

# MIKE DOYLE

## QUALITY ASSURANCE ENGINEER

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## SUMMARY

Innovative and detail-oriented Engineer. Currently employed at Amazon, I have honed my skills in developing and maintaining high-performance software applications, ensuring product quality through rigorous testing, and optimizing operational workflows.

## PROFESSIONAL EXPERIENCE

### Device Associate II - Luna Cloud Gaming Amazon.com

August 2022 - Present, Bellevue, WA

- Engineered automated test protocols for Luna Cloud Gaming platform, enhancing bug detection by 25% and contributing to a 15% increase in overall system stability and user satisfaction rates.
- Rigorously tested and provided detailed feedback on new features and updates for Luna Cloud Gaming, contributing to an enhanced user experience and achieving a 99.9% service uptime across multiple device platforms.
- Conducted comprehensive QA cycles on Luna Cloud Gaming platform across Windows and Proton(Linux), reducing report resolution times by 30%.

### Senior Accountant - AR/AP Topline Counters LLC

Feb 2021 - Dec 2022, Sumner, WA

- Overhauled financial reporting processes for a multinational corporation, reducing monthly close cycle by 5 days and ensuring 100% compliance with FASB standards and international tax laws.
- Streamlined financial reporting processes by integrating an advanced ERP system, reducing month-end close duration by 40% and increasing report accuracy for a high-volume firm with \$50M in annual revenue.
- Spearheaded a cross-departmental process optimization effort that reduced monthly closing time by 30%, by automating reports and standardizing reconciliation procedures across the company.

### Inventory Manager Best Buy

January 2018 - June 2019, Federal Way, WA

- Oversee Inventory Control: Manage all aspects of inventory control including ordering, receiving, and stocking of products.
- Inventory Accuracy: Ensuring inventory records remained accurate by conducting regular audits and cycle counts.
- Loss Prevention: Implemented and oversaw loss prevention strategies to minimize shrinkage and discrepancies lowering overall shrink by 75%.
- Team Supervision: Lead and supervised inventory team members, providing training and development opportunities to over 100 new employees across multiple locations.

## PROJECTS

### Catalog Health Automation

Amazon - Luna Cloud Gaming • [luna.amazon.com/](https://luna.amazon.com/) • February 2024 - Present

- Created test cases and documentation to automate testing and increase visibility in titles facing issues reported by customers. This increased the overall customer satisfaction score by over 7%.
- Developed a comprehensive monitoring system for Luna Platform Catalog Health, delivering real-time analytics on title performance and reducing issue resolution time by 40%, thus enhancing the overall user experience.
- Created automation scripts using Python and Javascript to increase the overall productivity and output of issue discovery and resolution.

## EDUCATION

**Bachelor of Computer Science, Software Engineering**  
Western Governor's University - Salt Lake City, UT

Feb 2023 - July 2026

**Associate in Applied Management**  
Green River College - Auburn, WA

Jan 2020 - June 2022

## SKILLS

**Technical Skills:** Python, Java, Javascript, HTML, CSS, Sass

**Hard Skills:** Project Management, Planning, Resource Allocation, Scheduling

**Soft Skills:** Communication, Teamwork, Meticulous Attention, Problem Solver, Troubleshooting