

Carson Mishoe

Fremont, CA 94538 (360) 349-0157

<http://www.linkedin.com/in/carson-mishoe> | <https://carsonmishoe.com/> | carsonmishoe@gmail.com

CAREER OBJECTIVE

User Validation QA Technician and with a background in software/hardware testing, programming and IT. Deep background in tech rooted in the troubleshooting process with tools such as Active Directory or SCCM and coding languages such as JavaScript or Python. Wanting to apply my QA/IT and my robust customer service skills, I am looking to fill an IT role at your company.

SKILLS/GAMES

Tools: Jira/ServiceNow, Active Directory, Office 365, Communications (Zoom, Teams, Etc.), Windows/macOS

Skills/Languages: Agile, Quality Assurance, Teamwork, User Studies/Experience, Quick Learner

EXPERIENCE

Corsair, Milpitas, CA

User Validation QA Technician, Full-time, June 2023 – Present

- Performed Software and Hardware testing for our applications and products through creation/execution of test plans as well as collaborated with our external Beta team (including pro players and content creators) to perform User Studies allowing us to catch issues early driving quality upward.
- Performed ad hoc checklist based and exploratory test cases while providing customized documentation and metrics on results through spreadsheets and Jira communicating risk, mitigation strategies and impact to stakeholders and developers.

Amazon, San Jose, CA

Project QA Technician, Contract, July 2022 – January 2023

- Managed both QA and Logistics programs on the Trial team with Agile methodologies providing insight and documentation/reports for 2 different projects to drive quality upstream.

ATOS Supporting Northrop Grumman, San Jose, CA

Desktop Support Specialist, Contract, March 2022 - July 2022

- Managed the IT needs for 2 locations for Northrop Grumman providing support such as reimaging computers, hardware repair/replacement, mobile/PC device support.
- Managed and ordered stock of inventory and provided clients with such items if the need arose.
- With a range of tools such as Active Directory and Proprietary tools I assisted users with re-imaging and refreshing their computer. I made sure their data is properly backed up and make the process of refreshing for them as seamless as possible.

BEST BUY, Olympia, WA

Geek Squad Agent, Sep 2019 - Jul 2021

- Consult and repair clients' computers with knowledge of solutions such as hardware or software. If required, I assisted them in backing up and transferring data to a new unit and installing needed applications such as Outlook or QuickBooks.
- Designed and Implemented organization methods to efficiently test and resell returned products.

EDUCATION/CERTIFICATIONS

SOUTH PUGET SOUND COMMUNITY COLLEGE Olympia, WA

Associate in Arts (A.A.) General Candidate (Graduated March 2022, 3.86 GPA)

ISTQB Certification

ISTQB Foundation Level Certification (Achieved October 2022)