

UX/UI Software Tester Volunteer

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Years : 2018-2023

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Summary

Software User Testing ;

- MyPhone App, (<https://www.hmdglobal.com/>) , Jan 2018-Jan 2019;
- Microsoft Outlook Mobile App, (<https://www.microsoft.com/>), Jan 2019-Jan 2020;
- Giffgaff Ltd (<https://www.giffgaff.com/>), Jan 2020-Mar 2022
- Twitter Inc. (<https://twitter.com/>), Dec 2022-Jan 2023
- SlideShare Inc (<https://www.slideshare.net/>), Feb 2022-Jun 2022
- Google Inc. (<https://search.google.com/search-console/about>), Apr 2020-Jan 2023
- Italiaonline (libero.it) (<https://www.libero.it/>), Jan 2023-Jan 2023



Software User Testing

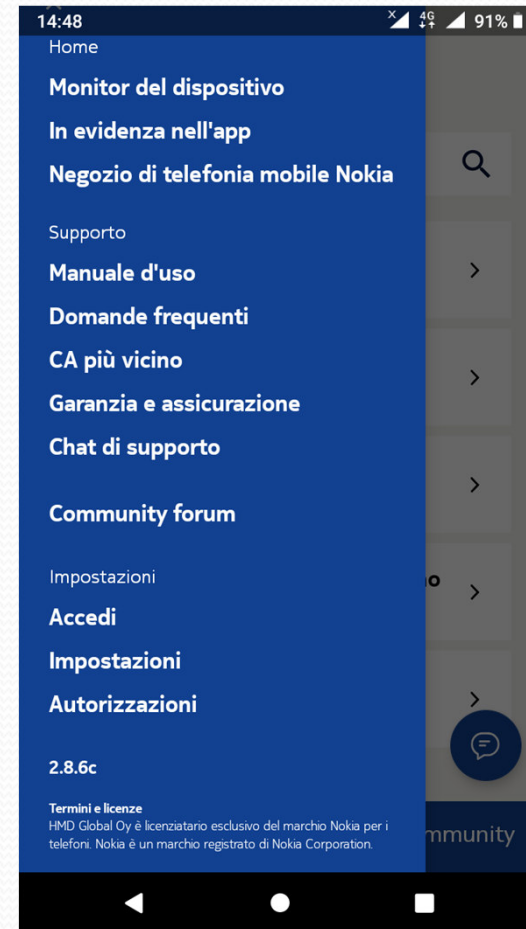
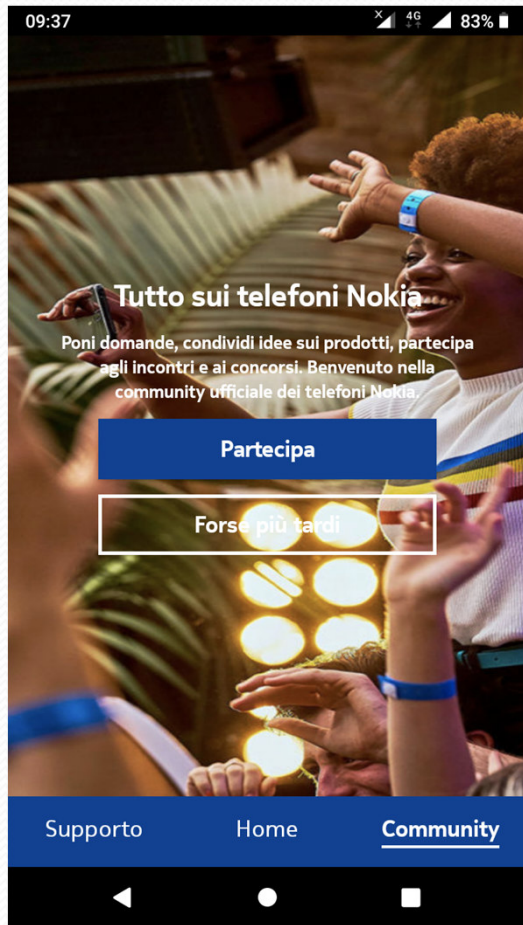
- The user testing phase is the test phase on behalf of the user of the released software applications in production by the Software companies. It is possible to provide feedback to the official developers and software testers regarding anomalies found by the user of the app through user testing . The activity consists in:
 - Reporting all the problems encountered while using the product;
 - providing personal suggestions for improving the software product;
 - Reporting any compatibility problems, which the user found in the personal app configuration.



1-MyPhone App, <https://www.hmdglobal.com/> , Jan 2018-Jan 2019, (remote, Espoo, Finland)

- The "User Testing" activity was born from the simple use of the application without having been recruited as an official tester, but in order to make the app usable for all users as well as for the individual user.
- Anomaly when the user was registering the mobile phone on the user portal of Nokia Inc. through the MyPhone App itself, to be used for any maintenance requests. The main problem was the Re-captcha box that blocked the registration and access to the app's functionality to monitor the device. The new official version released in 2019 has changed the method of access and registration, eliminating the re-captcha. Latest stable official version installed is the 2.86c.

2-MyPhone App, <https://www.hmdglobal.com/> , Jan 2018-Jan 2019, (remote, Espoo, Finland)

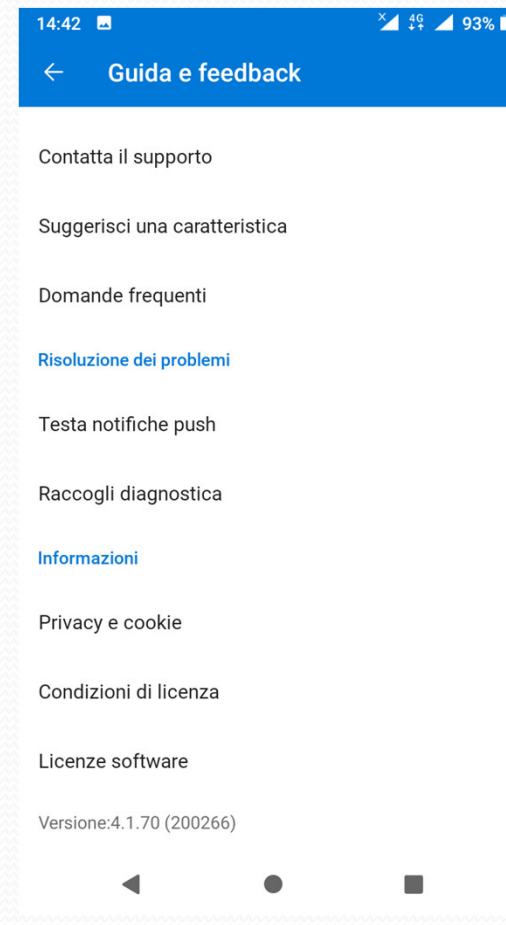
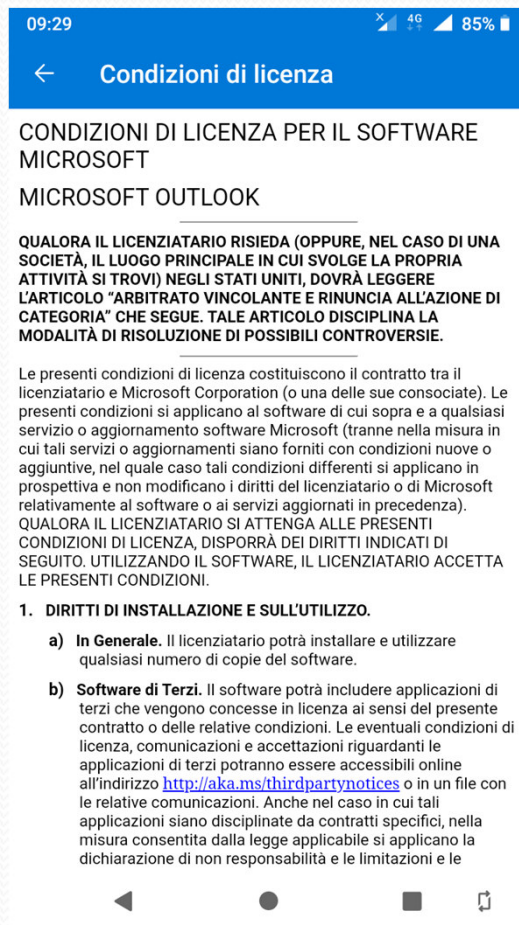




1-Microsoft Outlook Mobile, <https://www.microsoft.com/>,
Jan 2019- Jan 2020, (remote, Redmond, Washington, USA)

- The "User Testing" activity was born from the simple use of the application without having been recruited as an official tester, but in order to make the app usable for all users as well as for the individual user.
- The use of the software has encountered the following problems in the version 4.1.59:
 - Continuous crash problems when the emails were opened;
 - problem to the Draft folder which has kept the deleted draft emails since the versions 3.x of the app;
 - problems with the trash folder that kept stored all the deleted emails.
- The Problems have been fixed by two updates released in two working days bringing the app to stable version 4.1.70

2-Microsoft Outlook Mobile, <https://www.microsoft.com/>, Jan 2019- Jan 2020, (remote, Redmond, Washington, USA)



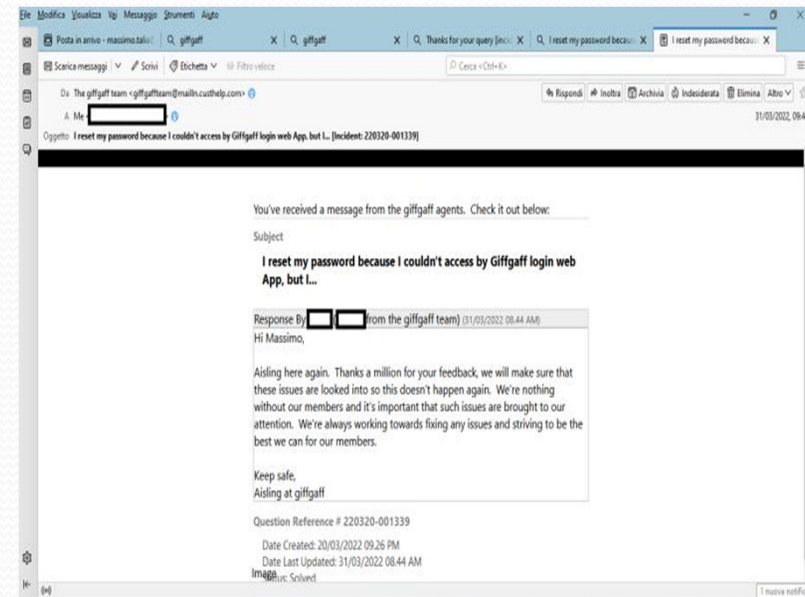
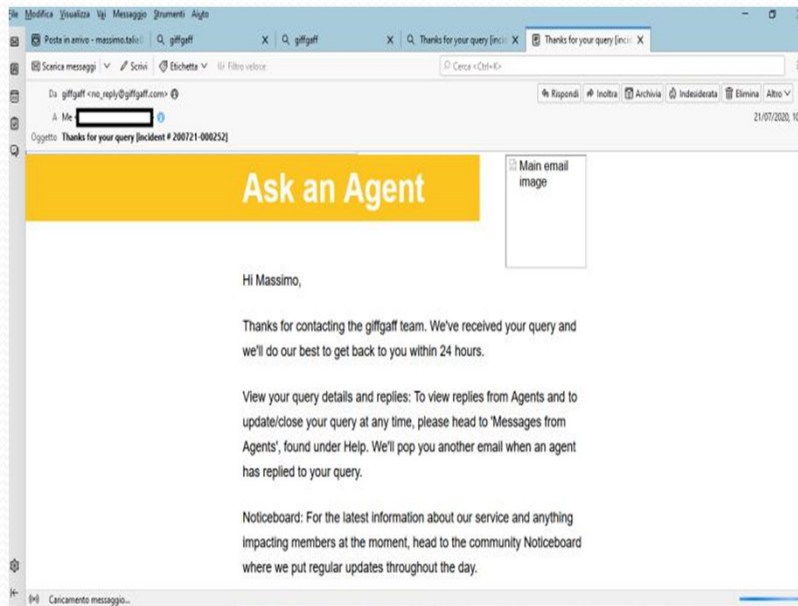


1-Giffgaff Ltd, <https://www.giffgaff.com/>, Jan 2020-Mar 2022, (remote, Uxbridge, UK)

User Experience software tester as a voluntary customer skilled in IT, no work contract :

- Testing SMSs in input and output for fixing issues of sending and receiving SMSs under roaming WindTre S.p.A/Three UK (reimbursement of some SMSs for 1£);
- Testing a wrong billing and got back 7£;
- Testing the roaming on WindTre/Three UK (before Wind S.p.A), now roaming on Tim S.p.A;
- Testing the Voice Mail activation abroad;
- Testing the Voice mail divertors abroad;
- Testing on Switched OFF the mobile signalling in order to set the vocal message, rather than rings when abroad;
- Testing the Giffgaff Account access page, blocked several times during the phases of COVID-19 (via email and vocal message).

2-Giffgaff Ltd, <https://www.giffgaff.com/>, Jan 2020-Mar 2022, (remote, Uxbridge, UK)

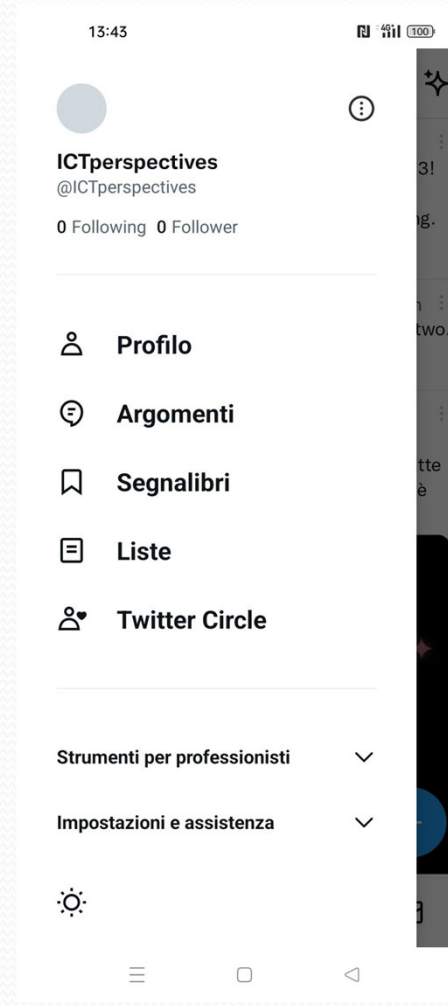
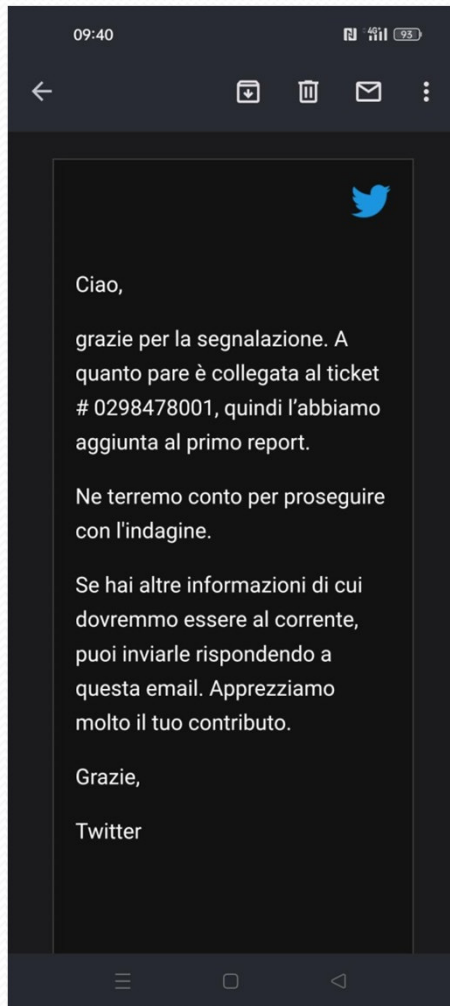


1-Twitter Inc. <https://twitter.com/>, Dec 2022-Jan 2023
(remote, San Francisco USA)

As an User Customer, not consultant I opened some tickets via email as an UX/UI software tester of Twitter App (not Twitter Lite or Twitter web app) for Android 12. Main issues:

- Unstable number of Followings/Followers in the first mask when the user is accessing more times in short/long time. The count is not always correct and often zero;
- the followings/followers are not scrollable from the first to the last one, especially when the number increase;
- block of sending the SMS authentication code in the 2FA, when the user logs in more than 3 times in short time (fixed and I switched off the 2FA).

2-Twitter Inc. <https://twitter.com/>, Dec 2022-Jan 2023 (remote, San Francisco USA)





1-SlideShare Inc. <https://www.slideshare.net/>, Feb 2022-Jun 2022, (remote, San Francisco USA)

As an UX software tester I tested Slideshare's web app and opened 3 tickets by email for fixing the follow incidents due to cyber attacks from Feb 2022-to June 2022 (the problems recurred several times):

- Blocked the access by email, although i changed many times the account access password. It was possible to access only by google account, not by email (fixed after less than one/two months, but the problem recurred for a long time);
- Slideshare loaded slides in greek language for children in my profile, although I've never loaded them (fixed after few days and recurred two times).

2-SlideShare Inc. <https://www.slideshare.net/>, Feb 2022-
Jun 2022, (remote, San Francisco USA)

The screenshot shows a SlideShare profile page for 'ICTperspectives | Taliawebs'. The profile includes a logo, an 'Edit profile' button, and statistics: 61 SlideShares, 15 Followers, and 0 Clipboards. The bio describes the profile as a modern bilingual blog in Italian and English, based on an automatic news distribution system and advertisement. It mentions the developer and administrator is engineer Massimo Talia. Below the bio are sections for 'Followers (15)' and 'Following (54)'. The main content area displays a presentation slide with the title 'της α' δημοτικού Για τα παιδιά της α' δημοτικού' and the author 'Επιμέλεια: Παπαδημητριάδου Ευγενία'. The slide has a pink floral background and a banner at the bottom. The presentation is 1 of 45 slides.

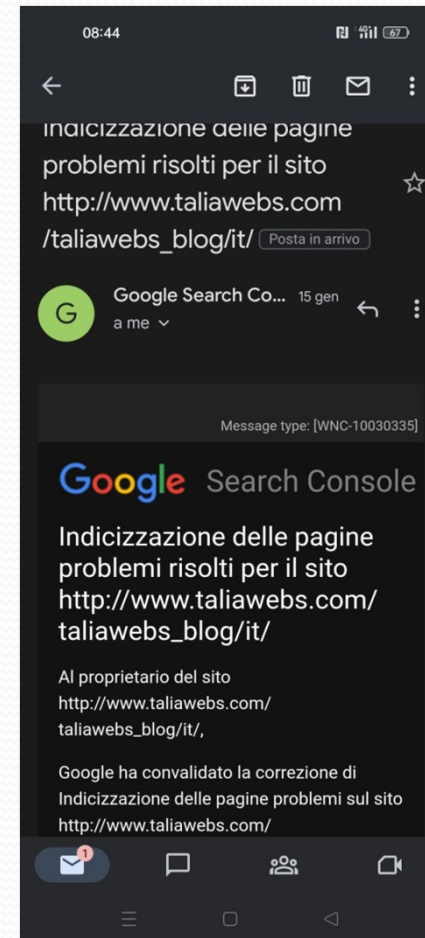
The screenshot shows a SlideShare error page. At the top, the browser address bar displays 'slideshare.net/ICTperspectives/edit_mypersonalinfo'. The page features a sad cartoon character and the message: 'Sorry! The page could not be loaded. This is probably a temporary error. Just refresh the page and retry. If problem continues, please check back in 5-10 minutes. You could also check out our [homepage](#) or search below.' Below the message is a search bar with the placeholder text 'Type text here ...' and a 'Search' button. A small icon of a person holding a tablet with the number '500' is visible on the left side of the page.

1-Google Inc. (<https://search.google.com/search-console/about>), Apr 2020-Jan 2023, (remote, Mountain View, USA)

Errors from Google's servers in positioning ICTperspectives and taliawebs.com over Google search engine. Many issues were only statistical problems of Google search engine. Google was sending by email the errors of positioning or other issues every time it was finding technical problems (discontinuous). The search engine problems are often statistical and due to Google's servers issues. Main problems:

- Positioning over Google Search Engine;
- rendering mobile UI over Google Search Engine of ICTperspectives and taliawebs.com mobile ;
- ICTperspectives connection to Google Analytics platform, lost many visualizations and statistics (updated to the new snippet in JavaScript and recovered many lost statistics).

2-Google Inc. (<https://search.google.com/search-console/about>), Apr 2020-Jan 2023, (remote, Mountain View, USA)





1-Italiaonline (libero.it) (<https://www.libero.it/>), Jan 2023-Jan 2023 (remote, Milan, Italy)

- Ticket n 2756302 about sincronization, sending and receiving email over IMAP server due to the third party OS bug from 23th Jan 2023 to the 30th Jan 2023 in Italiaonline S.p.a (a Libero Acquisition S.á r.l company). This issue has occurred before the incident date. An other problem was mainly of Phishing mails, mail spams, mail cyber attacks.

2-Italiaonline (libero.it) (<https://www.libero.it/>), Jan 2023-Jan 2023 (remote. Milan, Italy)

