# JIAJIE KANG
*TECHNICAL SUPPORT ENGINEER, LEAD*

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## Profile

Over 14 years of experience in software development and testing.

Possess 3 years of experience in pre-sales and post-sales technical support.

Demonstrates excellent communication skills and a strong aptitude for technical leadership.

## Skills

### Technical Support
Proficient in International communication

### Software Testing
Professional in Function Test, Regression Test, Performance Test, Stability Test

### Software Development
Professional in Automation Test and Tools development

## Technical

| | | |
|---|---|---|
| HTML | Python | C/C++ |
| CSS | Perl | Java |
| Javascript | Linux Shell | SQL |

## Experience

### DTOne
**Lead Technical Support Engineer** — 2021-present

Provided troubleshooting support for international mobile topped up transactions.

Resolved issues related to API integrations reported by customers.

Developed and fixed code in modules for partners' integration.

Analyzed API logs of transactions to identify and resolve customer issues.

Created customized queries to fulfill customer requests for product and pricelist information.

### Here Technology
**Lead Techinical Support Engineer** — 2019-2020

Present pre-sales technical guidance and product demos to customers.

Provide technical support for contracted map products to customers.

Offer solutions to customers' requirements related to Map API, SDK, and offline data.

Develop tools that assist customers in map data processing.

Create customized map rendering websites for product demos.

Assist customer developers in debugging code and identifying the root cause of issues.

### Sony Mobile
2011-2019

Senior Architect

Create test cases for system testing, including performance, power consumption, and stability tests.

Streamline the test approach and scope to reduce expenses and costs.

Take charge of designing, enhancing, and utilizing automation testing tools.

Develop and implement a regression testing tool to enhance testing efficiency.

Establish a test process within test case management to manage costs effectively.

Lead verification teams in Lund (Sweden) and Tokyo (Japan) for interface testing.

Enhance the knowledge, skills, and competence of the test teams through training.

## Nokia                                          2009-2011
### Software Engineer

I primarily focused on developing and enhancing tools used by the Symbian ecosystem for various tasks such as building, integrating, customizing, testing, and releasing Symbian OS/Applications. These tools are a core part of the Symbian SDK. Additionally, I played a key role in designing and constructing a cloud environment to automate BITR (build, integrate, test, and release) jobs.

## CIeNET                                         2007-2009
### Senior Test Engineer

I led the testing team in completing various types of tests including functional, regression, system, risk-based, and exploratory tests. I acted as a coordinator between the testers and developers, facilitating bug hunting, verifying, and fixing processes. Additionally, I created the test plan, designed test cases, and delivered test reports.

## Beijing Galaxy Tech                            2002-2004
### Software Engineer

As a junior developer, I developed the code for enterprise local communication software, specifically for audio and video functionalities.

*Education*

2004/09—2006/10 Dalhousie University, Canada
Electronic Engineering, Internetworking, Master of Engineer
1998/09—2002/07 Beijing Univ. of Post and Telecom
Computer Science and Technology, Bachelor