Mark Ryan Senior QA Engineer CV

Mobile: +447539536640
Email: markryan.info@gmail.com
LinkedIn: www.linkedin.com/in/markryaninfo
GitHub: www.github.com/Mark-Ryan
Address: London, UK (Prepared to relocate or work remotely)

SUMMARY

I am a highly skilled Senior QA Engineer with 10 years of experience in the consumer electronics and digital computer audio industries. My expertise lies in developing and executing comprehensive test plans, managing QA teams, and ensuring that products are of the highest quality. I have experience working in fast-paced, agile environments and have a proven track record of delivering high-quality products.

EXPERIENCE

Senior QA Engineer, Cambridge Audio, London, UK (2018 - Present)

- Lead the software QA team to test software and hardware products for high-end audio equipment, including amplifiers and streamers.
- Develop and execute manual and automated testing strategies, using software tools such as, JIRA, Cucumber Studio and Python.
- Manage communication, organisation and certification with partner companies such as Google, Apple, Spotify, TIDAL and Roon.
- Identify and report software bugs, hardware defects, and UX/UI issues, ensuring timely resolution.
- Collaborate with the development team and product management to provide feedback on software quality, usability, and ensure products meet customer requirements and expectations.
- Create, maintain and execute test plans and test cases, ensuring complete test coverage of all streaming platform products.
- Define and implement QA processes and procedures, providing continuous improvement of the QA function.
- Train and mentor new QA engineers, providing guidance on testing methodologies and best practices.

Junior Software Developer, Musical Fidelity, London, UK (2016 - 2018)

- Developed REST API services for music streaming services, including TIDAL, using Python
- Supported and maintained embedded Linux systems.
- Gained skills in managing and securing Linux-based servers.
- Became proficient in encryption and decryption using gpg, shell, ssh/scp/sftp, samba, and other native Linux facilities.
- Developed cloud backup services using PostgreSQL.
- Created Bash, and shell scripts to automate processes.

Business Development and Technical Support, Antelope Audio, Sofia, Bulgaria (2014 - 2015)

- Provided first-line technical support.
- Managed, sourced and secured profitable accounts with new dealers and distributors.
- Worked with the R&D team to develop new audio interfaces and effects.

FORMAL EDUCATION

University of Brighton, BA(Hons), Digital Music and Sound Arts (2010 - 2013) Grade 2:1

- Developed software/hardware interfaces to control audio-visual media for digital performances.
- Completed coursework on composition, sound design, research methodologies, professional development, studio production, sequencing, software, composing with technology, and digital audio techniques.
- Applied knowledge from coursework to develop new interfaces for controlling audio-visual media, demonstrating practical skills in software and hardware development.

The Academy of Contemporary Music, (HND), Music Production (2007 - 2009) Grade Distinction

- Coursework included advanced studio production techniques, sequencing, acoustics, software and music theory as well as experimental music in contemporary culture.

Emmbrook Secondary School & 6th Form: (2000 – 2006) 10 GCSE's (Grades A - C)

- 10 GCSE's (Grades A - C)

ONLINE COURSES

Udacity (2016)

- Linux Command Line Basics/Configuring Linux Web Servers (4 Months)
- Try Python/Flying Through Python (2 Weeks)
- Programming Foundations with Python (2 Months)
- Try SQL/The Sequel to SQL (2 Weeks)
- Intro to Programming Nanodegree (4 Months)
- Try Django (1 Week)
- How to use Git and Github (1 Month)

ADDITIONAL WORK EXPERIENCE

- Ableton Live Guest Lecturer at The University of Brighton, Brighton, UK: 2014
- Project Management Assistant, at Spectral Spaces, London, UK: 2014
- Teaching assistant at Aylesbury College, Aylesbury, UK: 2013

References available on request.