**Tyreese J. Jackson**

**(206)-428-8222 ~ tyreesejackson09@outlook.com**

**Skills**

* **Technical:**
  + **5+ years PC test lab experience**: Azure Dev Ops, Microsoft Visual Studio, Windows Test Technologies, WINdbg, USB/PC peripherals, UEFI Debug boards, Automated test tools (internal/external), Prioritizing/Multitasking via project planner, MES systems, Confluence
  + **1+ year code experience**: Python, PowerShell, Command Terminal, git
  + **1+ year electrical experience:** PCBASoldering, Oscilloscope, signal generator measurement
* **Communication:** Planner update/summary,Test documentation, Wiki edits, Daily scrum meeting/weekly status updates, Microsoft TFS, Jira, Bug tracking development
* **Certification(s):** MTA: Networking Fundamentals 98-366, MOS (Microsoft Office Suite), Google Technical Support Fundamentals, Google Python Crash Course

**Profile**

Result oriented technology professional with over 5+ years of experience in hardware/software testing and quality assurance; Seeking opportunities to learn expertise in troubleshooting, automated testing, and project management. Extreme critical thinker with strong desire to problem-solve new and existing technology. Highly trustworthy, encouraging, and open-minded individual. Experience with answering customer and internal requests for hardware/software test and feedback through phones, email, and in-person; ability to maintain close relationships with external customers and be a reliable ambassador for my team and company. Currently increasing my skills by studying scripting/programming using Python via Coursera Google learning program. Searching for a position that could help extend my understanding of computing through code and hardware rework as I’m currently self-learning the career field.

**Qualifications**

* 5+ years of technology-related experience including display, interop, power state and performance test cases
* Experience troubleshooting software programs and capturing logs through desktop/mobile for dev investigation
* Strong analytical skills, reliable and coachable. Eager to learn and ability to work from home with team or alone
* Superior communication, time management, prioritization, and organizational skills
* Hands on experience with calibrating optical systems interferometer, spectrophotometers, colorimeters

**Professional Experience**

Amazon Kuiper Kirkland, WA

*AVT Tech I* *September 2024 – present*

* Aerospace manufacturing industry experience similar to start-up company conditions. Completing test suites using equipment including radio communication test racks, torque wrenches, calipers, micrometers, profilometers, optical inspection devices, multi-meters, vacuum and thermal chambers
* Perform task from engineering documentation and/ or drawings. Working closely with the development team to provide test execution and directions to space simulation lab technicians
* Comfortable working with FOD, ESD sensitive hardware and clean room requirements
* Experience working with MES software packages and improving development process
* Perform maintenance and repair of test equipment and test fixtures

Microsoft Redmond, WA

*Optical Display Lab Technician* *August 2022 – February 2024*

* Conducted optical display testing of laptop devices using automated robotics or manual optical measurement test equipment. Visual checks for defects such as light leaks, moire, uniformity, bubbles/debris
* Executed test plans and procedures on prototype and production systems including functional, stress, system, and ad hoc testing
* Bring up display driver boards, loaded OS and UEFI codes, and troubleshooted displays and test set-ups
* Logged, analyzed, and summarized data, ensuring the recording and communication of all relevant information
* Performed hardware/software testing and calibration of various measurement equipment including colorimeters, spectroradiometers, integrating spheres, optical detectors, oscilloscopes
* Oversee and manage optical equipment inventory. Organized calibration data collection from multiple industry level cameras

Microsoft Redmond, WA

*Hardware Test/SDET I* *August 2018 – November 2021*

* Managing priority items for Surface/Xbox projects including Surface Pro, Surface Studio, Microsoft accessories
* Executing automated or manual power state, performance, and ad-hoc test to meet deadline criteria before device shipment/allocation. Using debug boards/software tools for log collection and abnormal crash analysis
* Operate automated or manual interoperability debug testing tools for internal and external partners.
* Detailed bug reporting using Azure DevOps and debug support for Surface DVE teams including Wifi, Power, Imaging, Motherboard, Display and Audio
* Oversee 200+ monitors and distribution of monitor hardware between Surface team members and debug labs
* Attending weekly team sync meetings and daily shiproom updates sharing project status/activities

Starbucks Seattle, WA

*Research and Development Engineer* *July 2017 – January 2018*

* Supports engineering by performing test, evaluating, programming mechanical or computing devices and determining improvements, records data, writes test summary reports and discusses results
* Administrate monitors, instrumentation, calibration equipment and maintenance programs. Maintains lab files, reports, ships, receives, and inventories experimental equipment and products
* Evaluates and suggests changes to designs, materials and methods

Costco Tukwila, WA

*Optical Lab Technician* *June 2010 – July 2016*

* Examine 1000+ customer prescriptions, work orders, or broken or used eyeglasses to determine specifications for lenses, contact lenses, or other optical elements
* Prioritizing customer work orders by importance and distributing to proper facility location for processing
* Inspect lens blanks to detect flaws, verify smoothness of surface, and ensure thickness of coating on lenses
* Retain customer Rx information obtained from 500+ Costco optical locations

**Education**

**Year Up/Bellevue College**  **Seattle, WA**

*March 2015- February 2016*

* Year Up is a leading one-year career development program with 250 corporate partners around the country; the program includes college-level courses, professional IT training, and a six-month internship
* Earning 27 college credits for an Introduction to Technical Support Certificate, in partnership with Bellevue College
* Relevant courses include IT Networking & Support, Quality Assurance, Business Communication, Business Computer Applications, Public Speaking and Professional Development

**Art Institute of Atlanta/Seattle** **Atlanta, GA – Seattle, WA**

*Audio Production/Engineering* *August 2010 – April 2013*

* Conceptualize, plan, execute, and deliver quality music recordings and post-production projects, demonstrating industry standards and using industry-related tools
* Efficiently troubleshoot and solve problems typically encountered by audio professionals
* Apply the business and economic principles and practices of the audio industry while maintaining legal and ethical standards

**University of Nevada Las Vegas**  **Las Vegas, NV**

*Hospitality Administration/Management* *August 2009 – June 2010*

* Analyze, understand, and solve human resource problems and challenges
* Effectively identify and assess the legal risks associated with common hospitality business practices and events and identify appropriate risk management techniques and employment practices to minimize those risks.
* Investigation of social organizations, societies, and human interactions

**Federal Way High School** **Federal Way, WA**

*September 2004 – June 2009*

* Graduated and received high school diploma
* Maintained GPA average of 3.0+

**References**

**Available upon request**