[Senior QA Specialist (Operations)](https://persado.workable.com/backend/jobs/2352262/edit)

**Who We Are:**

Persado is the only Motivation AI platform that enables personalized communications at scale to immediately inspire each individual to engage and act. Organizations that use Persado reach a tipping point in their ability to understand their customer, generating powerful, on-brand content and communications that drive value.

As an employer, Persado is committed to creating a place where everyone’s unique perspective is valued. We understand that our team members and our inclusive culture are what make Persado special. Persado is proud to be named on Fast Company’s World’s Most Innovative Companies list in 2020, Built In’s Best Places To Work in 2021 & 2022, and Comparably's Best HR Team in 2022.

**What We Are Looking For:**

We are looking for a **Senior QA Specialist**, to join our growing **Ops QA team**. In this role, you will be working closely with the rest of the Operations teams, in order to ensure **top quality** of campaign deliverables by conducting thorough QA checks on campaign assets for clients of various industries **in multiple languages**.

**What You Will Work On:​**

* Perform QA and proofreading of all client-facing deliverables: utilize QA processes and tools to review textual, visual, and functional campaign content for digital and offline channels (e.g., Email, Paid Media, Web Page, SMS, etc.)
* Monitor the QA process of campaigns, debug issues and validate that fixes have been applied
* Utilize multiple information resources to verify accuracy of campaign information/configuration
* Track QA issues and report on quarterly QA targets
* Meet and strive to exceed QA error rate thresholds
* Ensure scope and objective of QA tests are clearly defined
* Implement automated or manual test cases, based on requirements
* Record/track life cycle defects by using defined systems
* Propose enhancements to internal processes/tools based on data for clients, channels, systems
* Participate in client calls when needed
* Timely respond to any QA request and work efficiently with Brand Content Strategists, Copywriters, Service Delivery Engineers, Customer Success and Product teams

**What You Bring: ​**

* Undergraduate degree in Quality Management/Assurance
* 4+ years of hands-on technical QA experience and proofreading
* Experience with cross-client or cross-browser testing tools like Litmus/EmailonAcid/Cross Browser Testing/Sauce labs etc.
* Basic understanding of JavaScript, HTML, and CSS
* Experience with reporting platforms (Google Analytics, Adobe Analytics, etc.)
* Strong computer skills, MS Office Excel and Powerpoint are a must
* Excellent written and verbal skills in English
* French and Italian native speakers will be preferred
* Impeccable attention to detail - **not accepting of anything less than perfection**
* Strong organizational skills, ability to juggle multiple tasks, using best judgment for prioritization
* Proactive, flexible, self-starter, team-player, efficient, accountable

**What We Offer:**

Achieve your life goals and work goals at Persado.

* Persado’s hybrid working model empowers both remote and in-office work equitably!
* Competitive and equitable compensation
* Generous benefits packages globally
* 401k matching (USA); Pension Scheme (Certain EU locations) to prepare for your future
* We encourage professional growth through our dedicated enablement and training teams, as well as on demand tools and resources
* $1250 Employee Enrichment Fund to pursue a passion or upgrade your home office!
* Structured onboarding program to ensure a confident start and long-term success for new hires!
* Strong emphasis on career development and mobility, continuous feedback loops and performance management
* Flexible time off to support work-life harmony (including Summer Fridays)
* #PersadoCares! 2 paid Volunteer days per year and $100 charitable donation match
* Robust Diversity, Inclusion and Belonging initiatives; culture month celebrations, monthly diverse speaker series, commitment to bias-free recruitment, ERGs (#culture, #mindsmatter, #parents, #women, #green, #pride and growing)!
* Recognition, Rewards and Ideas to Action programs to recognize the contributions and impact of Persadoans across the globe!

Valuing diversity at Persado means recognizing and respecting human differences and similarities. Persado is committed to diversity with respect to all aspects of employment. All decisions regarding recruitment, hiring, promotion, compensation, employee training and development, and all other terms and conditions of employment, will be made without regard to race, religious beliefs, color, gender identity, sexual orientation, marital status, physical and mental disability, age, ancestry or place of origin.

**\*Kindly submit your CV in English\***

Classification: Public