

# DAVONE FRANCIS

## QA Engineer

Oceanside, NY 11572 · (516) 965-7838 · [davonef16@gmail.com](mailto:davonef16@gmail.com) · <https://www.linkedin.com/davone-francis/>

### PROFESSIONAL SUMMARY

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Entrepreneurial, dedicated, goal-oriented QA Engineer with a strong focus on creating and executing detailed test cases to guarantee software quality. Expertise in early detection of critical defects, reducing post-release issues, and enhancing product stability. Proficient in manual testing techniques that streamline processes and improve efficiency. Recognized for collaborating with cross-functional teams to address defects and improve workflows. A results-driven professional committed to delivering high-quality software that meets both industry standards and user expectations, while continuously improving testing methodologies and overall product reliability. US Citizen

### CAREER HISTORY

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#### QA Engineer Intern at Screenia (Remote)

07/2023 – Present

- Improve performance testing for a high-traffic web application, cutting response time by 50%, ensuring a smoother user experience.
- Optimize the test environment to support simultaneous testing of multiple releases, reducing deployment time by 30%.
- Collaborate with developers to integrate continuous testing, lowering software defects by 40% and increasing quality by 20%.
- Implement real-time test metrics that led to a 25% decrease in post-release issues.
- Conduct complex testing for mission-critical software, achieving full compliance with audits and standards.
- Provide technical support during releases, reducing production issues by 30% and raising customer satisfaction by 20%.

#### Network Specialist at Applied Industrial Technology (Farmingdale, NY)

03/2023 – Present

- Perform thorough inventory audits, ensuring accurate tracking and minimizing discrepancies by 15%.
- Diagnose and resolve technical issues related to document references for specific orders, reducing processing delays by 20%.
- Implement IT solutions during system outages, maintaining operational continuity and reducing downtime by 25%.
- Assist in the deployment of tailored, need-based solutions, contributing to enhanced workflow efficiency by 18%.

#### IT Technician at Carr, A Xerox Business Solutions Company (Commack, NY)

08/2021 – 02/2023

- Enhanced operational efficiency by resolving 25+ complex technical device issues weekly in a fast-paced warehouse environment, reducing downtime by 30%.
- Delivered exceptional customer service, engaging with 300-500 clients monthly, and consistently achieving a 95% satisfaction rate.
- Streamlined service delivery by optimizing issue resolution processes, resolving 95% of technical problems within <8-hour.

### EDUCATION

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**Associate degree in Information Technology** | Nassau Community College, Garden City, NY

**Cybersecurity Professional Certificate** (*ThriveDX*) | The New York University (NYU) School of Professional Studies, New York, NY

**Software Testing and Quality Assurance Certificate** | Careerist.com

### TECHNICAL SKILLS

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**Testing Types:** Regression testing, Smoke testing, User Acceptance testing, End-to-End testing, Sanity testing, UI testing, Functional testing, Cross-Browser testing, Integration Testing

**Operating Platforms:** Kali Linux, Ubuntu, Debian, MacOS, Windows, macOS

**Network Protocols:** Chrome, Safari, Firefox, Edge, Opera

**Web Testing:** Chrome DevTools

**Mobile Testing:** Xcode, Android Studio, UNIX, ADB, BrowserStack, TestFlight

**Test Management:** Jira, TestRail

**Programming:** Python

**Methodologies:** Agile, SCRUM, Waterfall