



Matt Troutman

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Experience

Quality Assurance Engineer • SurveyMonkey • San Mateo, CA • Oct 2014 - Sep 2020

- Maintained project test case management database
- Created test plans during feature planning regarding potential quality impact
- Tested software to match product / tech specs, and ensured no regressions had been introduced
- Designed and coded automated test cases in PyTest for nightly regression testing
- Performed manual regression testing to ensure product quality was maintained
- Worked quickly to address issues discovered in production environment that affected customers
- Led QA efforts in making SurveyMonkey GDPR compliant, organizing efforts across multiple teams, and coordinating release testing between developers and QA staff

Quality Assurance Engineer • Apple, Inc. • Cupertino, CA • May 2012 - Oct 2014

- Oversaw testing of Contacts application (macOS) for bugs before releasing to the public
- Ensured feature parity between iOS and macOS Contacts apps
- Submitted builds to the Program Office for inclusion into macOS
- Triaged incoming bugs and feedback. Assigned to appropriate team members

Mac Genius • Apple, Inc. • Leawood, KS • 2005 - 2012

- Worked with customers to troubleshoot issues with both Mac & iOS hardware & software
- Provided training sessions to customers of all skill levels with a variety of software and hardware
- Diagnosed problems at a rapid and accurate pace to help customers resolve their issues
- Created imaging system to help customers recover after a hard drive failure

Projects and Other

Founder and Host • Genius Lounge • Jan 2018 - Present

- Script, record, edit, and upload series of e-learning videos
- Create visual assets and copy for social media such as Twitter, LinkedIn, and Facebook
- Promote videos through social channels to drive viewership and brand awareness

Metalink Project • <https://github.com/geniuslounge/metalink>

- Created Django (Python) web app to make YouTube content more appealing on social networks
- Automated generation of RSS feed and sitemap to notify services of new videos

Education & Certifications

- Bachelor of Arts in Music - MidAmerica Nazarene University, 2012
- Apple Certified Macintosh Technician, 2012

Skills

- Python, Django, Git, Jira, Confluence, TestRail, Adobe Photoshop, Adobe Illustrator, Adobe InDesign, Google Apps, Final Cut Pro X, Agile development process, "Develop / Converge" process, Test plan creation from Tech/Product/UX specs, CI/CD pipeline experience, Project management skills, Excellent customer service skills