

# Volkan (William) Tutunculer

QA Automation Engineer

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## PROFESSIONAL SUMMARY

Results-driven QA Automation Engineer with 5+ years of hands-on experience in manual and automated testing of complex web applications. Skilled in building scalable UI/API test automation frameworks using Cypress and Playwright. Strong background in Agile teams, defect lifecycle management, and cross-browser compatibility testing. Adept at identifying root causes, improving test coverage, and accelerating release cycles. Collaborative team player with strong communication skills, experienced in Agile Scrum environments and committed to delivering quality at every stage of the development lifecycle. Trilingual: English, Turkish, and Persian.

## SKILLS

**Programming Languages:** JavaScript, TypeScript,

**Automation Tools:** Cypress, Playwright

**API Testing:** Postman

**CI/CD:** Jenkins, GitHub Actions

**Databases:** SQL, Oracle SQL, MySQL, MSSQL

**Version Control:** Git, GitHub

**Project Management:** JIRA

**Web Technologies:** HTML, CSS

**Methodologies:** TDD, BDD, Agile, Scrum

**Testing Areas:** Functional Testing, Regression, Integration, Smoke, Test Planning, Defect Tracking

## EXPERIENCE

### QA Automation Engineer

Costco Wholesale, Toronto, ON | August 2023 – Present

- Performed UI automation testing on Costco's e-commerce platform using Cypress across Chrome, Firefox, and Edge; conducted manual verification for Safari compatibility.
- Designed and maintained a Cypress-based test framework using Page Object Model, enabling reusable and scalable test scenarios.
- Automated critical flows including search, product listing, cart, and checkout, covering 90%+ of core user journeys.
- Converted legacy manual test cases into optimized Cypress scripts, improving execution speed and coverage.
- Authored and maintained internal QA documentation for automation onboarding and regression tracking.
- Executed smoke, integration, and regression test suites in CI/CD pipelines, reducing validation time by ~40%.
- Collaborated with cross-functional teams to identify and resolve UI defects throughout multiple Agile sprints, contributing to consistent product improvements.

## QA Automation Engineer

CVS Health, Toronto, ON | March 2021 – June 2023

- Conducted UI automation testing for CVS's Online Prescription Ordering platform, validating key workflows such as medication selection, payment, and order tracking.
- Designed manual test cases aligned with acceptance criteria and progressively transitioned them into reusable Playwright scripts.
- Developed modular test components and supported test data management across multiple environments.
- Validated API responses by comparing returned data with database and test data.
- Utilized SQL queries (Oracle DB) to verify backend data accuracy and assist with test data setup and validation.
- Documented test scenarios and edge cases to support both manual and automated regression efforts.
- Identified and reported UI/data inconsistencies using JIRA, contributing to a measurable reduction in recurring bugs.
- Participated in sprint planning and defect triage meetings, ensuring high quality standards under tight Agile timelines.
- Supported 15+ production releases with comprehensive smoke and regression execution.

## QA & Project Engineer

ITM Techsoft, Istanbul, Turkey | September 2018 – February 2021

- Conducted manual testing on a web-based production monitoring platform, verifying stability across 10+ deployments.
- Created detailed test plans and documented test case scenarios based on functional specifications.
- Designed and executed regression tests to validate business-critical modules before release.
- Utilized SQL queries to investigate and resolve data anomalies in databases.
- Coordinated with development team on test validations and deployment readiness.
- Provided basic on-site user training during system rollouts.

## CERTIFICATIONS

- Software Programming Certificate
- System Network Certificate

## EDUCATION

### Georgian College, Toronto

Ontario College Graduate Certificate – Business Management, 2023

*Dean's List | Georgian Scholar | GPA: 82.64*

### Ege University, Izmir, Turkey

Bachelor of Science (B.Sc.), Industrial Engineering, 2014

*Credential assessed by University of Toronto (CES) as equivalent to a Canadian bachelor's degree*