

George Perkins

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PROFESSIONAL SUMMARY:

- An experienced Quality Assurance Professional who is passionate about QA testing.
- Experience creating QA matrix and using Jira and many tools for bug tracking techniques, execution, regression and resolution
- Proficient in adhering to Agile or Waterfall methodologies for full lifecycle
- Experience as team lead in development and sustainment QA teams
- Experience with various hardware including autonomous vehicles, mobile devices, desktop and laptop hardware
- Prior employment includes, Cardfree, Asurion, Adobe, and Microsoft
- Possesses excellent communication skills.
- Proficient in test case execution, writing test cases, bug tracking, blackbox testing, greybox testing, RestfulAPI testing and automation via Jmeter
- Resides in Pacifica, CA
- Available for interview

TECHNICAL SKILLS:

OS: Windows, Unix, OSX

Platforms: Mobile (Android, iOS), Desktop (Windows, Apple, Linux)

Tools: JIRA, Bugzilla, HP Quality Center, Firebug, Chrome Debug, ADB Tools, Jmeter, CharlesProxy, MySQL, MongoDB

Test Methodologies: Agile, Waterfall

Other: QAMetrics, XML, Codecs, H.264, MP3, MPEG2, TCP/IP (configuration and sniffing), system imaging, imaging formats, Automation Test Harness creation, JSON, MySQL, MongoDB.

PROFESSIONAL WORK EXPERIENCE:

Cruise / General Motors (2/11/2019 - Current)
Automated Vehicle Technician (Level 2)

As an Automated Vehicle Technician, my responsibilities are as follows:

- Install designated builds onto automated vehicles and verify successful installation
- Troubleshoot issues with launching AV software when failures occur
- Evaluate automobile performance in the field and provide feedback to developers on issues relating to how the vehicle handles various scenarios
- Train new resources added to the AVT team

Cardfree 12/14/2015-4/1/2018

QA Engineer

As QA engineer for the platform development team. My responsibilities included the following:

- Creating automation scripts to verify newly created content and to exercise new, existing and updated Rest API's
- Create automated test harness to continually verify Json-based content that is delivered to mobile devices
- Verify account modifications in Mysql via BE calls
- Verify transaction tracing in MongoDB

As a QA Lead for Asurion, responsibilities included the following:

- Contributed to the development and sustainment of a mobile cloud-sync solution.
- Provided end-customer technical support (both phone and email).
- Validated UI paths based on tiered account permissions.
- Verified accounts via HTTP post of modified XML data.
- Created details, articulated test cases for manual execution and automation development.
- Executed test plans (full and reduced) for mobile platforms with integrated server (Spring framework) and web front-end (Ajax).
- Supported handset experience with Android and Apple devices
- Worked with automation team to define test cases for implementation.
- Developed various products utilizing either Agile or Waterfall methods.
- Managed test resources (onshore and offshore) for product certification across various carriers (Verizon, ATT, Sprint, T-Mobile, US Cellular, Rogers, 3UK, Virgin Mobile UK, Bouygues France).
- Managed QA handset porting and continuous improvement efforts across mobile platforms, server and web.
- Maintained Bug Database for all projects (using JIRA, HPQC) including metrics tracking and reporting.
- Contributed to defining QA process within Agile and Waterfall execution.
- Worked with Technical Support to provide solutions for customer issues in the field.
- Parsed device and server log files to identify issues with component transactions.
- Performed unit testing of xml data for transaction validations amongst internal Asurion systems and external customer billing systems.

Accomplishments:

- Authored 75-80% of all test cases and defined test case writing process with the intent to automate them.
- Worked with clients to resolve any questions on product functionality.
- Designed, created and maintained a lab of 40+ systems for remote handset testing (blackbox, greybox, automation and development).
- Optimized test scope for application validation on various mobile hardware testing. In many cases, by 75% based on statistical data and manufacturer analysis.
- Implemented a 2-week onboarding process for new employees using a syllabus emphasizing use of tools, detailed test cases, defect management and log analysis.
- Built and maintained a testing lab for Grey, Whitebox and Automation testing.
- Delegated QA duties across several geographies to optimize the amount of work completed within 24 hours (follow-the-sun model).
- Managed a continuous QA improvement model that utilizes porting resources. The result is an improvement in product quality without significant impact to budget.
- Created an automated QA Metrics report bridging data stored in both HP Quality Center and Jira.
- Optimized testing for multiple clients and reduced test execution time from 2 weeks to 1 day.
- Optimized test resources to reduce resource utilization by 50%.
- Provided a cost effective solution for testing mobile handsets locally and remotely for North American and European carrier environments.

Microsoft 11/2006-07/2008
QA Tester

Description: Quality assurance for U-verse IPTV product. Primarily, I validated AV hardware decoding of video streams. Codec stream validation covered VC1, H.264 and MPEG2/4 streams in conjunction with AC3 and AAC audio. Validated Unicast and Multicast streams.

This validation was done in conjunction with mfrtp and rfc2250 protocols. Analyzed AV issues in the pipeline between encoder and client under a variety of environments. Ran lab tests for long term validation and stability. Reported issues into the bug database (custom MSbd).

Key responsibilities:

- Reported issues relating to macroblocking, packet-loss
- V sync decoding issues with specific codecs.
- Verified stability of both client software running under Windows CE with both client software and hardware. Report encoder, codec, multicast and/or server issues.
- Modified and created test plans that stress stability in short-term and long-term environments.
- Addressed regression issues, verified new functionality as it pertains to AV.
- Maintained debug stations for whitebox and blackbox testing tools such as wireshark and proprietary MS debug apps.