

Send applications to [ryan@clientsavvy.com](mailto:ryan@clientsavvy.com)

## **Senior QA Engineer**

### **Who we are**

Client Savvy works with professional services firms to Design, Implement and Measure Client Experience programs. We work with our clients to improve relationships, design new processes, and use the data to make their challenging goals a reality.

We are in the midst of major improvements to our mature SaaS application, Client Feedback Tool. We're greatly re-imagining our software to better help our clients achieve their objectives while driving adoption and revenue retention. We are looking for a motivated individual to join our small but growing team who will help us continue evolving our product forward.

### **Who you are**

You are organized, analytical, and detail-oriented. You have empathy and are understanding of our users' needs. You are committed to excellence and are a good communicator. You are a great team player, willing to help your teammates, share your knowledge with them and learn from them. You are open to receiving constructive feedback and turning it into process improvements. You have strong English and familiarity with North American culture and norms.

### **Responsibilities**

- Collaborate with product team to gain a deep understanding of our SaaS application
- Review and analyze requirements, specifications and acceptance criteria and provide timely feedback
- Work with developers and stakeholders to gather requirements, functional requirements and break those down into functional tests and regression tests
- Create detailed, comprehensive and well-structured test plans and test cases
- Prioritize and plan testing activities
- Perform regression testing
- Identify and report all found issues and verify when issues are resolved
- Support business operations and development team in troubleshooting various issues
- Develop and execute automated tests

### **Qualifications**

- Bachelor's degree in relevant discipline OR equivalent years of experience
- Strong knowledge of software QA methodologies, tools, and processes
- Hands-on experience with automated testing tools
- Good proficiency in computer technology and programming languages
- Good knowledge of Microsoft Windows
- Good understanding of React, C# and ASP.NET, ideally .Net Webforms and Core, SQL, LINQ, Entity framework

Ability to manage your time well in an Agile environment  
Strong interpersonal skills to build rapport with colleagues and leadership  
Curiosity, ability to ask good questions and receive feedback  
Ability to see the big picture, while maintaining attention to detail  
Excellent communication in English (written and spoken)  
Must be able to work from home / remote

**Additional Consideration for candidates who:**

- Bring technical knowledge related to APIs, databases, and/or software architecture
- Have experience in the professional services industry (engineering, architecture, legal, accounting, etc.)
- Experience with Jira, Confluence, Mural, Figma, Office 365

**Compensation & Benefits**

- Permanent full-time contract
- Annual profit-sharing bonus
- Flexible schedule
- Unlimited paid time off
- Skillshare membership to support your learning goals
- Professional development opportunities

To apply, send your resume / CV to Ryan Suydam, Chief Experience Officer and founder, Client Savvy ([ryan@clientsavvy.com](mailto:ryan@clientsavvy.com))