

RAHEL SEYUM

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PROFESSIONAL SUMMARY

ISTQB- and IAAP CPACC-certified Quality Assurance Engineer with 4+ years of experience across functional, smoke, integration, regression, end-to-end, and user acceptance testing (UAT) for web and mobile applications. Experienced in test case design, traceability, REST/SOAP API validation with Postman, Selenium automation, defect triage, root-cause collaboration, and cross-functional Agile delivery. Skilled in digital accessibility testing against WCAG 2.0/2.1 and Section 508 using JAWS, NVDA, ZoomText, axe, and WAVE. Familiar with MySQL, SQL Server, and PostgreSQL database environments. Delivered measurable improvements in regression execution and defect turnaround.

TECHNICAL SKILLS

Testing: Functional, Integration, Regression, Smoke/Sanity, End-to-End, UAT Support, Exploratory, Risk-Based Testing, Production/Release Validation

API & Interfaces: Postman, REST/SOAP APIs, JSON/XML Payload Validation, Response Verification, Integration/Interface Testing

Automation: Selenium WebDriver, Java, JavaScript, TypeScript, Automation Script Maintenance, CI/CD Execution Support

Databases & Data: MySQL, SQL Server, PostgreSQL, MongoDB, Data Integrity/Consistency, SQL Validation

Defect & QA Management: Jira, TestRail, Test Plans/Cases/Scenarios, Requirement Traceability Matrix (RTM), Defect Triage, Root-Cause Analysis, Amazon QuickSight (Quality Dashboards), Metrics and Release Reports

Accessibility & Platforms: WCAG 2.0/2.1, Section 508, JAWS, NVDA, axe, WAVE, ZoomText, Cross-Browser, iOS/Android

PROFESSIONAL EXPERIENCE

Quality Assurance Engineer (Volunteer)

Brana Academy (AI-Powered Educational App) | Lynnwood, WA | Jan 2025 – Present

- Design and execute detailed functional, regression, smoke, usability, and cross-platform test cases for AI-powered education features; document expected results, actual outcomes, and testing status.
- Maintain test scenarios, requirement traceability matrices (RTM), and execution summaries to align acceptance criteria with end-to-end coverage and release readiness.
- Validate iOS/Android experiences across device models, OS versions, and screen sizes; verify fixes and coordinate defect resolution with developers and product stakeholders.
- Support Agile sprint planning, test estimation, defect triage, issue reproduction, retesting, and root-cause discussions; communicate quality risks and test outcomes.
- Perform accessibility validation using axe, WAVE, JAWS, NVDA, and ZoomText; prepare WCAG 2.0/2.1 issue reports with severity, evidence, and remediation guidance.

Quality Assurance Test Engineer

SolluCIO (SPIE) | Seattle, WA | Apr 2023 – Dec 2024

- Executed 500+ manual and automated test cases across functional, integration, regression, smoke, and release testing cycles; achieved 95% coverage and identified 200+ defects.
- Created test plans, test cases, execution evidence, defect tickets, and status reports, supporting requirements validation and coordinated testing across QA, engineering, and product teams.
- Implemented and maintained Selenium WebDriver automation scripts, reducing regression testing time by 40%; verified bug fixes during repeated test cycles.
- Facilitated defect triage and cross-team root-cause collaboration, helping reduce average defect resolution time by 30%.

- Tested an enterprise CRM for WCAG 2.0 AA issues and authored audit reports documenting 150+ accessibility findings with severity and remediation steps.
- Validated mobile compatibility on 20+ iOS and Android devices, and analyzed testing KPIs to identify quality trends and release risks.

Quality Assurance Engineer Intern

Amazon (Amazon Fresh) | Seattle, WA | Oct 2022 – Apr 2023

- Planned and owned the full testing lifecycle for Amazon Fresh web and mobile features, from test strategy and test plans through test case design, execution, and bug reporting, within Agile sprints.
- Developed and executed 300+ manual test cases covering functional, regression, and end-to-end scenarios; prioritized high-risk customer workflows and edge cases to reduce critical defects reaching production.
- Automated repeatable test cases to minimize manual error, accelerate regression cycles, and increase team testing efficiency.
- Built Amazon QuickSight dashboards to track QA progress, defect trends, and quality KPIs, giving stakeholders clear visibility into release readiness and confirming quality targets were met.
- Conducted root-cause analysis on defects and partnered with development teams to implement corrective actions, preventing recurring issues and improving the customer experience.
- Collaborated with engineering, product, and UX teams to define and maintain quality standards and testing guidelines across the software development lifecycle (SDLC).
- Performed exploratory, usability, and accessibility testing; logged clear, reproducible defects in Jira and drove them to resolution through ongoing communication with developers and product managers.
- Analyzed product quality against customer requirements and performance indicators; produced test summaries and defect reports that informed go/no-go release decisions.

Medical Assembly Tester

Computech (Bausch Health / Solta Medical) | Bothell, WA | May 2021 – Feb 2022

- Executed documented test procedures, captured results, and troubleshoot medical device technology against technical specifications and quality standards.
- Supported traceability, defect reporting, and production QA; contributed to a 25% reduction in product failure rates and trained new staff on test procedures.

SELECTED PROJECT

Brana Live — AI-Powered Learning Platform

Tested personalized learning pathways, real-time feedback, and adaptive content delivery; performed functional, usability, accessibility, and cross-platform validation with development and product teams.

EDUCATION & CERTIFICATIONS

- **Master of Science, Information Technology** — Grand Canyon University
- **IAAP Certified Professional in Accessibility Core Competencies (CPACC)**
- **ISTQB Certified Tester**