



# Jacob E Toton

Software Engineer

## Profile

Proficient in Quality Assurance, Automation Engineering, Full-Stack Web Development, and Load Testing Analysis. Ensuring software reliability and crafting seamless digital experiences are my forte. Recognized for adding humor and positivity to the workplace. Let's connect and elevate our professional journey together!

## Experience

### QA Analyst III - Testing Engineer at Verisys Corporation , Draper

February 2023 — Present

- Developed and executed comprehensive test plans and cases to validate software functionality and compliance.
- Utilized API and UI testing tools for seamless integration and executed regression tests via automated scripts, reducing manual workload.
- Maintained and updated a daily test suite of 1000 automated cases, personally crafting suites from scratch.
- Contributed to developing 500 test cases and conducted system and integration tests across diverse environments.
- Identified and rectified application bottlenecks through performance testing, improving response times.
- Managed defects efficiently using bug tracking systems, significantly reducing open issues.
- Successfully resolved 300 tickets and personally rectified hundreds of defects over the past two years, ensuring software integrity.
- Created user acceptance and smoke tests to ensure alignment with user needs and core functionality stability.

### QA Analyst II - Testing Engineer at Verisys Corporation , Draper

August 2022 — February 2023

Duties:

- Perform functional testing on various Verisys applications, ensuring they meet project requirements and operate smoothly.
- Developed over 500+ automated test cases using Katalon for the CheckMedic API. Additionally, maintained over 1000+ automated test cases daily to ensure continuous quality and accuracy with updates to application.
- Skilled at pinpointing bugs of diverse severity levels that impact customers and users, and documenting them using tools such as Azure DevOps or Jira.
- In charge of instructing and mentoring new team members in their daily responsibilities, as well as addressing any inquiries they may have.

## Details

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## Skills

Data Driven Automation

Test Automation

Software Testing

API Testing

REST API's

UI Testing

User Stories

Bug Tracking

Swagger API

Katalon Studio

Project Management

Leadership Skills

Mentoring

Complex Problem Solving

SDLC

Groovy

Automation Testing

Load Testing

JavaScript

## Languages

English

## **Quality Assurance Analyst at Verisys Corporation , Draper**

February 2022 — August 2022

### **Duties:**

- Interacting closely with Quality Assurance teammates and members from varying departments.
- Reviewing submitted data files by other departments and verifying they follow our current standards and procedures.
- Responsible for assisting and mentoring new team members by answering their inquiries regarding current processes.

## **Team Lead Agent at Teleperformance, Salt Lake City**

April 2020 — January 2022

- Led a team of 20+ agents, fostering client satisfaction and service excellence.
- Conducted daily scrum meetings for task alignment within Agile framework.
- Developed weekly plans, refining KPIs for enhanced productivity.
- Collaborated with clients, delivering tailored solutions and fostering relationships.
- Implemented innovative strategies to optimize performance and streamline processes.
- Conducted regular performance reviews, fostering team growth.
- Liaised between clients and internal teams for successful project delivery.
- Implemented Agile methodologies for continuous improvement.
- Managed project timelines and resources for maximum productivity.
- Utilized data-driven insights for efficient strategic initiatives.

## **AI Programming and UI Development at Hellhound Studios, Salt Lake City**

January 2018 — January 2020

- Led a team of 14 students over 9 months to develop and launch the video game "Hell to Raze" on Steam in an Alpha state.
- Served as a lead engineer, programming in C++ using Unreal Engine 4. Managed AI and UI functionalities including pathfinding, behavior interactions, main menu design, mini maps, objective markers, and game pause interfaces.
- Designed, implemented, and tested the game's upgrade tree, encompassing the experience system, player attack upgrades, and enemy interactions.
- Developed, refined, and tested boss fight sequences to enhance gameplay and player engagement.
- Conducted weekly scrum meetings to organize tasks, create schedules, and maintain workflow.
- Facilitated team coordination and project continuity during the COVID-19 pandemic through regular online meetings, ensuring adherence to deadlines despite remote working challenges.
- Conducted thorough testing of AI behaviors and UI elements to ensure seamless integration and functionality.

- Gathered and analyzed feedback from player and industry reviews during playtests to refine game features and mechanics.
- Engaged with industry representatives during EAE play, providing professional pitches and detailed game rundowns.

## Education

### **Bachelor of University Studies, University of Utah, Salt Lake City**

September 2013 — April 2020

Graduated with an education in Computer Science, Information Systems, Networking and Entertainment Art and Engineering.

### **University of Utah Coding Boot Camp, University of Utah, Salt Lake City**

February 2024 — August 2024

Full Stack Coding Boot Camp Graduate

- Completed a rigorous curriculum covering front-end and back-end technologies, including HTML5, CSS3, JavaScript, jQuery, Express.js, React.js, Node.js, MongoDB, SQL, Git, and more.
- Studied part-time while maintaining a work schedule, gaining hands-on experience in web development.
- Collaborated with peers on real-world projects, simulating a professional work environment and building complex applications to bolster professional portfolio.
- Earned a Certificate of Completion from University of Utah Continuing Education & Community Engagement, demonstrating proficiency in full-stack development.
- Acquired in-demand skills in JavaScript, HTML, CSS, jQuery, Bootstrap, Node.js, SQL, MongoDB, Express.js, and React.js.
- Benefited from a comprehensive set of career services, including resume and social media support, technical interview training, portfolio reviews, soft skills training, and practice sessions to launch or advance career in web development.