

RYAN WILLIAM DURHAM

Senior Test Engineer | Carrier Certification Engineer

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PROFESSIONAL SUMMARY

Senior Test Engineer / QA with 15+ years of experience testing and certifying complex mobile, network, and backend systems for enterprise and carrier environments. Deep background in device certification, protocol-level debugging, API and security validation, and partner-facing QA support. Experienced working with OEMs, carriers, and cross-functional engineering teams to diagnose issues, reduce launch risk, and deliver reliable, secure services across mobile, IoT, and 5G platforms.

CORE SKILLS

Test Engineering: Carrier & Device Certification • Test Strategy • Manual & Automated Testing • API & Protocol Testing • Bug Triage & Root Cause Analysis • Performance & Reliability Testing

Protocols & Networking: HTTP/HTTPS • REST APIs • TCP/IP • SIP / MSRP Protocol Debugging • Network Trace Analysis (Wireshark) • SSL/TLS Validation

Network Testing & Simulation: R&S • Keysight • Anritsu • Spirent • Wireshark • Protocol Analysis

Automation & Development: Python • Selenium • pytest • Appium • JavaScript • CI/CD • Git

Platforms & Tools: Android • iOS • Web • IoT • AR/VR • 5G/LTE • Jira • TestRail • Postman • ADB / Logcat

PROFESSIONAL EXPERIENCE

Technical Lead – QA

HCLTech (Meta Contract) | Redmond, WA | Apr 2024 – Mar 2025

- Led end-to-end QA for Meta AR smart glasses and companion Android/iOS apps across firmware, mobile, backend, and network-dependent services. Work closely with development, security, and operations teams to implement **carrier-specific IMS and RCS requirements**
- Performed deep debugging using device logs, ADB/logcat, and system traces to identify root causes across hardware and software layers
- Owned test planning, execution, and defect triage in Jira/TestRail, delivering multiple releases with zero launch-blocking issues

- Partnered closely with Product, Engineering, and external partners to resolve cross-team issues and meet release timelines
 - Work closely with development, security, and operations teams to implement **carrier-specific IMS and RCS requirements**
 - Support device and client certification by **validating IMS/RCS behavior** on different devices and OS versions
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Lead QA Test Engineer

Luxoft (AT&T Contract) | Redmond, WA | Sept 2020 – Jan 2024

- Led QA efforts for AT&T's mobile, wearable, and IoT device portfolio, supporting large-scale carrier certification programs
 - Provide **post-certification support during commercial launch and production** rollout phases.
 - Supported carrier certification workflows aligned with GSMA service enablement standards
 - Tracked, prioritized, and triaged defects with OEMs and internal engineering teams to reduce duplicate issues and accelerate resolution
 - Perform carrier certification testing for **IMS-based services including VoLTE, VoWiFi, SMS** over IP, and supplementary services.
 - Coordinated with global QA teams and external partners to support pre-launch testing and certification readiness
 - Ensure compliance with **carrier security requirements by validating TLS versions**, certificate chains, and mutual authentication
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Senior / Technical Test Engineer

AT&T | Redmond, WA | Sept 2006 – Sept 2020

- Certified 500+ devices including smartphones, tablets, wearables, Accessories, and IoT products
 - Worked directly with OEMs (Google, Apple, Samsung, and others) to validate device compliance and resolve certification blockers
 - Collaborate with **carrier teams to resolve certification defects**, interoperability gaps, and network configuration issues
 - Built **Python/Appium automation frameworks** cutting test cycles by over **50%**
 - Performed advanced debugging using ADB, logcat, network traces, and system logs to identify protocol and application issues.
 - Validate **RCS (Rich Communication Services)** features such as chat, file transfer, group messaging, presence, and inter-carrier interoperability
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TECHNICAL PROJECTS (PORTFOLIO)

- **SauceDemo Automation Suite:** End-to-end e-commerce automation using Python/Selenium with cross-browser coverage

- **Fake Store API Checkout Tester:** Interactive API testing demo validating checkout flows and error handling
- **Password Strength Validator:** Python-based security app with automated pytest coverage

(Additional demos and projects can be found at ryanwdurham.github.io/Digital-Durham)

EDUCATION

B.A. Communications – New Media Technologies

University of Washington