

experience

🏠 Esper in *Bellevue, WA*

Senior Solutions Engineer | Feb. 2022 - Sep. 2023

- Worked closely with sales teams on qualifying deals on technical feasibility and fit
- Met with customers to address technical needs and ensure proper handover for implementation
- Communicated with development and product management to address customer concerns
- Pursued creation of documentation to streamline the technical presales processes

Presales/Solutions Engineer | Jan. 2021 - Feb. 2022

- Met with customers to understand technical need and to provide onboarding and ongoing support
- Created written documentation and videos for internal and external education and knowledge
- Analyzed Android hardware on platform support
- Established systems to track incoming new customers and support efforts
- Created scripts and tools to extend functionality of the platform

🏢 Microsoft in *Redmond, WA*

Lead Test Engineer | Apr. 2019 - Dec. 2020

- Lead the creation of binaries, testing, and releases on daily and weekly bases for two products
- Collaborated with managers and developers on blocking issues and ensuring test coverage
- Monitored and maintained the build and release CI/CD pipelines in Azure DevOps
- Rebuilt all testing documentation and reporting utilizing Azure DevOps, SharePoint, and Power BI
- Owned the continued development and maintenance of automation testing for the products

Test Engineer | Mar. 2017 - Apr. 2019

- Conducted comprehensive manual testing and created actionable reports of all discovered issues
- Trained and lead new team members as testing efforts quadrupled in size to over twelve people
- Developed reliable and efficient automation tests with Selenium and Appium in Python on eleven different product platforms
- Conducted system administration of laboratory phones, tablets, desktop computers, servers, and associated software

education

🎓 Arizona State University in *Tempe, AZ*

Bachelor of Science in Informatics | Aug. 2010 - May 2016

- UI/UX research, design, user testing, and evaluation using paper, Axure, and Justinmind prototypes
- App development using Java, C++, HTML/CSS, PHP, MySQL, JavaScript, and REST APIs
- Database design using Microsoft Access, XML, and SQL
- Media editing using Photoshop, Illustrator, InDesign, After Effects, 3ds Max, and Rhinoceros
- Game design and development in GameMaker and Unity
- Multimedia system building and programming using Arduino (C/C++), Max, and Processing
- Leadership and communication in many team based projects

knowledge & skills

🖱 Software and Libraries:

- Adobe Creative Suite including Photoshop and Illustrator, Microsoft Office Suite, Power BI, SharePoint, Git, Selenium, Appium, Visual Studio, Azure DevOps, Postman, Axure, Justinmind, 3ds Max, GameMaker, Unity

📄 Computing Languages:

- C, C++, Java, Python, PHP, JavaScript, HTML, CSS, XML, XPath, Regex, SQL, Processing, Max, Grasshopper 3D, Prolog, NetLogo