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