Sydney Guitjens

QA Engineer

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Professional Summary

QA engineer with over 18 years of experience testing state of the art, mobile e-commerce applications for Fortune 500 companies. Led cross-functional teams, and collaborated with other departments to accomplish project goals using Agile and Waterfall methodologies. Extensive experience improving the quality of software releases using automation and tool/feature enhancements.

Core Technologies

VIM | GDB | IntelliJ | Jira | TestRail | Charles Proxy | Xcode | Android Studio | Git | XCTest | Java | Espresso | Javascript | jest-puppeteer
Software Testing: Black Box/White Box | Agile/Waterfall Methodologies | Test Automation | QA/QE | Linux
Software Development | Object-Oriented Programming (OOP) | C++ | Mobile Applications | Scrum | SDLC

Accomplishments

- Managed the iPhone QA team to test features across a large and complex product in a mission critical environment, resulting in shipping 4.5-4.8-star versions of the eBay app to the App Store
- Collaborated with developers to complete and clarify features, reported bugs, and facilitated exchange of information, resulting in more streamlined workflows that led many users to express a preference for the mobile applications over the website
- Responded to a shift in the direction of testing from manual to automated, by taking computer science courses at Portland State University, resulting in a deeper understanding of service testing, and learning skills that enabled me to start writing iOS automation using Swift and XCTest
- Led testing for Ensequence products, delegating QA tasks to remote testers and attending all planning and specification sessions, resulting in a high-quality product delivered on time per specifications
- Learned the proprietary "TVScript" language while testing the set-top box client applications, resulting deeper testing, and discovering more bugs

Experience

TextNow | QA Engineer   12/2019-present
- Testing iPhone application for voice and text functionality

Moovel, Inc. | QA Engineer   11/2018-11/2019
- Started writing UI automation for web applications using jest-puppeteer
- Worked toward reporting automation results into TestRail
- Wrote manual test plans in TestRail based on user stories and discussions for new web applications written on a NodeJS and ReactJS technology stack
- Ran manual tests on legacy web applications written in NodeJS and AngularJS

eBay, Inc. | QA Engineer / Lead   12/2010-05/2018

- Participated in all phases of the software development life cycle, including analyzing requirements, and developing manual and automated test cases
- Tested large eBay e-commerce mobile applications for iOS and Android phones and tablets, including manual UI testing, using a proxy to examine and manipulate JSON and XML requests and responses, and writing automated tests
- Tested critical payment transaction and customer relationship flows
- Monitored mobile application usage and stability before and after release
- Coordinated localization testing on devices with remote localization team members
- Performed accessibility testing on mobile devices using Voiceover and Talkback
- Oversaw a team of 4-8 direct reports (QA/QE engineers) in-house
- Managed outsourced testing through third party, and internal regional teams
- Developed applications with purely native and service-driven user experiences

Critical Path Software | QA Engineer   02/2010-12/2010

- Tested eBay e-commerce applications and the eBay Core application for iPhone and iPad
- Created QA documentation (plans, procedures and audit results)
- Drove bug prioritization, planned and executed app performance, usability and hardware compatibility testing

Ensequence | QA Engineer   2003-2010

- Tested MS Silverlight application on Windows browsers, and client application for interactive TV apps running on set-top boxes
- Performed QA audits to ensure baseline compliance, identify issues, document results and track issues to resolution
- Implemented and maintained verification procedures to ensure compliance with standards, guidelines and procedures

Extensis | QA Engineer   2000-2003

- Tested digital asset management database with SQL back-end and plugins for Adobe products & Quark
- Designed and carried out performance benchmark tests for database products
- Designed quality testing procedures and updated and modified existing tests as necessary
- Defined test objectives and collaborated with QA and other departments to achieve project goals

Education & Training

Continuing Education: Computer Science | **Portland State University**
Data Structures | C++ | Java | Systems Programming in C | Intel x86-64 Assembly
Agile Training | **eBay, Inc.**
Technical Manager Bootcamp | **eBay, Inc.**
B.A.: Biology | **Reed College**

Other Experience

Sydney Guitjens   503.752.8330   sguitjens@gmail.com

Women's Healthcare | **Medical Assistant**

OSHU Oregon Hearing Research Center | **Senior Research Assistant**

20+ years of Indonesian martial arts instruction and practice