

Stefanie Leon | Junior API Tester

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PROFESSIONAL PROFILE

IT professional with 5+ years of experience supporting enterprise systems in financial and government sectors, bringing strong analytical, troubleshooting, and problem-solving skills to Quality Assurance. Hands-on experience in manual, API, database, mobile, and automated testing, executing 400+ test cases, creating comprehensive test documentation, and reporting 150+ functional and UI defects using Agile methodologies and industry-standard QA practices.

Previously led an AWS migration project that reduced response times by 25% and increased customer satisfaction by 60%, demonstrating the ability to analyse complex systems, identify issues, and collaborate effectively with cross-functional teams.

TECHNICAL SKILLS

- **QA & Testing:** Manual testing | Postman | JSON | API | REST | UI Testing | Mobile Testing | Android Studio | Regression Testing | Automated User Interface Testing | Selenium | DevTools | pytest | Automated User Interface | Pycharm | Python | GitHub | Agile | Scrum | Test planning | Jira | SQL queries.
- **Monitoring & Operations:** AppDynamics (APM) | Grafana | AWS CloudWatch | ITM
- **Cloud Platforms & Administration:** AWS (EC2, IAM, S3, CloudWatch, VPC) | Microsoft Azure and Endpoint Fundamentals | Microsoft Entra ID
- **Systems & Infrastructure:** Active Directory | Microsoft 365 Admin Center | Cisco Routing & Switching (VLANs, Protocols)
- **Technical Support & Service Delivery:** Ticket management (Jira, Helix, 4Me, Zoho) | Remote Support (TeamViewer, AnyDesk)

PROJECTS

URBAN ROUTES - MANUAL WEB TESTING & UI AUTOMATION 100+ TEST CASES, 70 BUGS

Technologies: Jira | Figma | Chrome DevTools | Selenium | Python | Pytest | PyCharm | Git | GitHub | Page Object Model (POM)

- Executed 100+ manual test cases using functional, UI, and exploratory testing techniques, resulting in comprehensive validation of a ride-booking web application.
- Created 24+ checklists and detailed test documentation to validate booking, route selection, payment methods, driver licence management, travel time, and fare calculation, improving test coverage across critical user workflows.
- Designed test scenarios using equivalence partitioning and boundary value analysis to validate character limits, empty fields, special characters, whitespace handling, and input validation, increasing defect detection in user forms.
- Performed design validation against Figma prototypes, identifying UI inconsistencies related to layouts, icons, buttons, colours, spacing, and screen behaviour before release.
- Reported 70+ functional, UI, validation, and usability defects in Jira using clear reproduction steps, expected results, actual results, and supporting evidence, enabling efficient defect resolution.
- Created mind maps and user flow diagrams to identify functional scenarios and improve test planning before execution.
- Automated UI regression tests using Python, Selenium, Pytest, and the Page Object Model, creating reusable and maintainable test scripts for reservation workflows.
- Implemented WebDriverWait and multiple locator strategies (XPath, CSS Selector, ID, and Class Name), resulting in more stable and reliable automated UI tests.
- Structured the automation framework into reusable modules, separating locators, test data, helper functions, and test scripts to improve maintainability and scalability.

Tools and Skills: Functional Testing | UI Testing | Design Validation | Regression Testing | Smoke Testing | Exploratory Testing | Cross-browser Testing | Test Case Design | Test Planning | Checklists | Bug Reporting | Equivalence Partitioning | Boundary Value Analysis | Positive & Negative Testing | Mind Maps | Flow Diagrams | XPath | CSS Selectors | WebDriverWait

URBAN GROCERS - API MANUAL & AUTOMATED TESTING, 70+ TEST CASES, 34 BUGS

Technologies: Postman | REST API | JSON | Python | Requests | Pytest | PyCharm | Git | GitHub

- Executed 78 API tests using Postman to validate REST services through GET, POST, PUT, and DELETE methods, ensuring backend functionality across multiple endpoints.
- Validated 2xx, 4xx, and 5xx HTTP responses, response bodies, headers, and business rules, improving API reliability and error handling.

- Designed positive, negative, boundary, and invalid data scenarios to verify request validation and backend input handling.
- Automated API regression tests using Python, Requests, and Pytest, reducing repetitive manual execution and improving regression efficiency.
- Developed a modular automation framework by separating configuration, request methods, test data, and validation scripts, resulting in reusable and maintainable test automation.
- Applied assertions to validate status codes, response content, and business logic across multiple API endpoints.
- Documented project setup, execution steps, and framework structure using README files to improve collaboration and project reproducibility.

Tools & Skills: API Testing | REST API | Backend Testing | JSON Validation | Status Code Validation | Positive & Negative Testing | Data Validation | API Automation | Regression Testing | Assertions | Modular Framework Design | README Documentation

URBAN LUNCH - MOBILE APPLICATION TESTING, 60+ TEST CASES, 9 BUGS

Technologies: Android Studio

- Executed 61 manual test cases using Android Studio, validating core functionality of a mobile food ordering application.
- Tested complete user journeys including pickup point selection, menu navigation, menu details, order confirmation, order tracking, and pickup workflows, ensuring application functionality from start to finish.
- Performed UI and design validation against specifications, identifying inconsistencies affecting the user experience.
- Reported functional and usability defects with clear documentation, supporting faster issue resolution.
- Verified application behaviour using positive, negative, and edge-case scenarios to improve overall application quality.

Tools & Skills: Mobile Testing | Functional Testing | UI Testing | Usability Testing | Design Validation | Positive & Negative Testing | Bug Reporting | Test Cases | Checklists

URBAN SCOOTERS - END TO END QA PROJECT, 200+ TEST CASES, 38 BUGS

Technologies: Jira | Postman | REST API | SQL | Android Studio

- Executed 200+ manual test cases covering frontend, backend, mobile, API, and database functionality, resulting in comprehensive end-to-end validation of the application.
- Created test documentation including checklists, test cases, mind maps, and user flow diagrams to improve planning and functional coverage.
- Validated customer registration, rental workflows, order status, and payment processes using positive, negative, boundary, and equivalence partitioning techniques, increasing input validation coverage.
- Executed API testing using GET, POST, PUT, and DELETE methods, validating response codes, response bodies, business rules, and error handling across 78 REST API tests.
- Verified backend data using SQL queries, JOIN operations, and filtering conditions, ensuring consistency between frontend behaviour, API responses, and database records.
- Compared application behaviour across web and Android platforms, confirming consistent functionality throughout end-to-end user workflows.
- Reported 70+ functional, UI, API, and data validation defects using Jira with detailed reproduction steps and supporting evidence, facilitating efficient defect resolution.
- Performed complete end-to-end testing by validating user workflows across the UI, REST APIs, and database, ensuring application consistency from user interaction to stored data.

Tools & Skills: End-to-End Testing | Functional Testing | Frontend Testing | Backend Testing | Mobile Testing | API Testing | Database Testing | UI Testing | REST API | SQL | Test Case Design | Checklists | Bug Reporting | Positive & Negative Testing | Equivalence Partitioning | Boundary Value Analysis | Mind Maps | Design Validation | Agile Testing

PROFESSIONAL EXPERIENCE

DRESS FOR SUCCESS NSW & ACT – AUSTRALIA | IT support Volunteer | Sep 2025 – Feb 2026

- Administered Microsoft 365 Admin Center for 15 core users, managing user creation/deletion, license validation and access permissions, achieving 100% system availability.
- Conducted comprehensive hardware inventory evaluating 45 devices (35 laptops and 10 tablets), issuing technical report that identified 4 devices for replacement due to critical battery, audio and camera failures.
- Provided helpdesk technical support serving up to 4 users daily with 5-20 minute resolution times, configuring business tools and Microsoft accounts for new equipment.
- Delivered 2 Microsoft Office training sessions (Word, Excel, Teams, Outlook) to 23 total users (15 staff + 8 volunteers), optimising team digital competencies.

IT NETFIX – AUSTRALIA | IT Technician – Internship | Aug 2025 – Oct 2025

- Developed technical competencies in cloud infrastructure and networking through 30+ hands-on exercises in simulated environments, strengthening foundations for complex systems testing.
- Configured and administered Microsoft 365 Admin Center and Active Directory Domain Services in virtual laboratories, acquiring user management and permissions knowledge critical for QA environments.
- Implemented virtual machines in Hyper-V and VMware running Windows Server 2012, developing skills to create isolated and reproducible testing environments.
- Configured Cisco devices (switches, routers, wireless) with VLANs and Layer 3 configurations, gaining network architecture understanding essential for connectivity and performance testing.
- Used JIRA for ticket management in helpdesk simulations, familiarising with defect tracking tools used by development teams.

IBM / KYNDRYL – ECUADOR | Representative Unified Systems Operations | Jun 2021 - Sep 2023

- Led critical on-premises to AWS migration for insurance company, successfully migrating Active Directory, web applications and databases with 100% system availability during transition process.
- Managed up to 5 daily post-migration requirements including dashboard creation, alert configuration, troubleshooting and AWS resource optimisation, maintaining client satisfaction.
- Reduced critical response times by 25% through proactive application and infrastructure monitoring with AppDynamics, improving overall client satisfaction by 60% (annual Kyndryl measurement).
- Designed and implemented automation for broker transaction monitoring, eliminating manual validations every 30 minutes and establishing automatic alerting for slow transactions and system failures.
- Managed multi-platform incidents (Jira, ServiceNow, 4Me, Helix, Zoho) maintaining 95% resolution rate on critical systems.
- Executed collaborative 24/7 monitoring for banking client in Uruguay, reducing incidents to 0% during assigned overnight shifts.

TCS (TATA CONSULTANCY SERVICES) – ECUADOR | Analyst IT | Feb 2021 – Jun 2021

- Implemented centralized security configuration from scratch using Cisco AnyConnect VPN across 80 for bank company branches, establishing 80% security coverage where no unified system previously existed.
- Executed remote technical support and HelpDesk services using remote desktop and VPN during pandemic-driven remote work transition, reducing technical assistance wait times at banking branches by 85%.

SOCIAL SECURITY ECUADORIAN INSTITUTE (IESS - INSTITUTO ECUATORIANO DE SEGURIDAD SOCIAL) – ECUADOR | IT Systems Administrator & Support Specialist | Nov 2016 – Nov 2019

- Administered IBM AS400 system for 359 medical units nationwide, managing 100 medical users and 20 technical staff, including user creation/deactivation, password resets, and annual query report generation for system optimization.
- Implemented network infrastructure and IP telephony across 200 medical dispensaries distributed in 24 cities nationwide, including structured cabling and switch configuration, establishing centralised system for medical records access.
- Provided HelpDesk technical support for 60+ local users and 200+ national users, reducing wait times by 85% through improved request management and increasing customer satisfaction from 2.5/5 to 4.0/5.
- Trained medical staff on IBM AS400 system usage for centralized consultation information recording and medical data verification.

EDUCATION

- Master's Degree in Information Technology - Communications Networks | Pontifical Catholic University of Ecuador | 2021.
- Bachelor's Degree in Electronics and Information Networks Engineering | National Polytechnic School – Ecuador | 2016.

CERTIFICATIONS

- Advanced Diploma in IT – Abbey College Australia | 2024 – 2026 (Expected).
- QA Engineer – TripleTen | 2026.
- Python Fundamentals | Cuddy | 2026.
- AWS Cloud Quest: Cloud Practitioner | AWS | 2025.
- Introduction to Cloud Computing | NSW Government | 2025.
- AppDynamics Verified Core APM | Cisco Networking Academy | 2022.
- AWS Partner: Accreditation (Technical) | AWS | 2022.
- Agile + Scrum: Intensive course to dive in and deepen | Udemy | 2022.

COURSES

- Microsoft Azure Administration AZ-104 | IT Route Sydney | 2025.
- Microsoft Endpoint Manager Administration MD-102 | IT Route Sydney | 2025.
- Cisco CCNA Routing and Switching | IT Route Sydney | 2025.

LANGUAGES

- English: Advanced (C1).
- Spanish: Native.