

TYLER JACKSON
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SUMMARY

- 3+ Years experience in Automated and Manual Regression(Black, Grey, and White Box) Testing, Development, Bug fixes, Analysis, Design, Enhancement, and Support of industry standard call center software.
- Strong experience in debugging in automated test framework TestComplete, Windows virtualization, and C++ software development and testing.
- Seeking full time experience with developing and testing with cutting edge CI/CL technologies, to further my knowledge of end to end automated testing.

SKILLS

- **Expert** – Javascript, HTML REST APIs, C++, TestComplete, Windows Virtualization, Perforce, Wireshark, Visual Studio, CI/CL, SIP, TCP/IP, UDP, TLS, Atlassian Suite
- **Proficient** – C#, Java, Python, PowerShell, JSON, HTML, XML, SQL Server, Postman, Eclipse, AGILE, GIT
- **Familiar** – Selenium, Jenkins, Chef, Vagrant, Docker, AWS, Tornado

EMPLOYMENT

Software Engineer, Genesys/Interactive Intelligence, Indianapolis, IN
March/2018 – June/2018

- Modernized existing automation testing framework use to both increase testing coverage as well as cut down on end to end time to test.
- Debugged and tested C++ product code fixes to alleviate customer issues.
- Participated in company hackathon to rewrite existing test code to better utilize Polycom REST API to place SIP calls into and out of Genesys call system.
- Evaluated HTTPS connection between Polycom phones and Genesys Provisioning subsystem to allow for phone registration via TLS.

Associate Software Engineer, Interactive Intelligence, Indianapolis, IN
March/2018

January/2016 –

- Collaborated with development and functional product teams to create automated Test Suites for new product features.
- Rewrote existing Javascript automation code to leverage newly implemented REST API to curtail over reliance on GUI for testing.

Intern, Software Engineer, Interactive Intelligence, Indianapolis, IN

May/2015 – August/2015

- Updated Javascript automation code written for use in TestComplete.
- Updated internal Javascript automation code libraries.
- Created and maintained Windows Virtual Machines using Hyper-V, VMM, and inhouse CI tool BuildManager.
- Utilized newly written internal JSON tool to pull in and output test environment configuration data.

EDUCATION

Anderson University, Anderson, IN

December 2015

- Computer Science (BS) (3.8 GPA)