Jamil Akram

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Summary

I'm a collaborative problem solver that has experience in the technology field. I thrive in detail-oriented positions where I can put my organizational skills to use. I'm client focused and I strive for a positive experience for everyone involved.

Work Experience

- **Land Surveyor Technician, Bush, Roed, and Hitchings, March 2020 – March 2021**
    - Construction monitoring
    - Construction layout and staking
    - ALTA surveys
    - Maintained equipment, supplies, and vehicles

- **QA Test Engineer, High Fidelity, July 2018 – December 2019**
    - Embedded with several teams throughout my tenure – Avatar, Installer, Client, Create Tools, UI/UX
    - Found, regressed, and tracked defects for two products over five platforms
    - Worked with developers, PMs, and C-suite stakeholders to develop test plans for upcoming releases
    - Advocated for QA best practices in our sprint planning meetings
    - Ran nightly smoke tests and deployed verified builds through our automated deployment system
    - Continuously updated the master test suite to reflect updates to our software
    - Ran scripted rendering performance tests to benchmark our software's performance on low and high-end performance machines over time
    - Reduced our master test regression by 60% saving the company weeks of test time

- **QA Test Engineer, Bluefire Productions, November 2014 – July 2018**
    - Estimated, prioritized, planned, and coordinated QA Department activities
    - Handled all of User Support across three platforms: iOS, Android, and Windows
    - Reduced user support response time to less than 24 hours by instituting a maximum two-day waiting period for responses.
    - Redesigned test plans into modules to make testing more efficient. This lead to a reduction in test time by 40% while still maintaining a high degree of confidence in quality.
    - Integrated Accessibility features for impaired users into a new app
    - Tracked down, reassigned, and resolved outstanding issues in our defect manager leading to a reduction in bugs assigned to QA by 25%
    - Maintained a weekly standup with developers, account managers, and principal stakeholders on testing activities

- **Jr. QA Test Engineer, Bluefire Productions, July 2014 – November 2014**
    - Executed test plans for Android, iOS, and Windows platforms
    - Handled User Support for Android and Windows platforms
    - Logged and tracked defects
    - Ran back-end Sync and Analytics tests for our White Label partners

Education

- Certificate in Software Testing, University of Washington
- B.A., English, University of Kansas