

JONATHAN HICKEY

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Professional Summary

Software QA Engineer with over five years of experience seeking a challenging and stimulating position in the Seattle area. Desiring an opportunity which allows career progression while simultaneously pursuing formal education. Extremely reliable, flexible, and timely individual with a talent for concise and clear technical communication. Skilled in utilizing a variety of testing methodologies and wish to exercise these strengths while proving worth to an employer.

Skills

Windows 7/8/10	Agile/Scrum Methodology
Linux	Black-box Testing
Android	Hardware/Software Integration Testing
JIRA	Smart Home and Automation
Bugzilla	Streaming Media
qTest	Web Applications
PuTTY	
VMware	

Work History

Software Quality Assurance Engineer 08/2014 to Current
Nortek Security and Control – Carlsbad, CA

- Troubleshoots and tests home automation and security control panels running embedded Linux.
- Tests various sensors and smart home devices to validate proper data transfer with the control panel.
- Works with counterparts at web-based supporting backends to verify communication and over-the-air updates.
- Creates, reviews, and executes manual test suites within qTest.
- Assists in coordinating and planning testing procedures.
- Updates testing procedure documentation to match latest environment and release notes.
- Utilizes JIRA tracking system to report and isolate issues.

Software Test Engineer 01/2013 to 08/2014
JetHead Development, Inc. – Carlsbad, CA

- Performed and coordinated quality assurance testing with satellite set-top boxes running embedded Linux and other audio/video equipment.
- Edited and ran automated scripts on a variety of hardware.
- Executed ad-hoc and manually structured tests on a daily basis.
- Analyzed test data and prepared technical reports for use by engineering, manufacturing, and management personnel.
- Conferred with development teams to resolve testing failures and devise possible solutions.
- Created and monitored test results and bug reports using Bugzilla and JIRA tracking systems.

Support Representative/Software Tester (Contract) 06/2012 to 12/2012
Acrendo Software, Inc. – San Diego, CA

- Managed phone and email inquiries regarding Electronic Medical Records (EMR) software.
- Trained clients and resolved inquiries via remote support.
- Documented interactions with clients in Customer Relationship Management tracker.
- Created tickets for defects and assisted in maintaining ticket database.
- Configured and tested lab order interfaces, changes, updates, and bug fixes for EMR software.

Quality Assurance Tester (Contract) 03/2011 to 01/2012
Buzzdock, L.L.C. – Carlsbad, CA

- Critically tested for and analyzed defects within Flash-based web applications and websites with millions of users.
- Submitted detailed bug reports and collaborated with developers on solutions.
- Maintained and executed manual test suites.
- Worked with other product teams to ensure successful software updates.
- Participated in brainstorming discussions for possible improvements for the product line, increased user acquisition, and monetization.