

# Jacob Lynch

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*Lubbock, TX, 79423, USA | 971-312-9503*

Experienced QA Specialist with a focus on software development and quality assurance. Skilled in executing development tests, creating test plans, identifying bugs, and collaborating with development teams to refine features. Proficient in Agile methodologies and committed to maintaining high-quality standards.

## Education

### Wayland Baptist University

Aug 2021 - Dec 2024

Bachelors Applied Science

GPA: 3.761

### Austin Coding Academy

Feb 2020 - Jun 2020

Certificate Full stack web development

### Scarborough College

Sep 2017 - May 2018

### South Plains College

Sep 2016 - May 2017

## Work Experience

### QA Specialist

Feb 2022 - Present

*Leadventure*

Responsible for testing platform code, single-page applications, and performing user interface testing for consumer-facing sites. As a member of a Scrum team, I developed test plans, created test cases, reported defects, and executed various development tests, including ad-hoc testing. Collaborated closely with the development team to resolve identified bugs, and actively participated in daily standups and Agile ceremonies.

- Enhanced product quality by identifying and resolving critical bugs through thorough testing and close collaboration with developers.
- Improved testing efficiency by designing comprehensive test plans and cases tailored to Agile workflows.

### IT Support Technician

Mar 2021 - Feb 2022

*AskIT | Lubbock*

Provided first-tier technical support to users across the Providence Health System, assisting and supporting national personnel while fostering a collaborative team environment. Responsibilities included keeping management informed about departmental activities and maintaining detailed records of operations.

- Delivered prompt and effective technical support, improving system uptime and user satisfaction.
- Performed record-keeping practices, ensuring accurate and comprehensive documentation for departmental operations.

## Food Deliverer

Jun 2020 - Feb 2021

*Doordash | Lubbock*

Responsible for loading, transporting, and delivering items to clients or businesses on time. Ensured order accuracy, completeness, and customer satisfaction, while assisting with loading and unloading to streamline the delivery process.

- Maintained a 100% on-time delivery record while ensuring customer satisfaction and order accuracy.
- Improved delivery efficiency by streamlining loading and unloading procedures, reducing delays and errors.

## Editor

May 2019 - May 2020

*MathMaps | West End*

Collaborated with a startup team to create and plan content for a math curriculum. Managed timelines, assigned tasks, and ensured cloud integrity. Adapted quickly to new tools, mastering software like InDesign, Adobe Cloud, and Math+Magic to meet project deadlines.

- Successfully coordinated and executed a team-based content development project, meeting all deadlines while maintaining high-quality standards.
- Mastered multiple new software tools in a short period, enhancing workflow efficiency and overall productivity.

## Cashier Trainer

Aug 2018 - May 2019

*Panera Bread | Lubbock*

Provided excellent customer service, ensured accurate cash handling, and maintained a clean, safe food service environment. Trained new team members, addressed customer concerns, and adhered to company policies and protocols.

- Trained and onboarded new cashiers, ensuring compliance with company policies and high-quality customer service.
- Resolved customer issues efficiently, enhancing customer satisfaction and fostering a positive dining experience.

## Landscaper

Sep 2017 - Jul 2018

*Southwestern Seminary | Fort Worth*

Contributed to large, multistep projects requiring teamwork and leadership. Ensured project success through close communication and guided the team in determining the best approach for completing tasks.

- Collaborated with a large team to successfully complete complex landscaping projects on time and to client satisfaction.
- Demonstrated leadership by organizing and directing the crew's efforts to efficiently address project challenges.

## Customer Service Representative

Sep 2016 - Sep 2017

*Walmart | Lubbock*

I was responsible for maintaining clear communication with a diverse customer base and ensuring accurate cash handling. My role required active listening, effective communication, and a strong commitment to integrity while managing financial transactions unsupervised.

- Successfully managed daily cash transactions with 100% accuracy, ensuring the safety of large sums of money.
- Enhanced customer satisfaction by consistently delivering clear and effective communication tailored to individual needs.

## References

### Chase Ryan

Leadventure Quality Assurance Manager, 503-703-1733

### Curtis Humbird

Leadventure Quality Assurance Specialist, 208-819-4009

### Richard Chan

Leadventure Software Engineer III, 503-984-5568

### Jeremiah Jimenez

AskIT Supervisor Service Desk PSJH, 806-474-5585

## Awards

### Magna Cum Laude

*Wayland Baptist University*

For high academic excellence

Dec 2024

## Certificates

### Full Stack Web Development

*Austin Coding Academy*

Jun 2020