Eli Zhang

Software Engineer
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Software Development Engineer in Test with 2 years of industry experience in SDLC, STLC and bug cycle for QA/Test Automation at a Fortune 50 company. Proven ability to identify, analyze and resolve issues across multiple teams. Seeking to leverage industry experience and expertise to expand skill set outside of QA.

Software Development Skills

- **Languages**: Java, JavaScript, Python, XML, HTML/CSS
- **Frameworks/Libraries**: Selenium, Apache Kafka, Spring Framework, Node.js, Express, React, Redux, Bootstrap
- **Testing/DevOps**: Selenium WebDriver, Selenium Grid, VuGen, LoadRunner Enterprise, SoapUI, jUnit, Mocha, S3 Browser, Kibana, AWS, Docker, Netlify, Git/Github
- **Bug Tracking/Management Tools:** Microsoft ADO/TFS
- **Database:** SQL, Oracle, Postgres

Professional Work Experience

General Motors || Atlanta, GA   Feb 2021 - Present
Software Development Engineer in Test (SDET)

- Increased automation test coverage up to 90% by designing and implementing 20+ E2E tests for customer facing product using Selenium Automation Framework
- Reduced overall runtime of automation scripts on the pipeline by 25% by optimizing and refactoring 20+ E2E tests scripts
- Ensured application performance was within 95% of the acceptable operating requirements set by business by executing and maintaining Performance Test Scripts that were run across multiple environments with LoadRunner Enterprise and Vugen every release.
- Increased efficiency and productivity of the team by proposing workflow changes during sprint retrospective which reduced time taken to fully test user stories by 50%
- Delivered clean code and functionality to the client and users utilizing Java, Maven, Selenium WebDriver/Grid to conduct Smoke, Functional, Positive, Negative, Integration and Regression tests.
- Improved consistency and reliability of application by performing cross-browser testing through Selenium WebDriver/Grid by testing the application on different browsers like Chrome and Edge in parallel.
- Ensured a minimum pass rate of 85% was achieved on automated scripts by performing weekly maintenance.
- Leveraged Azure DevOps for source version control, creating branches for code review and storing the master branch of the automation code to ensure an efficient and streamlined development process.

LT Security || Norcross, GA   June 2020 - Dec 2020
Technical Support

- Increased customer satisfaction by 65% by providing comprehensive technical support to customers by facilitating port forwarding, processing RMA's, and assembling NVRs, utilizing exceptional problem-solving skills to ensure the highest quality service delivery.
- Improved efficiency and delivery time of assembled products to customers by 66% by assisting in the facilitation of warehouse operations during periods of staff shortages.
- Decreased RMA rate by 45% by leveraging prior networking knowledge to help customer troubleshoot and resolve technical problems related to the installation and usage of security systems.

Education

DigitalCrafts | Certificate in Software Development | Atlanta, GA   April 2019 – August 2019
- Software development training program covering full-stack development including, but not limited to JavaScript, Python, including an emphasis on cutting-edge frameworks like React/Redux and server-side technologies including Node.js, Express, and PostgreSQL.

Hunter College | B.A. in Psychology | New York, NY   2015 – May 2018