

Julie Laursen

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Work Experience

2020-Present | *LawnStarter, Austin TX*

Sr. QA Engineer

- UI/API/load testing through Codeception/Selenium, PHP, Go, MySQL, Docker, AWS, CircleCI
- Mobile testing using Browserstack/Sauce Labs
- Update backend (PHP) dev repositories to add APIs for data management/test state setup
- Update front end (Vue) dev repositories with locators to improve testability of elements
- QA for infrastructure team deploying CI/CD pipeline and AWS changes

2019-2020 | *Keller Williams, Austin TX*

Sr. Quality Engineer

- Create and run UI automation tests utilizing the Page Factory model, Selenium, JUnit, Java, Cucumber and CircleCI
- Approve and submit PRs related to automation with Git/Github
- Create and run data-driven automation tests for API testing using a combination of Rest Assured, Cucumber, and Java
- Create, ran and scaled mobile automation tests using a combination of Appium, Java, and Sauce Labs
- Began process of moving Appium automation to Javascript and adding test IDs to the Node.js/React dev framework for testability
- Manual testing of the UI on both web and mobile
- Manual testing of APIs using Postman and cURL
- Load testing using Jmeter, Gatling, and k6, including performance testing the migration of services from AWS to GCP
- Run automated chatbot testing through Botium, using information from Google Dialogflow and Google Analytics
- Create test plans and test cases for manual and automated regression and smoke tests

2018-2019 | *Keller Williams, Austin TX*

Technical Product Owner

- Form a critical business function by working with, and aligning Product, QA and Development teams to ensure the implementation of a fully automated test process driven by ATDD/BDD and documented in Confluence.
- Assist in crafting the QA process and procedures for a new product line. Create staffing proposal and onboard new hires.
- Review high level business and systems requirement documents, wire frames, and mockups for Keller Cloud and Keller Offer Management, a system which allows real estate agents to control buying offers.
- Decompose user stories and add them to Jira
- Assist in grooming the product backlog and bringing stories into Sprints
- Created Requirements Traceability Matrixes to tie stories to feature files and test cases
- Deliver well documented, fully comprehensive Gherkin based requirements in Cucumber feature files
- Perform interviews of TPM and QA candidates to build out TPM/QA team
- Manual mobile testing of chatbots using Android and IOS
- Deploy test environments using VMware, Docker, Linux

2016 – 2017 | *IBM, Austin TX*

Quality Engineer:

- Design functional, black box, end-to-end test cases as part of test planning.
- Create and maintain automation tests in Protractor/Jasmine/JavaScript stack using Page Object Model format.
- Maintain existing manual test cases. Perform execution of smoke, sanity, and regression tests, then review results.
- Analyze stakeholder requirements, reproduce and report defects.
- Subject matter expert on customized configuration involving cloud provider simulator.
- Perform API and webservices testing using Postman and cURL
- Manually test functionality on Cloud Brokerage dashboard that integrates with cloud service providers such as AWS, SoftLayer, and Microsoft Azure. Order, edit, provision, fulfill and delete virtual machines and services.
- Work with 24/7 Customer Escalations team to triage critical defects as they came in from Customer Operations.
- Perform risk analysis before test suite execution, perform RCAs on Blocker/Critical issues.

2013 – 2016 | *AT&T Wi-Fi, Austin TX*

Quality Engineer:

- Involved in all aspects of QA life cycle including test case design, execution and regression. Perform unit, integration, regression, automated, responsive and smoke testing during the design development and release process.
- Test lead and reporting duties such as releasing testing status reports to management.

- Designed and implemented keyword-driven automated tests on Robot Framework with Selenium and Python, taking Intro to Python and Advanced Python at Austin Community College
- Created test plans utilizing test management tools such as Testlink.
- Developed and utilized SQL queries using SQL server, MySql and Oracle 11g.
- Managed the communication and verification of change requests between engineering and IT.
- Set up, troubleshoot, re-flashed, and tested network elements in hardware lab test environments.
- Applied scripts with database builder tools for software deployments across a network of 30,000 Debian Linux systems.
- Created and injected large amounts of test data to QA systems via editing and executing bash scripts.
- Worked with operations to address customer issues.

2010 – 2013 | AT&T Wi-Fi, Austin TX

Network Operations Manager:

- Coached, directed, appraised, interviewed and disciplined team of 15 direct employees and 60 indirect employees. Communicated change between departments and ensure buy-in.
- Ensured high compliance to adherence, attendance, and performance metrics in a high-volume 24/7 environment. Maintained a high-performing team of technical leads and network engineers with an above-average Mean Time to Resolution.
- 24/7 point of escalation for technical and customer service issues.
- Ran and documented outages, outage training and RCAs. Coordinated with DevOps team to triage solutions and communicate to upper management through status reports and war room meetings.
- Determined deficiencies in processes and procedures. Proposed, evaluated, and implemented solutions.
- Authorized equipment, dispatches and technician releases at retail, restaurant, hotel and stadium sites.

2008 – 2010 | AT&T Wi-Fi, Austin TX (formerly Wayport)

Network Operations Engineer:

- Handled NOC support in a 24/7 team-based environment based off incoming calls, monitoring systems and inbound tickets.
- Troubleshoot network, software, DSL, POTS, Cable, Dial-up, and wireless issues in a Debian Linux based network.
- Analyzed logs, TCP Dump and packet capture tools such as Wireshark to troubleshoot performance bottlenecks.
- Gained hands-on proficiency in configuring and troubleshooting Cisco Controllers, Ruckus Controllers, Cisco routers (7200, 3800, 3600, 2800, 2600, 2500, 1800 series), Cisco switches (6500 4500, 3750, 2900 series), and D-Link switches.
- Demonstrated knowledge of IEEE 802.11 a/b/g wireless standards to troubleshoot Cisco, Belair, Ericsson and Aruba access points.
- Performed Cisco IOS firmware upgrades, worked with technicians on repair and equipment bring up procedures.

Education

Masters, Business Administration, Southern Illinois University, *Carbondale, IL*

Bachelor of Science, Information Systems Technologies, Southern Illinois University, *Carbondale, IL*

Associates of Applied Science, Computer Programming- Java Track, Austin Community College, *Austin TX*

SANS Women's Immersion Academy 2020, Cybersecurity bootcamp, *online*

Certifications

AWS Certified Practitioner

Google Certified Professional Architect

GIAC GIAC Security Essentials

GIAC Certified Incident Handler

GIAC GIAC Web Application Penetration Tester

Association for Software Testing, Black Box Software Tester Foundations Certificate, Black Box Software Tester Test Design Certificate

ISTQB Certified Tester Foundation Level

CompTIA A+, Network+, Cloud Essentials

Memberships

Austin Automation Professionals Meetup, Co-organizer

- Assist in co-creating a community to help local QA transition to automation engineers and SDETs from manual testing and gain proficiency in different automated testing skills.
- Monthly meetups include book club, code nights, lightning learning talks, and presentations.
- Recruit and organize speakers from QA vendors on different automation topics