

Contact

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Lisa Zhou

Test Escalation Engineer at Google
San Jose, California

Summary

- Over 10 years of software quality assurance and testing experience on web based and client-server applications.
- Detail-oriented, self-motivated, flexible and highly productive software tester with the ability to adapt quickly to new technologies.
- In-depth experience with many popular commercial and social network websites.
- Excellent web research skills and analytical abilities
- In depth knowledge of Windows platform and its web browsers. Proficient with many web applications and computer related tools. Familiar with other operating systems and web browsers: MacOS, iOS, Android, Chrome OS, Safari, Chrome, Firefox.
- Familiar with Google product lines like Google web/mobile search, Google+, Gmail, YouTube, GDoc, GCalendar, Google Play, Google Music, etc.

Experience

Google
Test Escalation Engineer
2011 - Present
Mountain View, California

- Triage customers' reports and file bugs into tracking system.
- Review customers' reports and confirm reports into appropriate clusters
- Modified existing clusters or create new clusters based on customer reports. This requires an extensive knowledge of the product.
- Provide product insights for product teams by capturing high level aggregate feedback reports.
- Monitor and update FAQ, postings, blogs forum to address commonly asked questions related to users' reported issues.
- Capture and measure various metrics such as # of bugs filed, bugs fixed, rate of triaging and various trends over time.
- Work collaboratively with offshore teams on regular basis.

- Using blogger as platform for common communication like issue spike, new clusters, observations, clarifications, meeting notes, etc.

eBay Inc

Software QA Engineer

June 2000 - October 2008 (8 years 5 months)

San Jose, California

Responsible for functional, API, and Batch testing of complex, multi-tier Java Swing based software application. The focus is on supporting the QA effort for current and next-generation of backend and front-end solutions. Work with other QA engineers, developers, PM, DBA, and operation teams to ensure successful and timely delivery of software.

- Create test plans and test cases for various eBay projects based on PRD (Product Requirement Document)
- Create automated test cases for project during feature testing and regression phases using eBay's automation testing tool.
- Execute planned testing tasks and provide timely and accurate analysis of findings.
- Proactively solve problems including trouble-shooting for bug isolation.
- Communicate effectively with developers, operations, release management, and peers
- Responsible for testing in the following areas: functionality, reliability, integration performance, and security with Oracle DB.
- Led several major EPS projects such as EPS Flash, Annual price change, and Basic EPS.

Adobe

Software QA Engineer

November 1996 - June 2000 (3 years 8 months)

San Jose, California

> Software QA Engineer for Adobe Acrobat (1999 - 2000)

- Responsible for testing Adobe Acrobat Distiller software on both PC and Mac platforms.
- Developed and executed the PostScript test files on Distiller to verify the outputs against Adobe PostScript printer
- Implemented and developed functional, boundary, compatibility and regression test suites.

> Software QA Engineer for Printer Driver (1996 - 1999)

- Responsible for testing the Adobe Window-based Postscript Printer driver for Win95 and NT4.0.
- Created test matrices, and performed black & white box test.
- Wrote test automation scripts using QA Partner and in-house developed test tools for white-box testing of Postscript printer driver.

Beijing Normal University

Teaching/Lab Assistant

September 1985 - March 1989 (3 years 7 months)

Beijing, China

- Worked as lab assistant in the computer lab for the undergraduate and graduate students.
- Help students troubleshoot/debug computer program projects.

Education

International Technological University

Certificate of Software Testing and Quality Engineering

Beijing Computer College, P.R. China

Bachelor of Science, Computer Science