

GINA FERGUSON

SOFTWARE ENGINEER

PROFILE

Software Engineer and Computer Science undergraduate with 4+ years of experience in QA, specializing in test automation, accessibility, and collaborative problem-solving. Proven expertise in scripting 100+ PO tests, reducing efforts by 50%, and leading high-impact projects such as React Native Rewrite, Apple Pay, and Venmo integrations. Passionate about leveraging technology to enhance user experiences.

RELEVANT SKILLS/KNOWLEDGE

- Programming Languages: Ruby, Python, C++, SQL, JavaScript, TypeScript, HTML/CSS, JSON
- Automation Frameworks: Detox, Cypress, Appium, Jest, Jasmine, Cucumber
- Testing & QA: Accessibility (a11y), BDD, Stress Testing, API Testing, Unit Testing, End-to-End Testing, Regression Testing, Sanity Testing, Test Planning, Test Case Writing
- Version Control & CI/CD: Git, GitHub CI, CircleCI, Jenkins
- Database: Relational Databases (SQL), BigQuery, Firebase
- UI/UX Tools: Figma, Xcode Accessibility Inspector, Android Studio, Appium Inspector

EDUCATION

Portland State University <i>Bachelor of Science Degree, Computer Science</i>	Portland, OR	Expected 06/27
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Portland Community College <i>Dual Enrolled at Portland State University GPA: 3.65</i>	Portland, OR	Expected 06/25
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Relevant Coursework: Information Systems and Programming, Discrete Structures(I, II), Public Speaking, Technical Writing, Programming (I, II, and III), Computer Science II, Data Structures, Calculus (I, II)

RELEVANT WORK EXPERIENCE

Technical Operations Specialist, Freakscene.diy	Portland, OR	01/25-Present
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- Redesigned web and app using HTML, CSS, and JavaScript for an accessibility-friendly color theme
- Utilizes MySQL and Postman to write and automate dev workflows and tests
- Reports and fixes bugs directly in a local environment, then in a production environment

Senior QA Engineer, Mercari	Portland, OR	09/20-04/23
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- Scripted 100+ PO tests using TypeScript and Detox, reducing testing efforts by 50%
- Led Apple Pay and Venmo integrations, boosting GMV through seamless payment experiences
- Led A/B testing with LaunchDarkly, enhancing feature rollouts with real-time user data

QA Tester, Mercari	Portland, OR	06/19-09/20
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- Developed Mercari's first mobile app automation framework using Appium for iOS/Android.
- Revamped web checkout process, integrating Apple Pay, PayPal, and card authentication
- Implemented SQL-based database tests, documented findings for future scalability
- Published accessibility testing documentation, prioritizing inclusivity company wide

Customer Experience Lead, Mercari	Portland, OR	10/17-06/19
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- Triaged customer-reported bugs for QA, reducing backlog by 40%.
- Built and presented full agent reports using Looker, GoodData, and Zendesk Dashboards on Jira, ensuring alignment between engineering and CX

OTHER WORK EXPERIENCE

Food Pantry Assistant, Portland Community College	Portland, OR	01/24-06/24
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Student Receptionist, Portland Community College	Portland, OR	08/24-03/25
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