

## EXPERIENCE

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### **QA Engineer - Mercari US** | Apr 2021 - Mar 2022

- Lead QA engineer for Mercari Local, a feature that partnered with DoorDash to allow buyers to find items sold in their city and get it delivered on the same day.
- Responsible for all QA efforts: requirements analysis, test planning and execution, bug investigation, reproduction, and documentation
- Regression testing for Mercari iOS and Android app
- Work with customer support and developer teams to investigate, reproduce, and fix bugs in production

### **QA Specialist - Brainium Studios** | Nov 2020 - Apr 2021

- Responsible for test planning and execution for iOS and Android mobile games, ensuring pixel-perfect quality and performance
- Primary tester for mobile game integration with Tesla

### **QA Tester - Mercari US** | Jan 2019 - December 2019

- Led overhaul of existing regression test suite and manual regression testing process, including integration between TestRail for test management and JIRA for bug reporting
- Wrote and executed acceptance test plans for new features on iOS, Android, and Web
- Investigated, reproduced, and isolated technical issues reported by Customer Support team
- Trained and mentored new hires on the QA team

### **Customer Experience Agent - Mercari US** | Jan 2018 - Jan 2019

- Consistently exceeded department goals for productivity, accuracy, and customer satisfaction
- Assisted users with shipping, returns, cancellations, as well as account and technical issues
- Reviewed account, payment, and behavioral patterns to identify fraud and ToS violations

### **Technical Support Intern - Free Geek** | Sep 2017 - Feb 2018

- Provided end-user hardware and software support and troubleshooting for a variety of laptops and desktops running Linux Mint and Mac OS over the phone and in person
- Performed data recovery and backups for customers

## EDUCATION

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### **Portland State University**

Bachelor of Science: Liberal Studies | Minor: Computer Science | Jan 2020 - June 2023

- CS coursework focused on practical programming skills including Data Structures & Algorithms, Cloud development, and Operating Systems programming
- 4.0 GPA in CS courses

## SKILLS

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Go, Python, C, C++, Bash

SQL, TestRail, JIRA, Git, Github

AWS, GCP, Docker

**Learning:** Terraform, Kubernetes, JavaScript