

Che Bajandas – Product Quality and Process Specialist – San Francisco, California

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Exceptionally well organized, detail oriented, problem solver with a focus on product quality and development and release processes. Proven skills in generating new processes and improving existing ones. Transferable skills relating to project or program management with hands-on experience as a member and leader of software development teams. Managed quality on numerous teams with a focus on the product and took advantage of every opportunity to be involved in product management and planning. Excellent communication and collaboration skills proven through years of leadership and management experience.

Skills and Knowledge

Roadmap planning | Project progress tracking | Vision planning | Agile methodologies | Process improvement | Strategy | Exceptional organizational skills | Documentation | Presenting to and interfacing with senior leadership | SDLC: software development lifecycle | Release management | CI/CD: continuous integration/continuous deployment | Mobile apps | Web apps | APIs | UI/UX testing | Data analysis | Change management | Cross functional leadership | Cross team collaboration | Performance management | Expert JIRA user | Expert Google Sheets user

Technologies

JIRA, Confluence | Google Suite: Google Docs, Google Sheets, etc. | GitLab, Git, SVN | Jenkins, GitLab CI | TestRail, PractiTest, Zephyr | Xcode, Android Studio | iOS simulators, Android emulators | App Store Connect, Google Play Console | SQL, JavaScript, Java, Python | Mac, Windows, iOS, and Android operating systems

Experience

Senior Quality Assurance Manager – Indeed

05/2017 – 03/2023

Team lead, key decision maker, and direct manager of engineers across disciplines and functional teams.

- Managed quality assurance engineers and automation engineers from junior up to technical fellow.
- Established verification and regression testing process for the mobile apps product from the ground up, reducing QA turn-around time for a new app version from months to days.
- Worked with team leadership to develop roadmaps and track project progress.
- Implemented processes for tracking quality assurance work using queries and dashboards which allowed for QA to never be a bottleneck in the development and release cycle.
- Presented detailed analysis of remote test device solutions to leadership, got alignment on proposal, and acted as point of contact through negotiations with vendor and procurement of a BrowserStack license.
- Worked closely with recruiting as a hiring manager and successfully brought on multiple top performers.
- Oversaw company mandated improvements to release velocity and successfully increased the frequency of app releases from once every 1-2 months to once every week for both iOS and Android (104 releases/year).
- Consistently maintained a 4.5+ app rating for both Android and iOS with at most 1-2 hotfix releases per year.
- Worked side by side with senior automation engineer to establish testing strategy and establish automated testing, bringing coverage up from 0% to 70% of front-end regression test cases.

Quality Assurance Lead – KIXEYE

08/2012 – 05/2017

Team lead, key decision maker, and direct manager of engineers for the flagship product in a high-pressure environment.

- Worked closely with team leads to plan releases and as a key member of daily/weekly rituals including stand up meetings and product feature kick offs.
- Made crucial, gametime product and quality related decisions during game events where timely responses were critical to maintaining revenue streams.

- Took on increased responsibility of the team and made significant changes to processes, increasing efficiency and velocity, allowing for less overtime for team members.
- Essential contributor towards team success in meeting key objectives and company revenue goals through direct oversight of product deliverables.

Education

San Francisco State University

Bachelor of the Arts (BA) in English Literature

2006 – 2010