

Ivona Dzijan

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PROFILE

Career changer into Quality Assurance (Manual QA) with a strong foundation in usability testing and UI/UX and proven ability to work precisely under time pressure. Comfortable with structured documentation, presentations, and clear communication. Practical basics in API testing with Postman and SQL; currently working on ISTQB CTFL.

QA & TESTING SKILLS

Currently strengthening these skills through courses and hands-on practice.

- Manual testing fundamentals (test case thinking, exploratory testing mindset, defect reporting basics)
- API testing: Postman (creating requests, working with collections/environments, validating responses - hands-on)
- SQL: basic queries; basic database concepts
- Documentation & reporting: clear written notes, structured results, presenting findings

UI/UX & TOOLS

- Design thinking, prototyping, wireframing, personas, UI/UX strategy, responsive web design, usability testing
- Tools: Figma

CERTIFICATIONS & TRAINING

- Foundations of Software Testing and Validation - University of Leeds (Coursera)
- CalArts UI/UX certificates: UX Design Fundamentals; Visual Elements of User Interface Design; Fundamentals of Graphic Design
- ISTQB Certified Tester Foundation Level (CTFL) - working on

PROJECTS

- Website redesign (UI/UX): redesigning key pages, creating wireframes/prototypes, documenting usability improvements
- App concept (UI/UX): designed screens and user flows based on real-world user scenarios and usage cases

WORK EXPERIENCE

Cleaning Staff (Reinigungskraft) - IGK, Vienna

Feb 2024 - Jun 2025

- Worked as part of a team and coordinated tasks day-to-day
- Weekend shifts often in teams of two, requiring quick coordination and clear communication
- Trained new colleagues and showed daily routines step by step

ADDITIONAL EXPERIENCE

Freelance Art Commissions (remote)

- Clarified client requirements, managed revisions, and checked deliverables against expectations
- Communicated clearly with clients and delivered on deadlines

EDUCATION

Gymnasium Fra Martin Nedić, Orašje

Sep 2019 - Jun 2023 - Final grade: 3.3

Exam subjects: Croatian, Mathematics, English, Ethics

Croatian State Matriculation Exam

Jun 2023

Exam subjects: Croatian, Mathematics, English, History

LANGUAGES

Croatian (native) - English (C1) - German (B1, improving)