
JAMES LOPEZ

408-505-4375

jamesjlopez@gmail.com

[www.linkedin.com/in/
jamesjlopez](https://www.linkedin.com/in/jamesjlopez)

Cedar Park, TX

Profile

Experienced QA Engineer with a passion for working within agile teams on challenging projects, a self-driven and curious tester who is comfortable diving into ambiguity, becoming an SME on new domains. I thrive working cross functionally to gather data, build a plan, and then executes it to enable the team to deliver exceptional features and products. I feel fortunate to have had varied opportunities to learn and hone these skills and I look forward to shipping more great product experiences.

Experience

Software QA Eng, Jack in the Box, Remote — 07/2024 - present

Embedded within the cross functional marketing technologies and incentive management team, responsible for writing and executing tests for the full scope of areas the team touches. This includes conducting agile testing for a ground up rewrite of the mobile ordering applications for iOS and Android, validating the data flow across the backend software stack including identity provider, user event tracking, push notifications, deep link routing, in-app messages and related functionality.

Sr Software QA Engineer, Shopify, Remote — 06/2021 - 10/2023

First QA engineer brought into the Point of Sale team, tasked with tackling credit card reader reliability and connectivity which had been a long standing problem area. Working closely in a cross functional team, I identified numerous different sources of these issues. We improved our process significantly and this enabled us to then confidently ship major code changes such as: an app rewrite in React Native, support for new 1st and 3rd party card readers, new payments processor, multiple new regions, and regularly update dependencies, configs, and firmware. I then shifted my focus to work with various teams across the POS app to improve their testing strategy and Appium based UI automation by fixing flakey tests to make them robust, extend and write new test cases to keep our coverage up-to-date.

Software QA Eng, Bank of America (contract) Charlotte, NC — 2020 - 2021

Initially focused on ATM software integration testing, qualifying builds on the current hardware matrix, including special configurations such as accessibility testing in Spanish, stress testing, mixed origin check deposits. Later joined the Mobile Production Certification team to support client and server releases for Android & iOS. Validating key flows and P1 tests for released and unreleased apps against production and staging environments.

WatchOS Software QA Engineer, Apple, Cupertino, CA — 03/2016 - 05/2019

QA DRI on watchOS for mail and 3rd party app install, working cross functionally to develop tests cases and tested new features, regression testing, escalating critical issues in my areas and across the platform, in order to ship high quality releases of watchOS software on released hardware and upcoming hardware. Mentored and trained junior members of the team covering Contacts, Calendar, Address book sync and other related productivity apps.

Test Engineer, LinkedIn, Mountain View, CA — 07/2013 - 03/2016

Developed test plans and cross platform end to end UI automation as well as manual execution of primary user flows for the iOS, Android, and mobile web for the companies, schools, jobs and groups pages, profile view and edit, who viewed my profile. This was done utilizing a variety of technologies over various versions of the flagship mobile apps including Appium in Ruby, UIAutomation in Javascript. Closely collaborated with engineering, product and UX stake holders to plan, review, define and iterate on new functionality.

Sr Software QA Engineer, Amazon, Mountain View, CA — 3/2010 - 03/2013

QA Engineer on the first two generations of Kindle Fire tablets, testing new features, system software, and marketing claims. Validated battery life, media playback, and HDMI output across hardware and external displays. Collaborated with product and program management to achieve all-day battery life, defining test scope, methodology, and reporting results as fixes were integrated. Also coordinated external HDMI compatibility testing.

QA Engineer & QA Manager, Palm, Sunnyvale, CA — 12/2005 - 03/2010

QA Engineer on the integrated text and instant messaging app, responsible for functional testing and interoperability certification for the ground-up rewrite of the messaging stack on webOS. Later managed a team of seven QA Engineers covering messaging, media, browser, maps, and data migration for webOS 1.0. Also led the internal beta program, triaging executive user feedback, analyzing logs, reproducing bugs, and advocating fixes with engineering teams.

Education

- University of California, San Diego - Bachelors in Cognitive Science

Certifications & Specializations

- Vanderbilt University - Agentic AI and AI Agents for Leaders Specialization, 2025
 - ISTQB - Certified Tester Foundation Level, 2024
 - ISTQB - Agile Tester Certification, 2024
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