troubleshoot potential blockers and remedy them

Quality Assurance Engineer, Oracle, Taleo (via SelectMinds acquisition), New York, NY
02/2012 –12/2015

- Conducted mass release testing to ensure no bugs were introduced during release
- Tested software to ensure social network connections were working properly
- Performed e-mail delivery tests to ensure proper formatting
- Maintained wiki documents for organizational use
- Wrote test cases and updated them as new features were introduced using HP ALM
- Tested UX/UI of product to ensure it worked as expected and up to spec before being released

Certification Liaison, Access Link, NJ Transit/First Transit, Newark, NJ
10/2009 – 02/2012

- Answered customer inquiries over the phone
- Resolved customer issues and complaints
- Interviewed potential customers to assess eligibility for using the service
- Conducted site visits to photograph pathways to and from bus stops to assess accessibility

Editorial Manager, Forbes Custom Publishing, New York, NY
06/1998 – 04/2000

- Supervised a staff of inhouse editors and freelancers
- Proofread and edited new manuscripts and reprints for publishing
- Reviewed all materials before going to press
- Worked in collaboration with art and production departments to determine the layout for text and art
- Created publishing schedules for manuscripts and enforced deadlines based on these schedules
- Maintained business relationships with freelancers and vendors
- Hired language translators as needed on a per-project basis

Technical Skills:

- OS/Platforms: MacOS, Windows, Chrome, Safari, Firefox, IE/Edge, iOS, Android
- Manual, UAT, functional, regression, and sanity testing
- Cross-browser testing on desktop
- Source Control/Management Tools: Jira, Confluence, HP ALM, Jenkins
- Tools: VirtualBox, Sauce Labs, Git, Charles
- Basic knowledge of HTML, CSS, SQL
- Google Workspace
- Microsoft Office Suite
- Adobe Creative Suite

Education:

New Jersey City University, Bachelor of Arts, English, Specialization: Creative Writing