

## **Tuba Ozdil-DeLeon**

Everett, WA

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### **Objective**

Bilingual (TR/EN) Localization, Hardware and Software Tester

### **Experience**

#### **Consultant**

Blueprint Technologies, LLC, Bellevue, WA

*Aug 2016 – Sep 2021*

As a Tier 3 support agent, I provide outstanding customer experience by supporting clients in MMR games and gaming platforms. I am tasked with resolving issues with customer accounts, purchasing related issues, as well as with enhancing our end users' experience with games, infrastructure, and platform.

#### **Turkish Localizer and Tester for Microsoft**

adaQuest, Bellevue WA

*Feb 2016 – Dec 2016*

I worked part-time a flex team member and participated on projects for Xbox and other Microsoft products. While on assignment, I was assigned tasks such as UI testing, as well as creating and localizing content for MS branded software and documentation.

#### **Multilingual Ads QA Rater for Google**

ZeroChaos, Orlando, FL

*Feb 2016 – Dec 2016*

This was a part time job where I reported and track the visual quality and content accuracy of web-based advertisements and strove to provide high quality feedback and analysis. I worked on projects that involved examining and analyzing text, web pages, images, and other sorts of information. As part of the position, I was required to keep up to date on the web culture and media in the United States and Turkey.

#### **QA Analyst**

Dataworks Development, Inc. Mountlake Terrace, WA

*July 2015 – Dec 2015*

In this 6-month contract position, during the process of separating the Development team from the QA team, I identified a new approach to the Software Development and Quality Assurance life cycles. I created templates for test cases, test scripts and validation-related documentation for feature implementation, as well as related support documents, such as how-to's. By taking a logical approach on the internal bug tracking tool, I was able to save the company many thousands of dollars.

#### **Turkish Language Expert in Speech and NLU R&D, Project Manager & Support Engineer**

Voicebox Technologies Corporation, Bellevue, WA

*Jul 2011 – Oct 2015*

The company focused on Natural Language Understanding Research and Development and through nearly 5 years of employment, I worked in multiple positions and perform a wide variety of tasks which contributed to a number of projects. I gained solid experience in localization and testing voice recognition systems, software, mobile applications and hardware.

**Education**

**Web Application and Cloud Development A-AST**

Edmonds Colleges, Edmonds, WA

Fall 2020 – Current.

**Associate of Science in Computer Science**

Seattle Central Community College

(2010-2012; +100 credits completed with 3.4/4.0; Dean's List, 5 semesters; Phi Theta Kappa)

**Textile Sciences and Engineering**

University of Gaziantep, Gaziantep/Turkey)

(2000 – 2002)

**Communication**

Sr Turkish localization expert with outstanding interpersonal and inter-cultural communication skills. Turkish (Native) & English (Professional working proficiency)

**Leadership**

I am an innovative, resourceful problem solver dedicated to delivering the best products possible. I am hard working, and very detail oriented. As a self-starter with great logical and analytical skills, I have a strong desire to find and fix the root of any issue I may come across.

**Technical**

I have a firm grasp of the Quality Assurance life cycle and Software Development life cycle, including test strategy preparation, test plan development, developing use cases and test case creation and execution, as well as bug tracking, user interface specifications, and user requirement specification documentation.

I am experienced in multiple testing protocols such as blackbox testing, functional testing, GUI testing, and performance testing.

**References**

Available on request.