Jacob Kohl

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Quality Assurance Engineer

Quality Assurance Engineer with over 10 years of experience leading automated and manual testing initiatives within Agile teams. Expertise in test strategy, CI/CD integration, and troubleshooting complex systems. Collaborates closely with developers and stakeholders to streamline testing workflows, accelerate delivery, and ensure exceptional product quality.

WORK EXPERIENCE

Quality Assurance Engineer & Technical Support Lead | Full-time | 11/2023 – 09/2025
Tagboard

- Integrated Agile QA Testing methodologies into existing Software Development and Product Lifecycles, enhancing feature quality, bringing visibility to proactive test planning efforts, and delivering both automated and manual test scripts within project timelines.

- Fostered cross-team collaboration with the Cloud Infrastructure Team to optimize CI/CD processes in both production and staging Amazon Web Services environments, setup and maintain Cloudwatch Dashboards and Alerts, reduce automated regression runs by 50%, and troubleshoot technical issues.

- Expanded the automated testing framework, leading to a 60% increase in overall end to end and API test coverage, improved test results within 6 months, and 80% of new functionality having automation coverage upon release.

- Researched, diagnosed and resolved complex bugs within a complex microservices SaaS deployment within 3 months, reducing the Engineering Backlog and enabling developers to prioritize critical feature work.

- Developed a comprehensive Customer Support Help Desk solution and Knowledge Base service that enhanced support workflows and enhanced documenting practices, boosting client engagement and operational efficiency within 3 months.

- Served as HubSpot Super Admin, implementing workflow automations, custom code solutions, and supporting the preexisting Salesforce-to-HubSpot migration.

Manager, Support Operations and Technical Services | Full-time | 07/2022 – 11/2023
Infor

- Fostered a collaborative team environment by mentoring members with constructive feedback and aligning project goals, resulting in improved team performance and higher job satisfaction.

SKILLS

API Testing, Attention to detail, Automation Writing, AWS, Business requirements, CenTrak, Change Management, Code Review, Consulting, Cross-Team Collaboration, Customer Success Focus, Cypress Test Framework, Debugging, Deductive Reasoning, Defect Tracking, Documentation, E2E Testing, EHR Systems, Epic, Exploratory Testing, Express, GitHub, Growth mindset, Hapi, HL7, HubSpot, Integration Testing, JavaScript, Joi, JSON, Knowledge Base, Manual Testing, MongoDB, Performance Testing, PostgreSQL, PrimeVue, Problem-Solving, Process Improvement, QA Leadership, Regression Testing, Release Validation, Requirements Review, Resource Prioritization, Sonitor, SQL Server, Support Engineering, System Administration, Systems Architecture, Technical Documentation, Technical Mentorship, Test Case Development, Troubleshooting,

- Drove collaboration efforts in an Agile environment, aligning engineering resources with external stakeholders to bring a Proof-of-Concept product to market within the existing Supply Management software services.
- Leveraged JIRA, Azure DevOps, and other Project Planning tools to coordinate and optimize team member's workloads to meet deadlines and enable team members to work independently.

Senior Technical Support Analyst | Full-time | 10/2019 - 07/2022
Infor

- Built and maintained Automation Tools and Scripts for standard tasks using PowerShell, batch files, and other scripting technologies which increased the efficiency of technical processes.
- Achieved Demo Excellence by creating and managing Change Control processes and achieving 98% uptime for key Demo environments critical for sales demos and training sessions
- Collaborated with other specialties to develop new Managed Services product offerings, enhancing the value of customer RTLS deployments.
- Facilitated team collaboration and process improvements by running daily standups, organizing team Kanban boards, and reviewing current processes.
- Provided escalated technical support and root cause analysis reports for enterprise healthcare customers around data integration flows, business intelligence ETL processes, API related issues, and real-time third party integration issues with Epic, RTLS hardware partners.
- Specialized in SQL Server and Database Administration over 5 years, collaborating with customer DBAs and IT Resources to achieve application performance targets and maintain 99.99% uptime.
- Resolved complex technical issues for enterprise healthcare customers, enhancing data integration flows and improving system reliability that directly impacted the patient and clinical staff experience

Technical Services Engineer | Full-time | 05/2016 - 10/2019
Infor

- Managed multiple RTLS implementation and expansion projects, including installation tasks, deployment projects, and consulting opportunities through direct customer contact and internal prioritization efforts.
- Escalate product issues to the Engineering Team and provide customer impact statements for prioritizing bugs and defects
- Lead discussions around the technical architecture requirements with stakeholders and provide insight on Industry best practices for maintaining application components
- Hands-on Support for Tier 2 / Tier 3 product issues from customers and internal resources with a technical focus on Database Administration, Business Intelligence, and Integration Frameworks.

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TypeScript, Version Control, Vue3, Web Applications, Windows Server, XML

Technical Skills: bash, Browser DevTools, Command Line, cURL, Cursor, Postman, PowerShell, SQL Server Management Studio

EDUCATION

Bachelor of Arts in Computer Science & Philosophy
Concordia College
Moorhead, MN
08/2008 - 05/2012

**Director of Communications and Executive Producer |
12/2013 - 12/2016**
Rival Gaming

- Founded and organized the Rival StarCraft II League (RSL), a grassroots tournament structure aimed at fostering semi-professional StarCraft II talent on their way to the premier WCS Circuit. Raised RSL tournament funds through small sponsorships and small-donors. Produced, directed, and streamed Live Twitch Streams of the RSL to consistent viewership. Developed the communications and presentation strategy for Rival Gaming. Maintained the social media platforms and online presence to recruit up and coming talent and engage with the game's playerbase.

Quality Assurance Engineer | Full-time | 05/2014 - 05/2016
Infor

- Engaged with Product Management and Technical Services Teams to deliver new product features, including requirements review, testing strategy, and release process sign off.

- Created and standardized onboarding documentation, reducing ramp-up time for new QA team members.

- Designed, authored, and executed both manual and automated tests that covered both End-To-End and API, achieving 98% passing rate for Major Platform releases and Service Packs.

**Team Trainer / Frontline Telemetry Escalation Agent | Full-time |
07/2012 - 05/2014**
Microsoft (VMC Consulting)

- Provided in-depth SharePoint Online product training and process instruction for new engineers.

- Ran PowerShell scripts to resolve common escalation issues in enterprise production environments.

- Supported global enterprise and premier customers with frontline SharePoint Online issues through the use of Product Knowledge and PowerShell scripts to consistently achieve 90%+ Customer Satisfaction rating and 48 hour resolution timelines.

- Revised training curriculum, later adopted across Microsoft SharePoint Online support teams.

Desktop Support Technician | 09/2010 - 05/2012
Concordia College Information Technology Services Solution Center

- Assisted faculty and students to resolve issues concerning phones, computers, and other technological devices.

Student Manager | 01/2009 - 05/2012
Concordia College Dining Services

- Supervised up to 20 students at a time, ensuring meal service to hundreds of students in a timely manner with food quality up to professional standards.

CERTIFICATIONS

Agile Testing | 10/2025 - 10/2025
LinkedIn

API Documentation | 10/2025 - 10/2025
LinkedIn

PROJECTS

SportRadar Data Integration Projects | 12/2023 - 09/2025
Tagboard
- Led QA efforts for SportRadar data-ingestion and Tagboard Graphics Engine expansion projects, integrating new league datasets including NBA, NHL, NFL, and NCAA.
- Defined testing scope, timelines, and regression strategies while collaborating with cross-functional teams in an Agile environment.
- Expanded and maintained Cypress end-to-end automation suites, improving regression coverage and reducing manual testing time.
- Conducted manual and automated testing to validate data accuracy, API integrations, and production performance during live broadcasts.

Revamped Polls & Trivia Experience | 03/2025 - 09/2025
Tagboard
- Led QA strategy and execution for the redesign of Tagboard's interactive Polls & Trivia experience, ensuring high-quality delivery from design to deployment.
- Participated in requirements and design reviews, identifying potential risks and test implications early in development.
- Developed and maintained manual and automated test cases, expanding regression coverage through enhanced automation.
- Collaborated with product and engineering teams on rollout planning, bug triage, and prioritization to ensure a smooth feature launch.

YouTube Comments, Live Chat Messages, and Shorts Integration | 05/2025 - 06/2025
Tagboard
- Led QA testing for new YouTube data integrations, expanding Tagboard's social content capabilities to include Live Chat Messages, Video Comments, and Shorts alongside existing video and social feeds.
- Designed and executed automated and manual regression tests using Cypress to validate data ingestion, display accuracy, and platform stability.
- Collaborated with engineering teams to verify real-time API connections and ensure reliable content rendering within Tagboard's Curate and content-feed workflows.

- Supported release validation and production verification to ensure seamless end-user experiences during live broadcast use cases.

Threads Social Posts Integration (in partnership with Meta) |
03/2025 - 04/2025
Tagboard

- Led QA for the integration of Meta's Threads platform into Tagboard's Curate Chrome Extension, expanding supported social network capabilities.
- Executed automated and manual regression testing using Cypress to ensure reliable ingestion and display of Threads content alongside other social sources.
- Collaborated with engineering and product teams to validate API connections, content rendering, and user experience across multiple platforms.
- Supported release validation and production monitoring to ensure a smooth rollout of the new integration.

Twitch Chat Comments Integration | 12/2023 - 03/2025
Tagboard

- Served as the sole QA resource leading test design, execution, and validation for Tagboard's integration of Twitch Chat Comments.
- Authored and executed detailed test cases covering functional, regression, and ad hoc testing to ensure stability and performance.
- Partnered with engineering teams to validate API connections, real-time data flow, and user experience consistency within Tagboard's platform.
- Oversaw feature rollout and production validation to ensure seamless integration during live broadcast use.

Architected and Implemented Client & Technical Support Processes |
11/2023 - 05/2024
Tagboard

- Personally recruited to design and implement a new Technical/Product Support process within Tagboard's Engineering vertical.
- Assessed existing support workflows and escalation paths, then architected a centralized solution built on HubSpot CRM to unify client messaging, ticket tracking, and support visibility.
- Developed a Private Customer Portal, migrated and maintained the Support Knowledge Base, and led data cleanup and standardization within HubSpot.
- Extended HubSpot's Help Desk capabilities through custom automations and integrations with GoAlert and internal engineering systems to streamline incident response and communication.
- Partnered with stakeholders across Product, Engineering, and Customer Success to define SLAs, optimize escalation workflows, and ensure operational alignment.