

# Alec Abdul-Rahim

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## Professional Experience

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### Ridgeline Inc.

#### Software Quality Engineer II

Incline Village, NV

February 2024 to Present

- Served as the sole Quality Engineer for the Client Portal and Revenue Management teams, owning functional, performance, and automation quality assurance processes, capturing issues and driving product quality improvements.
- Directed a cross-company testing initiative for the launch of a new Client Portal feature, coordinating and overseeing Quality Engineers from various teams to develop and execute test plans tailored to the client portal's requirements.
- Delivered weekly demos and presentations for two product teams, demonstrating product value to both technical and non-technical stakeholders, ensuring alignment with customer needs.
- Led troubleshooting efforts for customer issues across two supported teams, performing root cause analysis to implement lasting solutions, enhance product reliability, and ensure customer satisfaction.

#### Software Quality Engineer I

February 2023 to February 2024

- Owned the Revenue Management test automation suite, achieving automation test coverage across over 150 production-ready flows using UI and API testing frameworks like Cypress, Karate, and JUnit.
- Conducted in-depth root cause analysis of customer issues, understanding pain points and implementing strategic solutions that enhanced product quality and aligned with customer expectations.
- Managed daily code releases and feature flag enablement across multiple product teams, evaluating risk and ensuring successful execution of code deployments.

#### Quality Assurance Engineer Intern

June 2022 to August 2022

- Developed and executed detailed manual test plans for features in active development in AGILE fashion, working with Product Managers and Software Developers to ensure product requirements were delivered.
- Designed automated API and end-to-end frontend tests using Cypress for existing and new application features that improved efficiency and quality of pipeline.

### HP Inc.

#### Data Analyst Intern

Palo Alto, CA

June 2020 to August 2021

- Synthesized data relating to the Amazon market using tools in Amazon Vendor Central; applied findings to create Amazon listing guidelines that focused on increasing distinction between HP and generic products.
- Sourced and analyzed data pertaining to the sales metrics of Amazon listings that underwent periods of content reversion, and analyzed the impact on sales performance during these periods.
- Was offered and accepted a contract extension to work during the school year and through August 2021.

## Education

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### University of California, Los Angeles

B.A. in Economics, Statistics Minor

Graduated December 2022

GPA: 3.44/4.0

#### Relevant Coursework:

Calculus (I, II, III), Linear Algebra, Macroeconomics, Microeconomics, Econometrics, Probability and Statistics, Mathematical Statistics, Data Analysis and Regression, Design and Analysis of Experiment, Computational Statistics, Monte Carlo Methods

## Activities

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### UCLA Student Media

#### Advertising Coordinator

Los Angeles, CA

September 2019 to March 2021

- Coordinated with companies to systemize hundreds of kiosk advertisements across the UCLA campus.
- Arranged payment information, time slots, and locations for where the different companies' advertisements would go.

## Honors & Awards

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- Eagle Scout, Boy Scouts of America
- US Lacrosse Academic All-American
- UCLA Alumni Scholar
- National Hispanic Scholar

## Skills

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### Software

- JavaScript, HTML, React, CSS, Next.js, SQL, Cypress, Karate (API testing), Git, Jira

### Language

- Spanish (fluent reading, writing, and speaking)

