CAITLIN EYBERS

QA TESTER

CONTACT

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7560

LANGUAGES

English

Afrikaans

EDUCATION

Udemy

New Manager: The Basics and More of Being a Great Leader

Completed in 2024

Udemy

UI UX Design Patterns - by University UX Instructor

Completed in 2023

Pinelands High School

National Matric Certificate

Completed in 2013

References available on request

PERSONAL PROFILE

I am a detail-oriented QA Analyst with experience in web and mobile application testing, bug tracking systems and team leadership. I am experienced in testing digital products across the gaming, hospitality and entertainment sectors, including payment, onboarding, KYC-based user journeys. I have a proven ability to collaborate with cross-functional teams to ensure optimum quality.

WORK EXPERIENCE

QA Tester

Bluegrass Digital — May 2025 - Present

- Manual testing of web and mobile applications, incl. regression, cross-browser and cross-device testing.
- Collaboration with project managers, product owners, designers, devs and QA devs in an Agile environment.
- Experience in testing on CMS platforms including Wordpress, Umbraco and Optimizely.

Lead QA Tester

Elemental - Web Solutions — April 2024 - April 2025

- Promoted to Team Lead, managing and mentoring junior QA's.
- Improved docs, reporting standards and QA processes.
- Facilitated and coordinated QA and development teams to ensure quality delivery across numerous projects.

QA Tester

Elemental - Web Solutions — August 2023 - April 2024

- Performed manual QA on a variety of web app projects.
- Submitted weekly and monthly QA feedback reports.

KEY ACHIEVEMENTS

- Successfully trained, led and managed a team of 2-3 QA Junior Testers whilst providing support when needed.
- Tested projects across diverse industries notably the online gaming, hospitality and entertainment industries.
- Implemented process improvements such as a framework for mandatory proof of testing and more detailed QA reporting.

CORE COMPETENCIES

Manual QA | Web & Mobile QA | Test Case Documentation | Team Leadership | Agile | Jira | ClickUp | WordPress | Umbraco | Optimizely | Basic SQL