

Caius Muntean

Software QA Engineer

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Profile

Software QA Engineer focused on user-facing web products, with 8+ years in production-facing technical support and product investigation at Elegant Themes. I turn incomplete customer reports into reproducible technical evidence by connecting user context with browser behavior, WordPress environments, configuration, and implementation details.

My experience combines exploratory, functional, regression, API, and UI testing with targeted automation and clear defect communication. A web development background provides implementation context for testing frontend behavior, CMS and API workflows, authentication, role-based access, integrations, deployment risks, and security-sensitive boundaries.

Skills

- **Testing & Product Validation:** Exploratory, functional, regression, API, UI, negative, boundary, user-flow, authentication, authorization, role-based access, responsive, and cross-browser testing.
- **Bug Investigation & Web Debugging:** Browser DevTools, DOM/CSS inspection, console debugging, network tracing, environment analysis, defect reproduction, technical reports, customer-impact analysis, and developer-ready evidence.
- **Automation & API Tools:** Playwright, REST Assured, Selenium, Selenide, Postman, Java, JavaScript, and TypeScript. Training-project exposure to WebdriverIO and Cucumber/BDD.
- **Web Products & Delivery:** WordPress, PHP, HTML, CSS, REST APIs, React, Next.js, Git, GitHub, GitHub Actions, BrowserStack, deployment validation, smoke and regression checks, and release gates. Additional exposure to Jenkins and AWS-hosted environments.

Experience

TECHNICAL SUPPORT ENGINEER — PRODUCTION ISSUE INVESTIGATION & WEB DEBUGGING, ELEGANT THEMES (DIVI) — 2018–PRESENT

- Investigate customer-reported production issues across real WordPress environments, covering layout, functionality, browser-specific behavior, plugin and theme compatibility, configuration, and frontend failures.
- Turn incomplete reports into reproducible technical evidence with clear steps, expected and actual behavior, affected environments, screenshots or logs, technical context, and user impact.
- Use browser DevTools, DOM/CSS inspection, console and network analysis, WordPress configuration checks, and BrowserStack to isolate and validate failure conditions.
- Reproduce and document issues involving Divi, WordPress, third-party integrations, JavaScript, CSS, jQuery, PHP, and cross-browser behavior.
- Identify recurring patterns across thousands of support cases that may indicate regressions, product defects, compatibility problems, configuration risks, or documentation gaps.
- Collaborate with developers and product teams by providing reproduction details, customer context, validation feedback, and clear technical reports.

QA AUTOMATION PROJECT, DIAGNOSTIC CLINIC WEB APP — EPAM QA AUTOMATION PROGRAM, 2025

- Completed a hands-on QA automation project following a realistic cross-functional delivery workflow with backend and frontend engineers, project management, and a Product Owner.
- Contributed to validation scope, sprint test priorities, and release-readiness discussions by clarifying business requirements and prioritizing critical user workflows.

- Designed and implemented Java-based API and UI automated tests using REST Assured, Selenium, and Selenide.
- Validated patient registration, appointment booking, results management, authentication, role-based access, negative scenarios, request and response behavior, and data integrity.
- Identified and documented functional defects, edge cases, and inconsistent behavior for team review.

FREELANCE WEB DEVELOPER, INDEPENDENT PROJECTS — 2015–2019

- Delivered WordPress presentation and e-commerce websites from requirements and implementation through testing, deployment, client handoff, and maintenance.
- Developed custom themes and functionality using WordPress, PHP, HTML, CSS, and JavaScript.
- Tested responsive behavior, browser compatibility, forms, user flows, frontend rendering, content-management workflows, and client-managed updates.
- Diagnosed and fixed layout issues, runtime errors, plugin and theme conflicts, configuration problems, and hosting or deployment failures across client environments.
- Worked directly with clients to translate business requirements into practical, maintainable web solutions.

Selected Project

DEPLOY & TEST — WORDPRESS RELEASE AND TEST WORKFLOW PLUGIN, 2026

[Case Study](#) | [GitHub Repository](#)

- Created and released a WordPress plugin that allows trusted users to trigger configured GitHub Actions deploy and test workflows, follow status, review test summaries, and inspect an audit history without direct repository access or personal access tokens.
- Designed a risk-based QA strategy covering permissions, nonces, input validation, authentication, API failures, malformed responses and artifacts, duplicate submissions, cross-session concurrency, credential boundaries, compatibility, packaging, and uninstall behavior.
- Implemented layered verification with PHPUnit, mocked GitHub API behavior, seven Playwright Administrator/Editor/Subscriber journeys, local WordPress checks, a real GitHub App QA sandbox, and packaged-ZIP release validation.
- Documented a workflow-state restoration defect found during testing, implemented the product fix, added regression coverage, and published the release through GitHub Actions quality gates.

Training & Education

Automated Testing with Java — EPAM Training Program, 2025

Completed an automation framework using Java, REST Assured, Selenium, and Selenide: [GitHub Repository](#)

Automated Testing with JavaScript — EPAM Training Program, 2024

Completed a WebdriverIO login automation project: [GitHub Repository](#)

Master's and Bachelor's Degrees in Sports Science — 2013–2018

Babeş-Bolyai University (UBB), Cluj-Napoca, Romania

Web Development Course — 2014

Institutul Phoenix, Cluj-Napoca, Romania

Languages

Romanian (native), **English** (proficient), **Italian** (proficient)