

QA ANALYST

GLOBAL LOGISTICS/QUALITY ASSURANCE

Baltimore, MD 21230 (Locust Point, McHenry Row)

In a modern world where expertise is often devalued, Shapiro stands strong at 104-years old. We're so compliant, that US Customs learns from us! We were also named one of the Best Places to Work in Baltimore.

Is there a seat on our boat for you? Want a career, not a job? Find out:

Shapiro is not your grandpa's shipping company. We have a track record of transparency, developing employees, and investing in our work environment like office space and technology. Our Paid Time Off policy is one of the most competitive in the country.

Shapiro's QA Analyst is responsible for validation and quality assurance across the different stages of the testing lifecycle. You will develop, design, and deploy test scripts. For complex modules, you will set up the test environment, contribute to the requirements documentation, and test design for different types of testing on our proprietary system that will undergo a major transformation.

You will have the opportunity to collaborate with some of the best talent in the industry to create innovative high-quality and defect-free solutions to meet our clients' business needs. You will be part of a learning culture where teamwork and collaboration are encouraged...excellence is rewarded...and diversity is respected and valued!

JOB DESCRIPTION

Typical duties include:

- Maintenance/administration of Windows & Linux servers (updates & patches).
- Agile work experience.
- Develop and execute test plans to ensure that all objectives are met.
- Implement and monitor test scripts to assess functionality, reliability, performance, and quality of the service or product.
- Identify and remedy defects within the production process.
- Recommend, implement, and monitor preventative and corrective actions to ensure that quality assurance standards are achieved.
- Compile and analyze statistical data. Ensure that user expectations are met during the testing process.
- Draft quality assurance policies and procedures.
- Investigate customer complaints and product issues.
- Ensure ongoing compliance with quality and industry regulatory requirements.

- Demonstrated experience in working with a mature application that requires continual evolution with changes stemming from new policies, updated processes, or external mandates. Ability to work with both the internal customer and the development and project management teams.
- Understanding of Regression Testing.
- Basic knowledge of HTML, CSS, C#, SQL.
- Own test strategies & review of System integration testing (SIT) and UAT.

SKILLS

Ability to remain engaged and focused. Excellent written and verbal communication skills. Ability to generate creative solutions and/or problem-solve. *Project management skills to handle a variety of customers on your desk. Ability to utilize current tech tools to increase efficiency and innovate solutions

- Very strong computer/tech skills (Excel, Office, proprietary databases).
- Critical thinker. Must be flexible, organized, detail-oriented, and team-oriented.
- Ability to effectively communicate with a variety of contacts, vendors, and departments required (internal and external customers). Skills, abilities, and aptitude to be cross-trained, step in, and contribute.
- Proven ability to interact with all individuals within the organization and be able to communicate information to customers and vendors. The ability to work as an effective member of a team.
- Ability to handle various tasks simultaneously under high pressure and within demanding time constraints. Reliable. Punctual. Organized.
- Discipline to implement and follow Standard Operating Procedures.
- FLSA status: Exempt. EOE.

EDUCATION AND EXPERIENCE

- Bachelor's degree in Computer Science, Engineering, Information Technology, Management Information Systems, or related field.
- 5 years of experience testing web applications including a broad range of technical skills; PHP preferred.
- International Software Testing Qualifications Board (ISTQB) or Certified Associate in Software Testing (CAST).

ABOUT SHAPIRO

Shapiro is a third-generation family-owned international shipping and logistics business, founded in 1915. For over a century, Samuel Shapiro & Company, Inc. has provided full door-to-door capabilities and proudly serves as a one-stop-shop for Customs brokerage and international freight forwarding services. It's simple – We Deliver. Problem Solved.

Please send all resumes via email to: Rich Lucas, Recruiting Manager rich@shapiro.com