

## **Objective**

QA Engineer with over 2 years of hands-on experience in manual and automated testing for iOS software, including regression testing, test automation with Python, and bug tracking. Backed by 9 years of technical troubleshooting across Apple products. Seeking a QA/Automation Engineer role to apply testing expertise, scripting skills, and commitment to software quality.

## **Skills & Tools**

- Manual & Automated Testing
- Regression Testing
- Test Planning & Execution
- Bug Tracking & Documentation
- Root Cause Analysis
- API Testing
- CI/CD
- Python, Pytest
- Pywright, Selenium
- Git, GitHub
- Radar (Bug Tracking)
- Postman, Requests
- Unix/Linux CLI

## **Work Experience**

### **GPU, Graphics, and Displays SW: iOS Test Engineer CE | Apple Inc | 07/2023 - 12/2023**

- Executed daily display and video-focused regression testing across multiple iOS software trains using both manual and automated testing methods.
- Documented, triaged, and escalated bugs via Radar to cross-functional teams, reducing post-release defects through early identification.
- Reduced manual testing time by approximately 40% by developing a Python automation script to restore test racks across 30+ devices, enabling faster daily regression cycles.
- Maintained 95-100% automated test coverage across sprints while migrating iOS test automation from Ruby/UIA2 to Python.

### **Self Service Engineering – Quality Engineer CE | Apple Inc. | 01/2021 – 07/2021**

- Worked cross-functionally with developers, engineers, and product managers for test case development, and execution of test plans and test cases for each Sprint.
- Performed daily regression testing for software trains on existing products and services including internal iOS, iPadOS applications and web applications. Evaluated test results and reported and triaged bugs using Radar.
- Created automation scripts for on-device, and web-based application testing of Apple's internal diagnostics toolkit using Python & Selenium.

### **Support Technician | Universal Music Group | 05/2025 – Present**

- Provide front-line and remote technical support across hardware, software, and conferencing systems in a hybrid enterprise environment.
- Configure, deploy, and maintain Mac and PC systems using JAMF, SCCM/Intune, and ServiceNow.
- Test and validate new tools and applications before rollout, documenting best practices and ensuring operational readiness.

### **Genius | Apple Inc. | 06/2017 – 05/2025**

- Diagnosed and resolved complex hardware and software issues across Apple's product line, applying systematic troubleshooting methodologies applicable to QA root cause analysis.
- Achieved certification to troubleshoot and repair all current Apple devices, demonstrating rapid technical learning and meticulous attention to detail.

## **Projects**

### **Test Environment Automation Script:**

Python script that automates restoration of test racks across multiple devices to specific OS builds, supporting daily QA regression workflows and reducing manual setup time.

### **Demandware Inventory Scraper:**

Automation script that monitors product availability on Salesforce Commerce Cloud sites, scrapes inventory data, and outputs structured JSON for analysis.

### **eBay Price Tracker:**

Web scraping tool that tracks and exports average item prices to CSV, demonstrating data extraction and file handling skills.

### **Valorant Match Tracker:**

Scrapes esports match results including team names, scores, and match links, showcasing web scraping and data parsing capabilities.