CHRISTOPHER 'KIT' WILLIAMS

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SOFTWARE DEVELOPMENT ENGINEER IN TEST
Automation Strategy • End-To-End Quality • Innovation

Seasoned and skilled Test Automation Engineer with more than six years' experience overseeing and supporting diverse projects for industry leaders Costco and Salesforce. Quick 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.

PROFESSIONAL EXPERIENCE

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

Administered and maintained a critical test server for 1K+ people. Collaborated with team members to investigate and resolve automated testing issues — reduced 200+ different tests to < 50. Reduced person-hours from ~40 hours/week to 5 minutes. Took a lead test role — created test plan, streamlined communication and workflow with stakeholders, adjusted scope as needed. Pair-tested with the lead developer, allowing rapid defect resolution. Successfully delivered project with nearly zero defects, within deadline and SLAs to receive excellent reviews from customers. Oversaw the SDLC on additional projects, led manual, component, end-to-end and performance testing. 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. Spearheaded test execution (including bug bashes) for branch integration and release. Ran daily scrum meetings as backup scrum master. Maintained manual and automated test cases, including investigating failures/debugging, eliminating unneeded tests and ensuring proper test coverage. Recognized as an effective "utility player" who took on additional challenges whenever requested, including filling in for other team members as needed.

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

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. Slashed testing time from months to weeks. Ensured environments were stable. Allowed better identification of defects. Personally went through 1K+ manual test cases (team was given 10K+) 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 and executed software tests in both desktop and mobile. 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. Led reviews of software requirements with Business Analysts to ensure early defect detection. Created new hire material. Thrived within a deadline driven environment, often assisting peers to complete tasks.

EDUCATION

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

TECHNICAL EXPERTISE

- C++ Programming skills, familiarity with Java, Python, SQL, XML, PowerShell, SOAP UI, HP ALM, IBM Rational ClearQuest, Jenkins, Web Services Testing.
- In-depth training on human factors in computer interactions, user experience, and critical system usability validation.
- Systems: PC, Mac, and IBM AS-400.
- Proficient with Perforce, Azure DevOps Server, very experienced with Agile methodologies.

AREAS OF EXPERTISE

Team Leadership • Testing • Compliance • Problem Solving • Quick Learner • New Hire Training
Employee Development • Resource Planning • System Troubleshooting • Multitasking