JACKLINE NAMANDA

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SKILLS

- JSON, SQL, JIRA, Testrail, HTML, CSS, JavaScript, React, FreeMarker, Ruby On Rails, Git, Postman, Selenium
- Manual Testing, Automation, Test Planning, UI/UX Design, AWS EC2, AWS CodePipeline, Agile Methodology, SDLC, technical writing, technical support, troubleshooting

EXPERIENCE

Amazon   **Mar 2022 – June 2024**
Front End Engineer – Prime   *Seattle, WA*

- Led software quality and testing activities for 5+ Amazon Prime features, ensuring 70% on-time delivery and meeting quality benchmarks.

Amazon   **Oct 2018 - Mar 2022**
Quality Assurance Engineer – Prime   *Seattle, WA*

- Led software quality and testing activities for 5+ Amazon Prime features, ensuring 70% on-time delivery and meeting quality benchmarks
- Used technical knowledge to create, execute and maintain quality test plans and automation for 5+ amazon prime components, achieving a 30% reduction in production defects and aligning with client objectives and project goal
- Performed initial defect triages and root cause analyses and escalated roadblocks and risks
- Analyzed change requests and provided recommendations on how change might impact test scope and product behavior and prioritized test efforts, reducing test cycle time by 20% and optimizing focus on critical areas
- Troubleshot automation failures and isolated bugs to help developers during root causing of defects
- Mentored 3+ new hires and interns on team services, tools, best practices and processes, fostering a culture of growth, skill development, and knowledge sharing, leading to a 15% improvement in team productivity

Amazon   **Jan 2018 - Sep 2018**
Quality Assurance Engineer Intern – Sustainability   *Seattle, WA*

- Carried out regression testing using TestRail software ensuring that new features are not breaking the existing code
- Performed Accessibility testing to ensure inclusive software

TagMaster North America Inc   **Mar 2017 - Aug 2017**
Operations Support Specialist – Technical Support   *Tacoma, WA*

- Programmed 30 Radio Frequency Identification (RFID) Readers per day utilizing Linux Operating system, Windows PowerShell, and WinSCP software, exceeding purchase order expectations by 10%

Mozilla Firefox   **Aug 2012 - Sep 2015**
Mozilla Mentor – Volunteer   *Kampala, Uganda*

- Mentored and trained over 30 high school students during tech maker community events, introducing them to the fundamentals of web technologies (HTML, CSS) using MDN documentation as a primary resource

EDUCATION

Year Up United   **Sep 2017 - Aug 2018**
Certificate: Quality Assurance   *Seattle, Washington*

- Award: Dave Retik Award for Excellence

Makerere University   **Aug 2012 - Jan 2016**
Bachelor Of Science: Information Technology   *Kampala, Uganda*