



Craig Carter

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Profile

With nearly a I am a confident self-starter who works well independently and can thrive working in teams while delivering quality products and services. I am driven by my passion for technology and problem-solving in fast-paced work environments.

Work Experience

Software Engineer in Test with NAND Validation QA, Apple | Austin, TX — May 2022 - Present

- Testing multiple hardware configurations including development boards requiring manual installation of SOC and NAND
- Running daily testing on forty plus test hosts with four hundred plus test devices in remote and local labs.
- Triaging hundred plus bug reports daily and assigning and escalating as needed to the correct individuals.
- Providing enhancements to automation framework code that's maintained by the team specifically for testing NAND firmware.
- Building and maintaining repositories of tools for multiple teams to help engineers automate tasks and recovery hardware.
- Deploying test hosts and setting up test environments for test hosts within test beds and clusters.

Software Engineer in Test with Platform Software Restore QA, Apple | Cupertino, CA — February 2020 - May 2022

- Screened 500+ results daily from testing tracking trends and providing daily and weekly testing reports.
- Triaged failures daily found by automation to find the root cause and escalated bugs to the responsible teams.
- Oversaw a personal fleet of thirty plus host machines and five hundred test devices used for daily regression testing.
- Contributed routinely to automation framework code that is maintained by the whole organization.
- Organized and maintained lab equipment to improve team efficiency by providing needed resources quickly.
- Wrote multiple tools to help engineers configure hosts, maintain host health, and recover test devices remotely.
- Procured and setup wifi isolation chambers for Apple Watch testing which increased testing success by 50%.
- Taking on new testing projects and creating required test plans and needed test suites for test execution.

Genius, Apple | San Francisco, CA — April 2014 to February 2020

- Drives results at Genius Bar by multitasking with 2-3 customers reducing their wait time and proving solutions.
- Uses acquired knowledge and problem solving skills when triaging issues with customer systems.
- Works with customers to carefully document concerns while offering solutions and next steps.
- Meticulously completes hardware repairs following company standards to assure longevity of repaired product.
- Partners with management to innovate around repair strategies and reduce turnaround time by 2 days.

Tier II Technical Support Engineer, Leap Motion | San Francisco, CA — Jan 2013-Sep 2013

- Provided phone and email support to customers experiencing issues with their products.
- Worked with a team to troubleshoot technical issues and escalated bugs to the appropriate department for further review.
- Documented and managed customer interactions using internal CRM system and assisted with identifying trends with customer questions and concerns.

Software and Hardware Skills

Python, Bash, Shell Scripting, Command Line, Git, Ansible, Docker, Linux, Unix, Raspberry Pi, Arduino, Teensy Board

Technical Skills

Problem Solving, Gray & Black Box Testing, Automation Triage, Collecting and Analyzing Crash Logs

Education

UC San Diego Extension | Certificate Program in Software Development and Programming
(Expected completion June 2023)

Certifications

(ACMT) Apple Certified Mac Technician, (ACIT) Apple Certified iOS Technician