LINDSEY MARTIN

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PROFESSIONAL SUMMARY

Passionate individual with an academic & professional background in digital health. Ability to establish priorities and meet challenges head-on. Strong, organized, and independent worker. Always accepts new challenges.

SKILLS

- Recruitment, scheduling   coordinating
- Microsoft Office, Excel, PowerPoint, Access, Keynote, Numbers
- Google Suit, Zendesk
- HTML/CSS, BigQuery, Jira, Atlassian, TestRail

- Self-motivated and detailed
- Skilled multi-tasker
- Quick, adaptable learner
- Excellent problem-solving abilities
- Outstanding interpersonal skills
- Cross-functional worker

WORK HISTORY

Software Quality Engineer, 06/2020 to Current
Vida Health, Inc. – San Francisco, CA

- POC for all company Web Applications, and sole QE for 2 CFT teams. Estimate, prioritize, plan, and coordinate testing activities for web applications. Drive higher quality through appropriate test plans. Own full end-to-end feature testing.

- Developed, maintained, and own all web test cases in TestRails for multiple web applications. Test/Regress/Troubleshoot multiple platforms. Produce autonomously, maintain, and proactively improve testing plans. Mentor as well as assist in test case management, and test methodology.

- Troubleshoot & resolve environmental issues (QE branches, Release Branches, Staging, & Production). Research, analyze, track, and report on issues utilizing Atlassian tools. Work within the agile development process.

- Release Coordinator for web deployments and production releases. Develop standards, procedures, and appropriate feature test plans to determine product quality as well as release readiness.

- Owns the building of synthetic tests in DataDog to create better monitoring for production environments and assists with smoke testing staging/webserver deploys. Owner of the web SLOs synthetic tests dashboard. Currently learning basic automation skills utilizing Cypress with JavaScript.

Technical Solutions Engineer, 09/2019 to 06/2020
Vida Health, Inc. – San Francisco, CA

- QE point of contact for the Web Development Team. Created test cases in TestRails for mobile applications, and web applications. Test/Regress/Troubleshoot platforms end-to-end. Worked within agile methodologies to assist the development team utilizing Atlassian / Jira. Some knowledge in setting up testing environments to verify certain Splits not accessible on the production side.

- Properly identify/ diagnose technical bugs in the product, troubleshoot them, and escalate them to the development team when needed. Work with QEs to manage and prioritize bugs and bug triage duties.

- Proficient product knowledge in order to identify issues, and clearly communicate the context of issues when they arise. Comfortable with XCode, Android Studio and associated mobile troubleshooting tools. Work within Fabric to verify client crashes, and issues.
- Work cross-functionally with the other teams in order to maintain a stable product. QA all platforms before weekly releases alongside QE in order to ship a solid product and create an exceptional user experience.
- The first point of contact for Coach/ Client support, and all other support related topics. Escalation-point for all technical issues. Serve as a liaison between clients, clinical teams, and development teams. Manage and offer guidance to the company's 3rd party agents to assist with supporting the product.

Customer Support, 05/2018 to 09/2019

Vida Health, Inc. – San Francisco, CA

- Maintain Customer Support Excellence. Kept ticket response time under 6 hours. Kept ticket resolution time under 12 hours. Built the company support website for both external and internal use.
- Created and managed an efficient and helpful knowledge base. Created help center articles for external consumption. Created knowledgeable content videos to accompany help articles
- Worked with the Product & Marketing Team to create a better user experience for the clients. Assisted the company ship and maintain a stable app. Routinely attended Onsite Events to help promote, sell the product, and established new business relationships.
- Versed in all platforms in order to understand and establish support material for the company.

Healthcare Analyst Contractor, 05/2017 to 05/2018

UCSF Benioff Children's Hospital – San Francisco, CA
- Data collection and data analysis focused it the Neonatal Intensive Care Unit.
- Compiled, modeled, validated, and analyzed data needed by the department.
- Prepared tables, graphs, fact sheets, and wrote reports summarizing research results.
- Outlined the appropriate process and procedures necessary to fulfill and complete inquiries.
- Analyzed health records and produced monthly reports using Access/Excel spreadsheet functions.
- Interpreted research findings and summarized data into reports. Submitted protocols and other required research documentation.

User Studies Facilitator Contractor, 10/2016 to 02/2017

Apple, Inc. – Cupertino, CA
- Facilitated user studies sessions to support the software, firmware and algorithm design and validation of input mechanisms on various hardware products.
- Facilitated one-on-one to large group study sessions and worked in usability testing environments.
- Observed, and took detailed notes for superiors to create better procedure protocols.
- Collaborated cross-functionally with design, engineering and product development groups.
- Worked on several fast-paced projects across diverse technologies simultaneously.

Undergraduate Research Assistant, 03/2015 to 08/2016

Neuroscape Lab, Sandler Neurosciences Center, UCSF – San Francisco, CA
- Cognitive research focused on mindfulness and meditation.
- Planned and implemented cognitive experiments on human subjects. Collected empirical data from those subjects.
- Recorded data for the overall project and detailed each individual trial throughout the different blocks.
- Administered screenings, consent forms and study protocols. Worked with EEG, fMRI, & TMS on human subjects.
- Assisted a Post-Doc with designing a program to test, read, store, and analyze the data from the study.

Education

Certificate: Full-Stack Web Development, 03/2022 – 09/20222
University of California, Berkeley Extension - Online
- Full Stack Web Development Coding Boot Camp

Associate of Science: Web/Multimedia Management & Webmaster, 08/2019 – 12/2021
Riverside City College - Online
- Coursework in Intro to Computer Information Systems, Intro to Web page Creation, Advanced Concepts in CIS, PHP Dynamic Web Side Program, Web Development 1, Intermediate Web Page Creation, Program Logic Using C++, Designing Web Graphics, Web Programming: JavaScript, Intro to Dreamweaver, Fundamentals System Analysis

Bachelor of Arts: Psychology, 05/2016
University of San Francisco - San Francisco, CA
- Focus in *Neuroscience*

- Coursework in Abnormal Psychology, Biological Psychology, Child Development, Cognitive Psychology, General Biology, Cellular Biology, Human Physiology, Psychology of Sexuality, Learning- Memory, Neuroscience, Psychological Statistics, Psychoanalytic Theories of Personality, Research Methods, Advanced Research Methods in Cognitive Neurotherapeutics, Social Psychology, Developmental Psychology

References

References available upon requests.