Matt Troutman

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Experience

Senior Quality Assurance Engineer • mmhmm • San Francisco, CA • March 2021 – Sep 2022

- Created a test plan from scratch to ensure the Mac app was functioning properly
- Provided regression reporting to the management team about quality of the app
- Filed / Triaged incoming bugs to determine priority for release
- Coordinated feature releases between the app and service teams
- Produced and edited the weekly All-Hands meetings videos using the mmhmm app
- Extended my duties to the iOS team to assist in preparation for iOS release to the app store

Quality Assurance Engineer II • SurveyMonkey • San Mateo, CA • Oct 2014 – Sep 2020

- Maintained project test case management database
- Created test plans during feature planning
- Designed and coded automated test cases in Python (PyTest) for nightly regression testing
- Performed manual regression testing to ensure product quality was maintained
- QA contact for production-related issues
- Led QA efforts in SurveyMonkey GDPR compliance, organizing efforts across multiple teams, and coordinating release testing between developers and QA staff

Quality Assurance Engineer • Apple, Inc. • Cupertino, CA • May 2012 – Oct 2014

- Oversaw testing of Contacts application (macOS), including feature parity across iOS and macOS Contacts apps
- Submitted builds to the Program Office for inclusion into macOS
- Triaged incoming bugs and feedback. Assigned to appropriate team members

Genius • Apple, Inc. • Leawood, KS • 2005 – 2012

- Worked with customers to troubleshoot issues with both Mac & iOS hardware & software
- Provided training sessions to customers of all skill levels with a variety of software and hardware
- Built a Deploy Studio imaging system in to help customers get up and running after a drive failure

Projects and Other

Founder and Host • Genius Lounge • Jan 2018 – Present

- Script, record, edit, and upload series of e-learning videos
- Promote videos through social channels to drive viewership and brand awareness
- Provide in-person one on one technology training and support
- On-site and remote video production services for clients

Metalink Project • https://github.com/geniuslounge/metalink

- Created Django (Python) web app to make YouTube content more appealing on social networks
- Automated generation of RSS feed and sitemap to notify services of new videos

Education & Certifications

- Bachelor of Arts in Music - MidAmerica Nazarene University, 2012
- Apple Certified Macintosh Technician, 2012

Skills

- Python, Django, Git, Docker, Jira, Confluence, TestRail, Adobe CC, Google Workspace Admin, Final Cut Pro
- Agile development process, test plan creation/maintenance, AWS