

# RYAN DURHAM

Senior QA Engineer | Device and App Testing Specialist

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## SUMMARY

Seasoned **QA and Test Engineer** with over **15 years of experience** testing hardware and software across **Android, iOS, and IoT ecosystems**. Proven success in **end-to-end device testing** for mobile phones, tablets, smartwatches, and connected devices. Skilled in **manual and automated testing, bug triage, and cross-functional collaboration** with global teams. Passionate about **ensuring a seamless customer experience**, optimizing app and device performance, and improving quality through data-driven insights and continuous improvement.

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## KEY SKILLS

QA Methodologies / SDLC | Android Device & App Testing | Carrier Certification  
Manual & Automation Testing (TestRail, Jira) | Amazon Fire / Android Ecosystem Hardware / Software Debugging & Log Analysis | Data-Driven Quality Metrics | Ubuntu ADB | Logcat | Shell Commands | Ubuntu, ADB | Logcat | Shell Commands | Agile Project Management | Python | App Development Troubleshooting | IoT Device Validation | MS Office | Google Docs | Strong Cross-Team Communication

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## PROFESSIONAL EXPERIENCE

### Technical Lead – HCLTech (Contract for Meta) Redmond, WA | April 2024 – March 2025

- Led QA efforts for **next-gen AR smart glasses**, validating hardware and software features including **AI voice interaction, AR calling, performance, power, and thermal metrics**.
- Created detailed **test cases, regression suites, and device performance KPIs** based on design documentation.
- Conducted **bug triage, log capture (adb, logcat), and defect reporting** in TestRail and Jira, collaborating directly with developers to resolve complex issues.
- Improved testing efficiency and build validation cycles with a **0% launch blocker rate** across multiple firmware releases.

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## **Lead QA Test Engineer – Luxoft (Contract for AT&T) Redmond, WA | Sept 2020 – Jan 2024**

- Oversaw **mobile and IoT device testing** across Android and iOS platforms including **tablets, smartwatches, TV apps, and 5G technologies**.
  - Validated app functionality and performance across **DirecTV, video streaming, browser, MCPTT, Wi-Fi calling, and network-layer features**.
  - Managed **global cross-functional QA teams**, coordinating with **Program Managers, TPMs, and developers** across time zones.
  - Collected and analyzed **device KPIs, logs, and user experience metrics** to influence test strategies and business decisions.
  - Delivered detailed QA reports to stakeholders, driving improved **release readiness and product stability**.
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## **Technical Test Engineer – AT&T Redmond, WA | Sept 2006 - Sept 2020**

- Tested and certified hundreds of **Android and iOS devices** including **phones, tablets, watches, VR headsets, speakers, IoT devices, and TV apps**.
  - Collaborated with major vendors — **Google, Apple, Samsung, and DirecTV** — to validate devices and ensure compliance with AT&T and OEM standards.
  - Developed, reviewed, and executed **manual and automated test plans** to support software releases and carrier certifications.
  - Performed **log analysis, debugging, and issue reproduction** to identify root causes and improve device quality.
  - Implemented **automation frameworks** to streamline regression cycles, cutting testing time by **50%**.
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## **EDUCATION**

**University of Washington** – B.A. in Communications, *New Media Technologies*