

Shane Depner

(209) 608-4043

shanepner@me.com

Short Term Sabbatical – 2021 - Present

I am currently taking some time away from work to refresh, spend time with family, and be the ultimate stay-at-home Dad. I am open to new opportunities that will allow me to learn and grow!

Senior Mobile QA Analyst – Chipotle – Newport Beach, CA – 2020 - 2021

- Performed functional, integration, and regression testing for the iOS/Android applications
- Utilized Charles Proxy and Splunk to alter and monitor API requests and responses
- Created and managed local builds with Xcode, Android Studio, BitBucket, and Azure Pipelines
- Led end-to-end testing for cross-functional projects that impacted the mobile applications

Senior Test Lead – Blizzard Entertainment – Irvine, CA – 2019 - 2020

- Led, recruited, and managed 25 QA Analysts and Leads working on World of Warcraft
- Drove test development, estimation, planning, execution, reporting, and closure in Jira
- Analyzed product quality and usability, associated system limitations, and reported on risk
- Grew the team by 50% to better accommodate raid and dungeon testing

Senior Web QA Analyst – Chipotle – Newport Beach, CA – 2018 - 2019

- Executed functional, integration, and regression testing on desktop and mobile browsers
- Utilized black box and gray box testing methods to ensure end-to-end product quality
- Partnered with the automation team to transfer knowledge and prioritize tests for automation
- Participated in Scrum ceremonies, including planning, standup, grooming, and retrospective
- Approved and deployed builds to test environments with Microsoft Team Foundation Server
- Drafted test estimations, release notes, status reports, and impact assessments for stakeholders

Software Quality Assurance – Apple – Cupertino, CA – 2014 - 2018

Senior Test Lead - Support Programs

- Led and executed business testing for AppleCare Support Programs
- Built test plans consisting of scripted, session-based, and exploratory methods
- Conducted direct testing and delegated tasks to local and regional testers
- Screened, analyzed, prioritized, and ensured resolution of software defects
- Reviewed and provided feedback on business requirements, wireframes, and workflows
- Authored documentation and delivered training throughout the project lifecycle
- Scheduled and led kickoff, checkpoint, validation, and retrospective meetings

Senior QA Engineer - iCloud Drive

- Owned the testing lifecycle for the iCloud Drive client and framework in iOS and macOS
- Completed and shipped features through three major macOS and iOS release cycles
- Coordinated daily assignments, work plans, communication, bug tracking, and build sign-off
- Built and maintained test plans to cover a matrix of software and hardware configurations
- Performed functional, integration, and regression testing with black box and gray box methods
- Screened bugs, reviewed logs, and tested patches as part of an embedded QA team

Apple Support Manager – Herbalife – Torrance, CA – 2012 - 2014

- Managed a decentralized and highly efficient team of Desktop Support Technicians
- Developed employees through training, coaching, and by providing constructive feedback
- Oversaw the planning, installation, control, and maintenance of all Apple devices
- Served as liaison among global and cross-functional teams for platform integration
- Executed the strategic vision, planning, design, and integration of Apple technology
- Transitioned the team to an agile development and deployment process for IT activities
- Created an annual budget that focused on operational efficiency and technology innovation

User Acceptance Test Lead – Apple – Austin, TX – 2011 - 2012

- Led user acceptance testing within the Global Finance Program Office
- Completed over 40 successful and highly cross-functional testing projects
- Defined best practices and ensured teams adhered to the established criteria
- Oversaw the defect management process, including resolution and root cause analysis
- Performed scripted and exploratory testing based on functional and business requirements
- Maintained access and readiness of test systems and required master data
- Produced canned and ad hoc reports for project teams and stakeholders

Apple IT Administrator – UC Irvine – Irvine, CA – 2008 - 2011

- Implemented an agile development environment with Pivotal Tracker and GitHub
- Administered servers, including Apache, MySQL, VPN, backups, firewall, and directory services
- Managed the local area network, including imaging, backups, file sharing, and support
- Racked and configured server hardware consisting of xServes and RAID storage systems

Technical Support – Apple – Elk Grove, CA – 2002 - 2007*Support Analyst - IS&T*

- Provided technical support over the phone for employees, executives, and retail stores
- Handled incident management process during critical system failures and outages
- Participated in change management and various audit programs

Support Advisor - AppleCare

- Provided technical support over the phone for customers and educational institutions
- Executed early field failure analysis and product capture procedures
- Trained junior employees on AppleCare processes