Alec Abdul-Rahim

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Professional Experience

Ridgeline Inc.   Incline Village, NV
Software Quality Engineer II   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.   Palo Alto, CA
Data Analyst Intern   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

University of California, Los Angeles   *Relevant Coursework:*
B.A. in Economics, Statistics Minor   Calculus (I, II, III), Linear Algebra, Macroeconomics, Microeconomics,
Graduated December 2022   Econometrics, Probability and Statistics, Mathematical Statistics, Data
GPA: 3.44/4.0   Analysis and Regression, Design and Analysis of Experiment,
                                                                          Computational Statistics, Monte Carlo Methods

Activities

UCLA Student Media   Los Angeles, CA
Advertising Coordinator   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   ## Skills

• Eagle Scout, Boy Scouts of America   **Software**   **Language**
• US Lacrosse Academic All-American   • JavaScript, HTML, React, CSS, Next.js, SQL, Cypress,   • Spanish (fluent
• UCLA Alumni Scholar   Karate (API testing), Git, Jira   reading, writing, and
• National Hispanic Scholar   speaking)