

John Appleseed



Beta Tester

Greater Vancouver

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www.resumeworks.pro

Beta Tester with experience evaluating web-based tools for functionality, usability, and reliability. Skilled at identifying bugs, documenting issues clearly, and helping teams improve digital products before release. Currently testing resume-building workflows, templates, and export functions at ResumeWorks Pro. Known for strong attention to detail, practical feedback, and a user-first mindset.

[Manual QA Testing] [Bug Tracking and Documentation]
[Regression Testing] [User Acceptance Testing]
[Cross-Browser and Device Testing] [Usability Analysis]
[Workflow Validation] [PDF and Export Testing] [Jira and Trello]
[Slack and Google Workspace]

Beta Tester

ResumeWorks Pro

Jan 2024 - Present

Execute structured and exploratory tests for resume builder features and user workflows
Document defects with screenshots, reproduction steps, and severity notes
Validate layout behavior across templates, devices, and export formats
Re-test resolved issues and confirm release readiness
Provide usability recommendations to improve the customer experience

Customer Support and QA Assistant

North Shore Digital Tools

Jan 2021 - Jan 2024

Resolved user issues while identifying broader product problems for escalation
Tested updates to web tools and recorded defects before launch
Helped improve support documentation and internal troubleshooting resources

Administrative Coordinator

Maple Ridge Career Centre

Jan 2018 - Jan 2021

Supported resume and job search services for community clients
Assisted with office systems, scheduling, records, and digital tools
Helped users navigate online forms and improve application materials

Education & Certifications

Diploma

Douglas College
Computer Systems Technology

Certificate - Google

UX Design

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Certificate - Google

Software Testing Foundations

Certificate - Google

Introduction to Web Accessibility

Volunteer Work

Resume Workshop Volunteer

Community Employment Outreach Program

Help individuals strengthen resumes and job applications

Support users with online job search platforms and basic digital tasks