Barbora Viski

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Professional Summary

QA Specialist with experience in testing web and mobile applications, identifying bugs, and improving user experience. Looking to transition into a more technical role, contributing to innovative software solutions and expanding my skill set.

Work Experience

Minds Inc. | 2022 - Present

- *QA Specialist, Community Manager, and Moderator | Jan 2024 – Present*
    - Conducted **manual testing** for web and mobile applications, **documented bugs** in **GitLab** and collaborated with developers to resolve issues
    - Provided feedback on features, conducted **regression tests**, and improved the user experience
    - Continued with my Community Manager and Moderator responsibilities
- *Community Manager and Moderator | Feb 2022 – Dec 2023*
    - Acted as the liaison between users and developers, communicating feedback and feature requests
    - Reviewed user-generated content and managed moderation tasks using **PostHog** and **Apache Superset**
    - Created and distributed communications to the user base using Strapi and Mautic
    - Addressed support tickets in Chatwoot and Zendesk and **reporting user issues** to prioritize improvements

T-Systems Slovakia | 2017 - 2022

- *Application Manager | Jun 2018 – Apr 2022*
    - Handled incident, change, and application management for support tools (S**CM-Manager, Confluence** and **Jira**)
    - Supported users, and **enhanced documentation** for operational efficiency
- *Team Leader, Local Automation Team | Dec 2017 – Jun 2018*
    - Led team meetings, assigned tasks, and facilitated communication with management
    - Optimized team processes, contributing to reorganization efforts
- *Automation Operation Engineer | Mar 2017 – Dec 2017*
    - Administered **HPE automation tools** (HPE SA, HPE OO and HPE DMA)
    - Managed incidents and implemented changes (**ITIL**)
    - Developed and improved **team documentation**

Education

Degree in Automotive Electronics

Technical University in Košice

- *Master's degree | 2020 – 2022*
- *Bachelor's degree | 2017 – 2020*
    - I developed skills in electronic design, signal processing, and **microcontroller programming**
    - I gained hands-on experience with embedded systems and programming in **C**, **MATLAB**, and **Simulink**
    - My master's thesis focused on transmission technologies like **LoRa** and **LoRaWAN**
- *Technician at PCKlub* (Student association at Jedlíkova 13) | 2017 – 2022
    - Responsible for maintaining the IT infrastructure of student dormitories and managing the website, which enhanced my **problem-solving** abilities and practical tech skills.