

EMILY CHEN

QUALIFICATIONS SUMMARY

Engineering team member with full product lifecycle experience launching products including Kindle Cloud Reader and the new Paperless Post iPad app.

EXPERIENCE

PAPERLESS POST, New York, NY, 5/2012- 4/2014

Quality Assurance Engineer

- Managed testing for full cross-platform experience including desktop and mobile web, iPad, and iPhone apps, and API.
- Recommended UX and visual design changes and prioritized bug fixes based on user feedback.
- Ran sessions to observe users interact with our products.
- Created new processes to reduce churn on staging servers and eradicate deploy related downtime.
- Designed and built a photobooth web app which is being assessed as a future product offering.

AMAZON, Seattle, WA, 9/2010 - 5/2012

Quality Assurance Engineer

- Led test effort for two releases of Kindle for iOS.
- Acted as ScrumMaster, running meetings and standups.
- Wrote user scenarios and product documentation.
- Communicated project status and sign-off to management.
- Organized bug bashes, beta activities, and launch parties.
- Coordinated activities with Chennai team, Localization team, and other stakeholders.

MCKESSON PRACTICE PARTNER, Seattle, WA, 8/2009 - 9/2010

Technical Support Analyst

- Resolved 10% more calls a day than any other reps.
- Maintained a customer satisfaction rating of 90+ percent.
- Trained new hires after five months on the job.

TREEMO LABS, Seattle, WA, 11/2007 - 2/2009

Software Test Engineer

ADMINISTRATIVE SYSTEMS, Seattle, WA, 5/2005 - 11/2007

Premium Account Specialist

HATS ARE LOVE, Seattle, WA, 1/2003 to 4/2005

Founder / Owner

- Managed all facets of niche design business including sales, marketing, purchasing, production, design work, client relationships, business development, and operations.

CONTACT

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GITHUB: [TENSHIEMI](https://github.com/TENSHIEMI)

STRENGTHS

Project Planning
Manual/Automated Testing
iOS Applications
Localization
Social Media
Written/Oral Communication
Customer Support

SKILLS

Xcode	Eclipse
Jira	Git
Rails	Selenium
Review Board	Perforce
Sharepoint	Mediawiki
Ruby	Unix

EDUCATION

B.A., Business, 2004
University of Washington

EXTERNAL ACTIVITIES

PARING LIFE

Sole Contributor

paringlife.blogspot.com

IGNITE SEATTLE 12

Speaker

ustre.am/:Ltlx

SEATTLE ARCHITECTURE

FOUNDATION

Volunteer Tour Guide

STARTUP WEEKEND: SEATTLE

Team Lead for Swizzle.it