

Zachary Jones

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Professional Summary

Certified Software Test Engineer with educational and workplace experience using HTML, C#, and Selenium to write and maintain test automation for web services. Strong background in software testing and reporting using industry-standard tools like Azure DevOps, Jira, and Trello. Comprehensive communication skills developed from education and at-work experience. These skills have been developed in daily offshore team meetings and mentorship of multiple groups which involved writing detailed tutorial processes. Skilled in finding root causes of test failures and proposing potential remediation and solutions. I usually end up being the go-to person for information regarding the details of the project.

Work Responsibilities

Test Engineer @ Microsoft (May 2021 – September 2021)

Redmond, WA

Microsoft Teams for Education – Test Automation Team

Writing test cases, manual testing of Microsoft's Teams for Education app.

Test Engineer @ Microsoft (October 2020 – May 2021)

Redmond, WA

Microsoft Admin Center – Test Automation Team

Pipeline monitoring and test automation maintenance and development with nightly sync meetings between WA and India-based teams to seamlessly transfer work items between workdays, larger automation projects such as test suite additions and framework improvements, test failure triage for deployment branches, and also communicate frequently with feature owners to ensure correct feature behaviors and results.

- Real-time monitoring of multiple Azure test pipelines using PowerShell scripts for birds-eye status analysis before investigating individual test failures to identify recurring and high-impact issues.
- Manage and maintain 300+ test cases covering 40+ feature groups by collaborating with other teams to identify and confirm product issues to create and prioritize work items most effectively.
- Utilize Selenium web test automation to write test cases for features of the Microsoft Admin Center web portal, ensuring correct functionalities of many diverse features.
- Attend nightly sync meetings with offshore automation team to transfer tasks and information to each team's workdays to ensure smooth transitions of work between local day and night hours.
- Produce rapid fixes to sudden and widespread issues by interfacing with Azure Pipeline subject matter expert and project manager to locate the issue's source and appropriately write a code fix or report a feature issue to revert when issue source is outside of test automation scope.
- Test automation contributions include:
 - Write test cases to transfer manual test execution into automated environment, linking automation to Azure test cases to continue information feed for test analytics.
 - Update and enhance test team framework above Selenium, such as for appropriately constraining test cases to simulated geographical / environmental deployments to reduce noise of test cases failed in environments where features are not present.
 - Larger-scale changes and additions; creating entirely new test suite for specific feature testing, updating in-site navigation code for best consistency, readability, and usability.
 - Abstract additions such as extension methods for selecting random items and interface creation for defining page-object-model classes as validate-able for generalized testing.

Test Engineer @ Microsoft (August 2020 – October 2020)

Bellevue, WA

Microsoft Search, Assistant, and Intelligence – Cortana in Teams Testing & Automation

Manual testing of Cortana speech query functionality across multiple platforms and applications, culminating in execution of tests on a proprietary Microsoft device to serve as SME, outlining capabilities, testing process, and detailing required work with time estimates while migrating to primarily automation-based query testing.

- Leverage FrisBEE automation framework to accelerate top-priority test case execution and ease time-cost and financial burdens to redistribute to other important feature testing.
- Work with development team to test latest Cortana builds, running speech-focused manual tests for purpose of catching bug regressions on current features and ensure current and future sanity and stability with new feature implementations.
- Utilize experience of manual testing with Cortana to apply to automation plan, clearly defining goals and actionable steps to achieve project goals.
- Take information learned from manual testing and apply it to automation documentation such that the goals and steps needed to reach those goals become clearly defined and actionable.
- Engage in all aspects of project to attain full understanding and compile that information to share with team and provide central view of the project with each task component and goal in sight.
- Coordinate with Microsoft client to plan required work in collaborative Microsoft Word document and create all resulting work items in Azure DevOps, finalizing project goals in itemized form before moving to complete tasks, ensuring no unnecessary time is spent on other tasks.
- Follow-up with other team members to ensure all necessary setup is completed, and ease work of others by taking on additional tasks when others are busy with other tasks.

Test Engineer @ Microsoft (February 2020 – July 2020)

Bellevue, WA

Microsoft Search, Assistant, and Intelligence – Cortana Usage Data Team

Testing role with database focus where manual testing of Cortana features would be executed to later compare logged query information and ensure parity, capstone task in teaching validation process to other manual test teams.

- Analyze usage logs generated by Cortana service to create a process of validating log integrity and correctness in reporting actual outcomes of Cortana queries, for purpose of teaching the process of validation to teams focused on other languages, adding value to daily Cortana testing.
- Manually run daily BVT cases for Outlook Mobile Commute in the Search and Assistant category to catch new and old bugs in addition to consumer-POV issues for purpose of app improvement.
- Writing of process outline documents to distribute to trainee log validators, including thorough text-based step outlines along with image and video examples for each step of every process.
- Creation of professional reports on data insights and validation results, for purposes of showing a summary of work done and proposing new work, such as approving and enforcing changes to daily Cortana speech validation for multiple languages.

Data Annotator @ Zume Technologies (October 2019 – January 2020)

Seattle, WA

Busser @ Anthony's Home Port (July 2016 – August 2017)

Des Moines, WA

Technical Skills

- Highly skilled in writing and maintaining web application UI automation with tools such as Selenium from formal education and workplace applications.
 - Very proficient in C# language for writing tests and tools to assist in daily work.
 - Well-practiced in web application testing and automation, and HTML structure learned during Software Test Engineer Certification course and React.js training course.
 - Fluent in BVT (Basic Verification Testing), TCX (Task Completion Execution) and Competitive Comparison software testing across wide variety of devices and platforms.
 - Workplace experience with Microsoft database tools Kusto and Cosmos, SQL proficient.
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Education

Renton Technical College

Renton, WA

Bachelor's Degree in Computer Science (Application Development) – Winter 2021-Present

Bellevue Community College

Bellevue, WA

Software Test Engineer Certification – Certificate completed March 23rd, 2019

In this course designed to qualify students as entry-level software testers, I was taught how to successfully find and report software bugs for a project, as well as use industry-standard tools for tracking

and resolving those bugs. The C# programming language was taught in this course with a focus on unit test writing and UI automation to quickly find bugs in the code itself and in deployed web applications.