JULIAN MERCER

SOFTWARE TESTER

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PROFESSIONAL SUMMARY

Software Tester with 7+ years designing and running manual and exploratory tests for web and mobile products in insurance and e-commerce. ISTQB-certified, skilled in clear defect reports and regression planning that help teams ship with fewer escaped bugs.

CORE SKILLS

Manual testing | Exploratory testing | Test case design | Regression testing | Defect reporting | Jira | TestRail | Postman API testing | SQL queries | Cross-browser testing | Mobile testing | Agile QA | Test planning | Selenium basics

PROFESSIONAL EXPERIENCE

Senior QA Tester Jan 2022 - Present
Progressive Insurance, Mayfield Village, OH

- Own testing for the policy quote and checkout flow on web and mobile, running 220 test cases per release across five browsers and two device families.
- Designed a risk-based regression suite that shortened the full cycle from six days to four with no increase in escaped defects.
- Logged 300 defects last year in Jira with reproduction steps and logs, and developers reopened fewer than 4% for missing detail.
- Run exploratory sessions before each release and found 35 issues outside scripted coverage, 6 of them high severity.
- Test accessibility with screen readers and keyboard navigation, and logged 18 issues that were fixed before launch.
- Mentor two junior testers on writing test cases and reproducing defects.
- Wrote test charters for new features with developers before coding started, and about 20 requirement gaps were closed during planning instead of testing.

QA Tester Feb 2019 - Dec 2021
Rocket Mortgage, Detroit, MI

- Tested loan application screens and document upload features against user stories, and signed off 24 releases over three years.
- Wrote and maintained 400 test cases in TestRail with clear traceability to requirements.
- Used Postman to test API responses for rate and eligibility calls, finding five defects before the front end was built.
- Verified stored data with SQL queries after form submissions and caught eight mismatches between screens and the database.
- Joined sprint planning to review stories and raised 30 testability questions before development began.

Junior Tester Jul 2017 - Jan 2019
Quicken Loans, Detroit, MI

- Executed scripted regression tests and logged results daily, helping the team reach a 95% pass rate before release.
- Documented device and browser compatibility results for the mobile web app and flagged layout problems to designers.
- Maintained a device lab of 12 phones and tablets and tracked OS versions for each release.
- Ran smoke tests after every deployment to staging and production and reported results within an hour.
- Wrote a short testing guide for new teammates covering tools, test data, and the defect process.
- Tracked defect trends by module in a weekly report for the product owner, which focused regression time on the two areas that produced 60% of reopened issues.

EDUCATION

B.S. in Information Technology, Wayne State University, Detroit, MI

CERTIFICATIONS

ISTQB Certified Tester Foundation Level (CTFL) | Postman API Fundamentals Student Expert