

CA, San Diego  
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# ALEXANDER GATES

SENIOR SOFTWARE QUALITY ASSURANCE ENGINEER

## PROFESSIONAL SUMMARY

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

MAY, 2022 - PRESENT

### QA Test Engineer, ControlUp, Remote/San Diego, CA

- 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 as well as defects, track / manage defects, 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 as well as 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.

JUN, 2019 - APR, 2022

### Senior Software QA Engineer, Webroot/Opentext, San Diego, CA

- 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
- 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 language (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 understand of Windows, Mac and Linux Operating Systems
- Very adaptive to fast changing environment, 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 software development process and recommend solutions.

# EMPLOYMENT HISTORY

FEB, 2014 - JUN, 2019

## Inventory Control Specialist, HM Electronics, Carlsbad, CA

- 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 various 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

JUN, 2009 - MAY, 2017

## Intelligence Analyst (35F), US Army, San Diego, CA

Awarded the Command Team Coin for Excellence in 2014

- Coordinates and participates in the planning, tracking, and/or execution of 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 patterns of complex behavior, 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 security of resources and installations.
- Maintained complete accountability during redeployment of all sensitive items and communication equipment.

# EDUCATION

SEP, 2012 - JUN, 2015

## Software Engineering, University of Phoenix, San Diego, CA

AUG, 2006 - JUN, 2010

## Music, Point Loma Nazarene University, San Diego, CA

# SKILLS

Manual Testing



Functional Testing



GitHub/GitLab



AzureDevOps



TestRails



MacOS



Security Testing



Regression Testing



Agile Methodologies



Software Development Life Cycle (SDLC)



Jira



Windows



Adaptability



REFERENCES

Ivy Bestpitch

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