

Alexander Gates

Software Quality Assurance Test Engineer

👤 Profile

Senior Software Quality Assurance Engineer with 5 years of experience in problem-solving and attention to detail. Passionate about ensuring the quality and reliability of software products. A result-oriented professional who thrives in challenging environments. Looking to leverage expertise to contribute to the success of a dynamic software development team.

📁 Employment History

QA Test Engineer at ControlUp, San Diego

May 2022 — Present

Delivered high-quality product releases and hotfixes to production every week.

Worked closely with developers, QA, and management under an Agile environment to build on testing efforts, as well as software releases, including integration, regression, system, performance, and user acceptance / UAT testing.

Documented and evaluated test results; tracked and managed defects, and worked hand in hand with the development team to troubleshoot a wide variety of issues.

Provided updates on project progress, including test cases executed, bugs discovered, and bugs fixed.

Worked with a team of geographically dispersed manual and automation testers located across multiple time zones.

Tested and debugged End User Computing (EUC) products that collect, process, and visualize data from Windows 10/11, MacOS, and Linux desktops/thin clients gained at a commercial software product company.

Experience troubleshooting Windows computers, editing the registry, configuring a Group Policy Object (GPO), deploying applications, etc.

Experience with VMware or VirtualBox, and Parallels

Experience with Linux, Windows, and Mac

Experience with lean agile process, CI/CD principles and tools, Azure DevOps.

Senior Software Quality Assurance Engineer at OpenText, San Diego

June 2019 — May 2022

Participated in all aspects of product delivery, including review of user stories, acceptance criteria, and functional specifications

Interpreted product specifications and developed comprehensive test designs/plans to perform functional and load testing.

Details

San Diego

United States

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Skills

Manual Testing

Inventory Control

Troubleshooting (Problem Solving)

Azure DevOps

Reconnaissance

Procurement

Microsoft Windows

TCP/IP

Gitlab

Planning

Software Development

Load Testing

Security Testing

Relational Databases

Shell Script

Functional Testing

Quality Assurance

Software Quality (SQA/SQC)

Python (Programming Language)

Accountability

Storage Area Network (SAN)

Extensible Markup Language (XML)

Emerging Technologies

Github

Regression Testing

Leverage

Performed the required tests to validate the feature's functionalities and performance.

Configured and maintained testing environments.

Developed test tools and applications that helped with the release of the product.

Tested N-Tire enterprise applications/services across the internet

Experience in multiple programming/script languages (e.g. C/C++, C#, Shell Script, Batch, Python)

Experience testing web service and technologies being used with web services (JSON, XML, HTTP)

Good understanding in how Internet traffic works, and the network protocol (e.g. TCP/IP, UDP) being in enterprise/WAN

environment

Strong understanding of relational databases

Working knowledge of the general Web security landscape, architectures, trends, and emerging technologies.

Solid understanding of the full software development life cycle.

Good understanding of Windows, Mac, and Linux Operating Systems.

Very adaptive to fast-changing environments, was able to acquire new skillsets as required

Communicated affectively among teams with a wide range of technical backgrounds and experiences.

Collaborate with cross-functional teams to identify areas for improvement in the software development process and recommend solutions.

Inventory Control Specialist at HM Electronics, Carlsbad

February 2014 — May 2019

Prepares technical BI reports by collecting, analyzing, and summarizing information and trends to gain insights on large data.

Extracting, interpreting, and analyzing large data to identify key performance indicators to create interactive dashboards.

Conduct insightful ad hoc analyses to investigate ongoing or one-time operational issues. Oversee inventory and order additional products and supplies when needed.

Evaluate the selection and shipping process and work to improve efficiency.

Develop and implement inventory control strategies to optimize inventory levels and minimize stockouts and excess inventory.

Collaborate with cross-functional teams, including logistics, procurement, and finance, to ensure accurate and timely inventory management

JIRA

JSON

Reliability

Web Services

Operating Systems

Inventory Management

Management

Agile Software Development

Communications

DevOps

Linux

Integration

All-Source Intelligence

Electronics

Indicators

Automation

VirtualBox

Editing

Key Performance Indicators (KPIs)

Group Policy

Commercial Software

Languages

English

Intelligence Analyst at (35F), US Army, San Diego

June 2009 — May 2017

Awarded the Command Team Coin for Excellence in 2014

Coordinates and participates in the planning, tracking, and/or executing strategic and tactical intelligence operations.

Prepare all-source intelligence products to support the combat commander Provide support to the Intelligence, Surveillance, and Reconnaissance (ISR) Synchronization process.

Identify and extract essential information from intelligence products and investigations, analyze the data, and synthesize the information into reports that can be disseminated.

Develop specific expertise, discern complex behavior patterns, and provide an accurate understanding of present and future threats.

Logged and filed classified documents

Trained and instructed subordinates and supported units on Information Security and Information management.

Received and implemented combat orders and directed deployment of personnel in offensive, defensive, and retrograde operations.

Prepared operation plans and orders to support the security of resources and installations.

Maintained complete accountability during the redeployment of all sensitive items and communication equipment.

Education

Software Engineering, UNIVERSITY OF PHOENIX, San Diego

September 2012 — June 2015

Music, Point Loma Nazarene University, San Diego

August 2006 — June 2010