



ERIC LEE

PERSONAL PROFILE

IT professional skilled in working with clients as well as QA mobile testing experience.

Functional, Regression, Scenario, Client-server based, Mobile/Web based. Experienced in different software development methodologies (waterfall, agile).

Experience in audio production using DAW's. Reaper, Pro Tools etc.

SKILLS

- Agile / technical testing.
- HTML, CSS, some Python.
- Jira, Testrail, Postman.

CERTIFICATIONS

- *Comptia A+*
- *Comptia Security + In Progress*
- *Microsoft MTA Web Dev Fundamentals*

OTHER SKILLS

- Proficient in customizing UI components on Linux platforms, including the use of Polybar and i3 Window Manager.
- Extensive experience with multiple Linux distributions, such as Arch Linux, Ubuntu, and related operating systems.
- Proficient in office productivity suites, including G-Suite and Microsoft Office.
- Strong communication and teamwork abilities, fostering a collaborative work environment.
- Knowledgeable in IT networking, including routers, switches, and related hardware.
- Experience in Python and Bash scripting for task automation and system administration purposes.

CONTACT ME

US citizen

Residence: Gdansk, Poland

Email: work.melee@gmail.com

Mobile: +48451156438

<https://www.linkedin.com/in/mr-e-lee/>

<https://soundcloud.com/konchuss>

WORK EXPERIENCE

TRIAGE SPECIALIST

Applied Value Technologies for Meta | July 2022-February 2023

- Uphold Service Level Agreements (SLAs) by efficiently prioritizing and addressing support tickets for both clients and internal users.
- Act as the primary point of contact for customer support inquiries, adeptly escalating technical issues to engineers and developers when necessary.

QA SOFTWARE TESTER

Pipeworks Studios | 2019 - 2021

- Assisted in establishing a remote testing site for a major cruise line, ensuring high-quality assurance.
- Routinely utilized AnyConnect for mobile and software testing, as well as connecting desktop PCs to client networks for data validation.
- Automated VPN connections using OpenConnect and Python, streamlining processes.
- Configured web servers with IIS for application testing on ProCentric-enabled TVs.
- Installed and tested builds on Ubuntu Linux to meet client requirements.
- Conducted testing for Apple TV and Amazon Fire TV applications.
- Developed, executed, and revised test scripts for client projects.
- Collaborated closely with developers and product owners to ensure product quality.
- Performed API testing for user data validation using Postman.

EDUCATION HISTORY

BSC INFORMATION TECHNOLOGY - WEB DESIGN AND DEVELOPMENT
Southern New Hampshire University, 2019-Present

BSC INFORMATION TECHNOLOGY
Western Governors University. 2018-2019