

Eric Gausnell

gausnell@gmail.com | Seattle, WA | [linkedin.com/in/eric-gausnell](https://www.linkedin.com/in/eric-gausnell)



SOFTWARE QA ENGINEER

Versatile quality advocate with experience driving software excellence across the development lifecycle. Proven track record as a key contributor to cross-functional development teams supporting a wide range of projects including mobile social media apps, eCommerce, risk management, lead generation and proprietary support tools. Skilled in designing and executing comprehensive test strategies that result in high-quality, on-time product releases.

CORE SKILLS

- Functional, integration, **regression** testing
- Automated test development - **UI and API**
- **Test planning** and design
- Problem-solving, **unblocking**
- Excellent written **communication** / collaboration
- **Discover**, triage and document **defects**
- Agile / **SDLC** – Scrum/Kanban
- **Identify** project design **issues early**
- Interpret **requirements**, acceptance criteria
- Aptitude and **curiosity** for learning

TECHNICAL SKILLS

Java, Selenium WebDriver, RestAssured, TestNG, Python, Pytest, Javascript, SQL, AWS, Docker, Git, Postman, Jenkins, Gitlab, Jira, WordPress

RECENT EXPERIENCE

TikTok (ByteDance) via Deloitte / Millennium Software
Lead QA Engineer | Project Delivery Specialist II

Oct 2022 – Jan 2025

- Primary liaison between US and international teams ensuring the quality of dozens of new feature and enhancement rollouts for TikTok Shop and seller onboarding funnel by creating test plans, designing and executing automated and manual test strategies where none had previously existed.
- Lead QA on project to enable returnless refunds within TikTok Shop aftersales for sellers and orders meeting specific, configurable criteria, improving CSAT scores within this domain.
- Lead QA on project to modularize third-party vendor integration platform in EU and US marketplaces, enabling rapid integration of new primary and secondary vendors for ID verification, address checks and risk assessment during the seller onboarding process.
- Created and maintained automated Python RPC, HTTP and event-driven API framework and test cases for regression testing various interfaces, endpoints and queues, decreasing time to iterate over existing features with high confidence in quality. Integrated test suites into CI/CD pipelines.
- Performed manual QA testing for major e-commerce initiative to integrate TikTok Shop into third-party platforms Salesforce, Shopify and Woo Commerce increasing customer efficiency and satisfaction.
- Provided automated test creation, manual testing and joint debugging support to offshore teams for feature migrations and new features within US data center while maintaining strict US data privacy protocols.
- Configured and monitored automated flow-based API response diff testing integrated into CI/CD pipelines, enhancing regression detection in services where automated coverage was sparse.
- Authored tool and process documentation; trained and mentored newly on-boarded team members.
- Developed dashboards for monitoring success/fail rate of nightly execution of automated test cases and tracking of Jira issues resulting in test flakiness reduction and issue time to complete.

All Star Directories

Oct 2012 – Jun 2022

Senior QA Engineer, Lead QA Engineer, QA Engineer

- Led QA efforts in all stages of Agile SDLC from design to post-deployment, ensuring successful delivery of product initiatives across various functional areas.
- Sustained high quality metrics throughout the product's evolution, supporting new product offerings, conversion optimizations, compliance updates and iterative functional and design enhancements over a 10-year period.
- Developed and executed on comprehensive test plans for each assigned project. This included design of automated and manual testing strategies, conditions and cases as well as configuration of test environments and creation or obtainment of test data.
- Lead QA resource on 'Linkout' initiative, a major project that enabled new revenue sources by surfacing a new offering type and the tracking of its impressions, clicks and conversions from visits interacting with these offerings across domains.
- Built out new Selenium WebDriver/Java-based automation framework and converted existing manual regression test cases to automated tests for CI/CD integration in Jenkins then Gitlab Auto DevOps.
- Maintained and updated QA processes during platform migration from on-premise hardware to AWS cloud.
- Created UI automation to fill, submit and validate dynamically generated complex multi-pane forms.
- Integrated existing automation with BrowserStack to facilitate testing across mobile device matrix.
- Lead QA resource on project to develop new public API for sharing of inventory with partners vastly improving the partner integration and onboarding process.
- Provided optimization suggestions and certification of new partners' integrations of newly developed API by working closely with partners' dev teams.
- Created automation test suite to test new API against DB data using custom developed SQL queries.
- Attended product story reviews providing input on requirements, designs, effort estimations and potential issues to get stories sprint ready.
- Supervised and delegated all QA activities throughout each sprint between QA team members ensuring timely delivery and quality of deliverables.
- Served as Subject Matter Expert on processes and product features, mentoring of junior team members.
- Configured and ran SiteSpect A/B test campaigns, metrics and triggers for new features and optimizations leading to significant gains in conversion rates and insights.

All Star Directories | Production Engineer

Sept 2008 – Oct 2012

- Created and maintained code solutions developed in PHP and Java from customer technical requirements to format and post platform-hosted form data to customer APIs (CRM) in real time.
- All Star Directories began work to migrate from their legacy PHP platform to a new Java-based platform architected in-house in 2009. I was tapped to provide assistance in specification gathering and to rewrite and test 80+ PHP classes into their Java equivalents.

EDUCATION & CERTIFICATIONS

Oracle Certified Java Associate, **ISTQB** Certified Tester Foundation Level, **AWS** Certified Cloud Practitioner

San Francisco State University

Saddleback Community College