CHRISTOPHER ‘KIT’ WILLIAMS

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QUALITY ASSURANCE ENGINEER

Agile Leadership● Experienced ● Passionate About Quality ● Versatility

Seasoned and skilled Quality Assurance Engineer with over eight years’ experience overseeing and supporting diverse projects for industry leaders Costco, Tableau/Salesforce, and fintech startup Papaya. Adaptive learner who employs Agile methodologies to ensure high quality work, delivery within SLAs, and continuous improvement. Demonstrated strong work ethic, teamwork, creative problem solving, and drive to go beyond expectations. Thrives under pressure – individually, and as an influential team member. Solid reputation as a reliable, flexible “utility player” who can fill in for other team members while solving difficult problems under aggressive deadlines and consistently delivering high quality results.

**TECHNICAL EXPERTISE**

* In-depth training on human factors in computer interactions, user experience, and critical system usability validation.
* Proficient with VS Code, IntelliJ, PyCharm, Git, Perforce, Playwright, Jira, Azure DevOps Server, Postman, Microsoft Office, Google Office Suite, very experienced with Agile methodologies.
* Systems: iOS, Android, Windows PC, Mac OS, and IBM AS-400.
* Programming familiarity with TypeScript, Python, Java, JSON, C++, SQL, XML, PowerShell, REST, SOAP UI, HP ALM, IBM Rational ClearQuest, Jenkins, Selenium, Web Services Testing.

PROFESSIONAL EXPERIENCE

**QA ENGINEER** ⏐ **Papaya Payments 2021-2022**

* Lead QA Engineer who drove testing strategy on an embedded web application project. Owned E2E test automation suite in Playwright/TypeScript for CI/CD pipeline.
* Wrote and executed test plans for new features. Collaborated with program managers and developers and pair-tested both front-end/UI elements and back-end. Ensured bugs were meticulous and clearly written, and thoroughly verified when fixed.
* Performed API testing using Postman and mock webhook servers. Analyzed network requests/responses and verified data in MySQL DB, and modified DB data to verify UI behavior.
* Created and extensively utilized JSON Web Tokens for API and mobile applications testing.
* Executed thorough tests on physical mobile devices (iOS, Android) and in desktop browsers to ensure compatibility and accessibility.
* Initiated new QA processes to ensure visibility, proper documentation, test coverage, and tracking of defects. Worked to move the team from an ad-hoc startup testing mindset to a more formal organized methodology.

**TEST ENGINEERING MTS** ⏐ **Tableau Software/Salesforce 2014 - 2020**

* As a test lead, streamlined communication and workflow with stakeholders, adjusted scope as needed. Oversaw the SDLC on additional projects, led manual, component, end-to-end and performance testing. Spearheaded test execution (including bug bashes) for branch integration and release.
* Collaborated with team members to investigate and resolve automated testing issues — reduced 200+ different tests to < 50 and as a result reduced person-hours from ~40 hours/week to 5 minutes.
* Administered and maintained a critical test server for 1K+ people. Developed component tests in C++ for web server testing. Wrote end-to-end test scenarios and implemented them in Java for web client and Python for desktop application.
* Successfully delivered project with nearly zero defects, within deadline and SLAs to receive excellent reviews from customers.
* Coached and mentored new team members/interns on test automation code base, team processes, product code, and career paths.
* Agile scrum leader – ran daily standups, retrospectives, and sprint planning meetings.
* Recognized as an effective “utility player” who took on additional challenges whenever requested, including filling in for other team members as needed. Did frequent code reviews for colleagues across the organization and for the immediate team.

**IS QA ANALYST I (E-COMMERCE)** ⏐ **Costco Wholesale, Inc. (Prior to 2000) – 2014**

* Executed test cases, file defects, and performed exploratory, confirmation, regression, and smoke testing in an agile environment. Executed tests on back-end servers and web services using SOAP UI, SQL Server Management Studio, and IBM Data Studio.
* Influential team member in a cross-functional group of specialists accountable for optimizing the environment provisioning process and improving testing for environments when brought online. Thrived within a deadline driven environment, often assisting peers to complete tasks.
* Created and executed software tests in both desktop and mobile. Led reviews of software requirements with Business Analysts to ensure early defect detection.
* Slashed testing time from months to weeks. Ensured test environments were stable. Allowed better identification of defects. Personally went through 1K+ manual test cases to investigate validity, duplicates, and catch defects.
* Completed intensive six-month training program focusing on software development lifecycle, testing methodologies and defect reporting/analysis.
* Created new hire material which decreased the ramp-up time for new team members by improving clarity on processes and procedures.

# EDUCATION

**University of Washington**

* Currently enrolled in UW Coding Bootcamp to be completed in September 2022. Curriculum includes: HTML5, CSS3, JavaScript, jQuery, Express.js, React.js, Node.js, progressive web apps, agile methodology, computer science, database theory, MongoDB, MySQL.

**University of Washington/Cascadia College**

* Fall 2022: Working on prerequisites toward Master of Science in Computer Science & Software Engineering (Est. completion date: 6/2025)

**Bellevue College, Bellevue, WA**

* Software Testing & Quality Assurance Certificate Program
* C# Certificate Program
* *Courses Include:* C# Programming I, II, III, C# Automation, Algorithms in .NET, SQL I, Principles of Software Testing, Professional Testing Methods

**Embry-Riddle Aeronautical University, Prescott, AZ**

* B.S. Aeronautical Science, Meteorology Minor
* Honors: Magna Cum Laude (GPA: 3.7)

**AREAS OF EXPERTISE**

Team Leadership • Testing • Compliance • Problem Solving • Adaptive Learner • New Hire Training

Employee Development • Resource Planning • System Troubleshooting • Multitasking