

JORDON KLOIBER

Pittsburgh, Pennsylvania

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SUMMARY

QA Engineer and Senior Software Quality Engineer with 5+ years building automated testing foundations from the ground up. Energized by lean, AI-augmented teams: uses Claude Code, GitHub Copilot, and agentic workflows as force multipliers to ship quality at speed across high-traffic consumer web, iOS, and Android without growing headcount. Owns QA infrastructure end-to-end, from test strategy and CI/CD pipeline health to API, performance, regression, and accessibility testing, with a risk-based approach to coverage. Champions shift-left quality practices, embedding testing early through Figma spec review, sprint planning, and PR cycles to catch defects before development begins. Brings an innovative, user-first mindset, grounding quality decisions in real-world user impact rather than coverage metrics alone. A reliable remote collaborator with clear async communication, producing bug reports, test plans, and QA documentation for distributed, remote-first teams, and works effectively amid uncertainty.

Test Strategy Development and Implementation | Shift-Left Quality | iOS / Android Test Automation | Manual, Exploratory, Usability, A/B, and Mobile Testing | Microservices Validation | API Contract and Schema Testing | Component and Visual Regression Testing | Cross-Platform Compatibility Assessment | Quality Metrics Analysis and Reporting | LLM / AI Feature Testing

TECHNICAL SKILLS

Languages: TypeScript | JavaScript | Python | Java | SQL | Go

Test Frameworks: Playwright | Jest | PyTest | Storybook | API Proctor (in-house API test framework) | Postman | Swagger | Nightwatch | React.js

Mobile Testing: Appium | Maestro | iOS | Android | BrowserStack

CI/CD & Infrastructure: GitHub Actions | Docker | Git | GitHub | AWS (RDS) | Kubernetes

Databases & Data Tools: PostgreSQL | MySQL | Redis | DBeaver | AWS (RDS)

AI Tools: Claude Code | Claude Skills | GitHub Copilot

Debugging & Bug Tracking: Browser DevTools | Network Profiling | Jira | Confluence | BrowserStack | Google Analytics | SumoLogic | Snowflake | Snyk

EXPERIENCE

NICHE

Pittsburgh, Pennsylvania

Senior Software Quality Engineer

2023-2026

Software Quality Assurance Analyst

2020-2023

- Used AI coding tools (Claude Code, Claude Skills, GitHub Copilot) as a force multiplier to accelerate test authoring, maintenance, and analysis, including agentic test-planning workflows and strategies to test non-deterministic LLM features. Streamlined test plan creation from feature specs, doubling number of branches shipped per sprint.
- Built custom Claude Skills workflows adopted for cross-functional and cross-team use beyond QA.
- Owned quality across registration product team, led end-to-end test strategy across distributed microservice architecture, including manual and automated full-stack testing (Playwright and API Proctor, an in-house API test framework), API contract and schema validation, CI / CD pipeline maintenance, and performance / load testing.
- Wrote over 300 Playwright tests, building coverage from scratch for 6+ registration features with fixtures and page object models, plus visual regression for critical flows.
- Used Storybook regularly for component-level QA, authoring stories and interaction tests with play functions, running the Storybook test-runner, and reviewing components in isolation, with visual regression checks to catch UI drift before merge.
- Mentored QA peer with zero automation experience into team's sole engineer capable of writing automated tests in 6 months. Worked cross-functionally to provide coaching and code reviews to QA engineers on writing and maintaining automated tests.
- Designed and ensured quality on 5 A/B experiments, including building custom AB Tasty widgets from scratch in JavaScript.
- Conducted accessibility / WCAG testing (ARIA attributes, color contrast, alt text) to ensure compliant, inclusive user experiences on over 300 different accessibility improvements.
- Shipped 26+ production frontend feature branches and bugfixes in React / TypeScript with Jest unit coverage, bridging engineering and test ownership.

- Tested mobile apps across iOS and Android using Appium, Maestro, and BrowserStack, covering exploratory and regression passes, bug triage / reporting, and performance / load testing.
- Gained exposure to location-based feature testing, including validation of functionality built on the Mapbox API.
- Authored structured test plans and defined QA process standards across functional teams and roles.
- Managed CI/CD suite health across GitHub Actions workflows, including flaky-test triage, runtime optimization, and reliability improvements.
- Shifted quality left across the development lifecycle, participating in sprint retrospectives, release planning sessions, and code reviews to raise cross-team quality standards and drive continuous improvement.
- Reviewed Figma design specs and UX flows early in the sprint to identify edge cases and logic gaps before development began.
- Researched automated testing strategies for emerging frontend architectures, including micro-frontends and module federation.

ADDITIONAL EXPERIENCE

DESIGN CENTER INC., Saint Paul, Minnesota, **QA Intern**, 2016. Tested features on mobile and tablet apps. Identified and reported bugs. Tested and researched VR technology.

EDUCATION

UNIVERSITY OF PITTSBURGH, Pittsburgh, Pennsylvania, **B.S., Information Science**, 2020