Matt Troutman

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Experience

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 PyTest for nightly regression testing
- Performed manual regression testing to ensure product quality was maintained
- QA contact for production-related issues
- Lead 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

Mac 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, Jira, Confluence, TestRail, Photoshop, Illustrator, InDesign, Google Apps/GSuite, Final Cut Pro
- Agile development process, "develop / converge" process, test plan creation from Tech/Product/UX specs, CI/CD pipeline, project management