# Sean Miller

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## Professional Summary

Detail-oriented QA Tester proficient in both manual and automated testing. Experienced in designing and executing test cases, bug reporting, and utilizing tools like WebdriverIO, JavaScript, and JIRA. Skilled in functional, regression, and user acceptance testing to ensure software quality and enhance user experience. Adept at applying manual testing techniques and automation tools to improve test coverage and streamline processes.

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## Core Skills

- **Manual Testing:** Test case design, execution, functional testing, regression testing, UAT

- **Automation Testing:** WebdriverIO, JavaScript, Page Object Model (POM), Selenium

- **Tools:** JIRA, Git, GitHub

- **Languages:** JavaScript, HTML, CSS

- **Methodologies:** Agile, Scrum, Waterfall

- **Other:** Cross-browser testing, RESTful API testing

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## Education

**Software Quality Assurance Certification**
*MTECH – Mountainland Technical College* | 2025

- Implemented Page Object Model (POM) for reusable test scripts

- Participated in Agile sprint planning and testing cycles

- Integrated automated tests into GitHub repositories

**High School Diploma**
*Springville High School* | 2006

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# Experience

**QA Tester (Manual & Automation)**
*MTECH Software QA Class* | 2025

- Designed and executed manual test cases for web applications

- Created detailed bug reports in JIRA

- Automated test cases using WebdriverIO and JavaScript

**Senior Service Agent**
*Wayfair.com* | 2019 – 2022

- Resolved escalated customer issues and facilitated training for service consultants

- Diffused highly escalated situations through effective communication

- Managed client interactions via email and phone, ensuring customer satisfaction

- Trained new and current service agents to meet evolving company metrics

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# Projects

**IMS Masonry – Automated Test Suite (Capstone Project)**

- Developed and automated test cases for website components using WebdriverIO and POM

- Demonstrated end-to-end manual and automated QA processes

**SauceDemo – Shopping Cart & Hamburger Menu Test Automation**

- Created automated test scripts for cart functionality and navigation menu using WebdriverIO and JavaScript