

Jennifer Rosas

Senior QA Engineer

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I have 11 years of IT experience in the areas of QA, Support, Training, and Release Engineering. I am an engineer with a solid understanding and experience of software testing. I complete projects required to provide a successful product launch for mobile and enterprise environments.

SENIOR QA ENGINEER

Nok Nok Labs, Inc.

As a team member, I took the concept of the project from early design phases to a cutting edge Multifactor Authentication Suite for mobile platforms for millions of users globally. Specific customers I worked with are:

2012 – present

- PayPal
 - Worked on mobile apps to integration with server via REST API's
 - Deployed our first customer and product launch on a successful payment systems integration with fingerprints on Samsung devices
- DOCOMO
 - Closely collaborated with various third parties to release a 100% successful product launch as our first global telecom customer to their millions of users.
 - Provided onsite training of our Authentication Suite
 - Provided onsite escalation backup during the first product launch into the DOCOMO software and hardware ecosystem.
- T-Mobile
 - Provided a successful launch of iOS and Android products to utilize the latest authentication biometrics such as: Face ID, Touch ID, Voice and hardware layer keyguard protection.
- Verizon
 - Provided another successful launch of Android authentication to integrate into the Verizon ecosystem.

CUSTOMER & SQA ENGINEER

Symantec

As an escalation resource for select high priority customers, I provided skills as a subject matter expert for PGP encryption products and interfaced to drive escalations to quick resolutions.

2012

- Google
 - Primary contact for internally-based WDE for OSX
 - Onsite visits to assist internal staff with complex issues
- Starbucks

- Primary contact for email encryption escalations

SENIOR QA ENGINEER

Primary QA resource for 24 different number of maintenance packs and hot fixes for releases that were in use at companies with 600k+ users deployed.

- Managed and organized test cases for manual and automation test plans
- Collaborated with customers and various teams across the company with the primary intent of making the encryption products more reliable

PGP Corporation (acquired by Symantec)

2008 - 2012

SUPPORT ENGINEER

Performed troubleshooting techniques over the phone, email, or web messenger. Worked on some projects that included performance, stress and load balancing on custom hardware and software.

FatPipe Networks

2007 - 2008

NETWORK ADMINISTRATOR

I designed and set up a managed environment for playing BINGO at 8 onsite locations.

- Client/server connections
- Database management
- Installing hardware and network cabling
- On call services for immediate issues

Smart Solutions

2006 - 2007

CASHIER, PAINT ASSOCIATE, RECEIVING

Being in different positions helped me with the following:

- People skills
- Teamwork
- Financial management
- Customer Interactions

Home Depot

2002 - 2006

ITT TECHNICAL INSTITUTE

BSA (Valedictorian), Information System Security

Linux+ Certification