

# Mark Custard

+13607710564 • mark.a.custard@gmail.com • Ridgefield, WA • [LinkedIn](#) • [GitHub](#) • [Portfolio](#)

## Full Stack Developer | QA Engineer | Test Automation

Quality Assurance Engineer with 6+ years experience testing complex applications across entertainment, fintech, and insurance industries. Built automated test frameworks from scratch, scaling to 700+ tests at Netflix with 90% reduction in manual testing. Proven expertise in mobile testing (iOS/Android), API validation, and cross-browser testing with BrowserStack. Full-stack development experience with React/Python. Strong background in Agile environments, CI/CD pipelines, and cross-functional collaboration with engineering and product teams.

## EXPERIENCE

### Full-Stack Developer (Part-Time)

*TAG Parking • Remote • October 2025 — Present*

- Designed and developed responsive React booking platform serving 3 user types (customers, drivers, admins)
- Built FastAPI/Python backend with PostgreSQL handling 5+ integrated APIs and real-time flight data
- Integrated Stripe payment gateway processing bookings with automated refund and promo code validation
- Implemented UK address validation with Ideal Postcodes API supporting complex locality parsing
- Delivered end-to-end platform in 4 months with comprehensive test coverage using Vitest and pytest
- Built responsive design tested across desktop, tablet, and mobile devices with cross-browser compatibility

### Senior QA Engineer (Contractor)

*Embrace Pet Insurance • Remote • June 2025 — December 2025*

- Built automation for 2 quote creation tools, streamlining validation workflows across multiple brands
- Added 400+ test cases to Testmo repository for comprehensive test management and reporting
- Performed comprehensive manual and A/B testing across web applications
- Utilized Salesforce CRM and Cosmos DB for data validation across insurance systems
- Collaborated with cross-functional teams using Azure DevOps for CI/CD deployment to production

### QA Analyst

*BlueinGreen (Netflix Contractor) • Remote • July 2024 — Present (Part-time)*

- Led testing for Non-Member Home Page across 5 platforms (TV apps, web, mobile, iOS, Android)
- Built Playwright automation framework from zero, scaling to 700+ tests over 18-month engagement
- Achieved 90% reduction in manual regression testing through strategic automation implementation
- Conducted A/B testing campaigns validating UI variants across multi-platform user base
- Led complex migration testing ensuring seamless transition between vendor platforms
- Tested Asset Editor features including batch operations and real-time preview functionality

### QA Analyst

*Stake (Fintech) • Remote • March 2022 — May 2024*

- Ensured quality of fintech web and mobile applications, reducing app crash rates by 20% through comprehensive testing
- Wrote unit and integration tests with mocked data for code coverage and integration testing
- Conducted A/B testing on user sign-up and onboarding flows to improve conversion across iOS and Android apps
- Performed API testing with ChaiJS and Postman for financial transaction validation and data integrity
- Utilized Python, SQL, and Pandas for data queries and test automation in financial systems
- Enhanced system monitoring with Google BigQuery and Zapier, reducing integration errors by 15%

## QA Engineer

*CSC Generation • Remote • July 2021 — May 2022*

- Collaborated with cross-functional teams to define and analyze requirements for new features
- Developed and executed comprehensive test cases, enhancing test coverage and accuracy
- Conducted regression and exploratory testing, maintaining overall product quality

## Software QA Analyst

*Kemper Insurance • Remote • April 2021 — July 2021*

- Developed and maintained test plans and cases, ensuring comprehensive test coverage
- Executed functional, integration, and regression tests with defect reporting and analysis
- Led scenario-based testing across diverse applications, coordinating with project partners

## Software QA Analyst

*American Access Casualty Company • Remote • January 2020 — April 2021*

- Crafted and executed detailed test scripts, cases, and scenarios for insurance applications
- Increased test efficiency by 25% through automated test processes aligned with business requirements
- Maintained rigorous defect documentation in Jira, collaborating with development teams for resolution
- Conducted cross-browser compatibility testing, resolving 95% of compatibility issues

## Junior Application Developer

*American Access Casualty Company • Downers Grove, IL • October 2018 — January 2020*

- Wrote, tested, and analyzed software programs and web applications throughout the production lifecycle
- Analyzed and corrected software errors, reducing error rates by 20% through systematic debugging
- Collaborated with customers to develop new features, improving product functionality and user satisfaction

## EDUCATION

Full-Stack Web Development Certification • Actualize Coding Bootcamp • 2018

Bachelor of Laws (LLB), Business Law • London Metropolitan University • 2006

## CORE SKILLS

**Testing Automation:** Playwright, Selenium, Pytest, BrowserStack, API Testing with Postman

**Mobile & Cross-Platform:** iOS/Android Testing, Cross-Browser Testing, Responsive Design Validation

**Development:** Python, JavaScript, React, SQL, PostgreSQL, FastAPI

**QA Process:** Test Planning, Agile/Scrum, CI/CD (Azure DevOps), Jira, A/B Testing