




# Michael Ortiz

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 mikeortiz@gmail.com |  (310) 529-2694 |  Lakewood, CO

QA Lead | Manual & Automation Testing | Web • Mobile • API

## Professional Summary

Quality Assurance professional with 15+ years of experience testing web, mobile, and API applications. Proven track record leading QA teams, designing test strategies, and delivering high-quality releases. Expert in manual testing with growing automation expertise using Selenium, AI-driven tools, and Browserstack. Skilled in cross-functional collaboration, QA process improvement, and ensuring seamless user experiences.

## Core Skills

- Manual Testing: Functional, Regression, UAT, Cross-Browser, Mobile (iOS/Android)
- Automation: Selenium (with AI tools), Eggplant, Browserstack
- APIs & Databases: Postman, SQL (queries & validation)
- QA Processes: Test Plans, Test Cases, Release Management, Defect Tracking
- Collaboration Tools: JIRA, Confluence

## Professional Experience

### JibJab – QA Lead Engineer

Los Angeles, CA | Feb 2013 – Present

- Lead QA efforts for web and mobile products used by millions of users, managing internal and external QA resources.
- Designed and executed manual testing for desktop, mobile browsers, and native apps, ensuring release quality across platforms.
- Implemented AI-powered Selenium test automation integrated with Browserstack, reducing regression cycle time.
- Created and maintained test plans and test cases aligned with product requirements.
- Performed API testing with Postman and database validation with SQL queries.
- Defined QA workflows and release processes adopted company-wide, improving release efficiency.
- Partnered with product, engineering, and customer support teams to resolve issues before production.

## **Mattel – Lead QA Analyst**

El Segundo, CA | Aug 2011 – Feb 2013

- Directed QA testing across web, mobile, and native apps for Mattel digital products.
- Spearheaded the company's mobile QA initiative, establishing mobile testing as a core process.
- Managed vendor QA teams and ensured timely, high-quality releases.
- Authored and maintained test cases and regression suites.

## **Conspiracy Entertainment – Associate Producer**

Santa Monica, CA | July 2009 – Nov 2010

- Managed ESRB and First Party submissions, ensuring compliance with rating and platform requirements.
- Served as publisher QA tester/reviewer.

## **Activision – QA Lead**

Santa Monica, CA | Dec 2001 – July 2009

- Oversaw QA testing for AAA video game titles, managing large teams of internal and external testers.
- Developed test plans, coordinated test execution, and ensured compliance with release requirements.

## **Education**

University of California, Santa Cruz – B.A. Film

Santa Cruz, CA | 1997 – 2000