

ADAM SANTILLANA

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SUMMARY OF QUALIFICATIONS

Specializing in regression testing, black and white box testing, creating test plans, developing test cases to catch corner and edge cases of new software. Triaging automation test results and debugging high level problems with the development team.

EDUCATION

Bachelor of Science, Information Sciences and Technology

Pennsylvania State University

Graduated June 2020

- Major GPA: 3.70, Cumulative GPA: 3.6

RELEVANT WORK EXPERIENCE

Software Quality Engineer

August 2019 – Present

Ryzen Solutions (Contractor)

Apple, Inc.

Cupertino, CA

- Create and maintain test plans and test scenarios, including creating test cases and requirements for unreleased products.
- Perform regression testing, black/white box testing, acceptance testing, and performance testing.
- Triage and develop test suites for our automated testing framework.
- Document software defects using bug tracking system and reported defects involving program functionality, output, input, and content to software developers.
- Streamlined QA processes, increasing testing efficiency and reducing testing time by one person-day.
- Communicate effectively with the software development team, becoming a valued “go-to” team member for challenging test cases.
- Perform system, unit, performance, load, regression, stress and data interface testing.
- Participate in bleeding edge root testing to track and report urgent software changes for immediate deployment.

Genius/Technical Advisor

October 2015 – August 2019

Apple, Inc.

Seattle, WA

- Take partnership with our business team and implement a plan to increase store wide business engagement, resulting in a 45% increase in business customer engagement and satisfaction quarter to date.
- Develop best practices for technicians to follow and implementing them, resulting in a team wide increase of conversions of support customers to sales customers by 12% quarter to date.
- Troubleshoot 20-40 mobile devices daily including iPhone, iPad, iPod, and Apple Watch.
- Perform hardware repairs on 24-35 mobile devices daily including displays, speakers, receivers, and cameras.
- Resolve customer issues and de-escalate interactions with upset customers, resulting in an increase of monthly net promoter score by 20%.
- Implementing a system for identifying opportunities to create business introductions and create longer lasting relationships with customers through our business support options.
- Implementing a system for checking in customers which reduces wait times by an average of 10 minutes, improves net promoter score by 10% and increases the number of customers helped each day by 20%.

LANGUAGES AND TECHNICAL SKILLS

- **Programming/Database Languages:** C++, Java, SQL
- **Networking:** Routers and Switches, NAT, VLANs, Security, IPv6, DNS, WLAN, OSI Model, DHCP