

Nicholas K. Zastrow

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PROFESSIONAL SUMMARY

Software QA Analyst with 2+ years of experience testing web platforms, mobile applications, and cross-platform interactive environments. Skilled in manual and exploratory testing, regression cycles, test case design, and cross-functional collaboration in Agile teams. Currently completing a CTFL (ISTQB) certification and an Associate of Applied Science in Web Development, bringing a working knowledge of front-end code to QA work. Seeking to bring rigorous testing, clear defect documentation, and fast ramp-up ability to a growing engineering team.

CERTIFICATIONS

ISTQB Certified Tester, Foundation Level (CTFL) — In Progress, expected [08/2026]

PROFESSIONAL EXPERIENCE

Software QA Analyst — Sagenverse, Ann Arbor, MI *Jul 2023 – Nov 2025*

- Executed manual and exploratory testing across web-based features, UI/UX flows, and interactive environments, covering 2 releases over the role's duration.
- Validated functionality across browsers and devices using BrowserStack, reducing cross-platform defect escapes by identifying issues prior to release.
- Wrote and maintained test cases and regression checklists for [React Native and Unity WebGL builds], executing full regression cycles ahead of each release.
- Logged, reproduced, and tracked an average of 5 defects per sprint using Monday.com, collaborating directly with developers through resolution.
- Used Git/GitHub for build notes and version-control awareness, supporting clear communication of test coverage across sprints.
- Participated in Agile workflows including sprint planning, daily standups, and feature review sessions across 20 sprint cycles.

Independent QA & Web Development Work

- Continued hands-on QA and web development practice through Code and Codex LLC and CTFL certification study following the Sagenverse role.

Customer Service Representative — Waste Management, 2021 – 2023

- Provided high-volume support for residential and commercial customers, resolving service, billing, and logistics issues.
- Coordinated with operations teams to ensure accurate, timely service delivery.

Data Specialist — Repair Clinic, 2020 – 2021

- Maintained accurate data records for corporate part shipments, managing tracking, invoicing, and replacement workflows.
- Communicated directly with logistics teams to resolve order discrepancies.

TECHNICAL & QA SKILLS

Testing: Manual & Exploratory Testing, Test Case Design, Regression Testing, API Testing (Postman)

Tools: BrowserStack, Monday.com, Git/GitHub, Visual Studio

Languages: HTML, CSS, JavaScript, SQL, Java, C#

Platforms: Cross-Browser Testing (Chrome, Firefox, Safari, Edge), Windows & Linux QA Environments