



## William Lu

### Project Leader | Sr. Automation Test Engineer

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Accomplished Senior Test Automation Engineer with over 12 years of extensive experience in Software Quality Assurance, Test Automation, and team management. Proven expertise in planning, designing, and executing comprehensive test strategies for complex software systems. Demonstrated ability to lead cross-functional teams, mentor engineers, and manage projects to successful completion. Skilled in conducting risk assessments, managing stakeholder relationships, and ensuring timely project delivery. Proficient in test automation, defect tracking, test coverage analysis, and collaboration with cross-functional teams. Committed to continuous improvement through the adoption of new testing methodologies, tools, and best practices.

## Work Experience

### Project Leader | Senior Automation Test Engineer

Zealogs Inc • May 2023 - Apr 2024



- Oversaw a team of 6 test automation engineers, providing mentorship, conducting performance evaluations, and facilitating professional development.
- Conducted comprehensive risk assessments and implemented proactive mitigation strategies.
- Cultivated strong relationships with client-side teams, facilitating effective stakeholder management.
- Managed project ticket assignments, testing schedules, test statuses, bug statuses, code review, and TOI tasks.

**[Results]:** Achieved a 25% reduction in both ASML machine and personnel expenses.

**[Skills]:** Python, TestComplete, Management, Communication

### Senior QA Engineer | Senior Customer Service Engineer, DLP SDK

趨勢科技 TrendMicro • Jul 2014 - Jan 2023



- Led a cross-functional team of up to 10 members, coordinated sustained activities, dispatched SEG cases, set goals and objectives, and ensured alignment with overall business strategies.
- Created test specification documents, test cases, and executed test cases of both manual and automation.
- Spearheaded comprehensive reviews of automation flows and cases, defining strategic scopes for optimized test automation.
- Authored and maintained comprehensive documentation for the knowledge base

**[Result]:** Reducing support calls by 25%

- Automated test cases using Python with RobotFramework and Selenium, increasing test coverage and efficiency.

**[Result]:** Increase 30% automation coverage rate and 50% efficiency.

- Collaborated with support engineers/product teams to verify and reproduce issues reported from customer sites/product teams, identifying root causes and collaborating with RD to develop solutions.
- Defined a team SOP and created a consistent test environment for the kernel driver release, according to the Windows Hardware Quality Labs (WHQL) testing requirement.

**[Result]:** Increase 20% driver release efficiency.

**Skills:** API, Exploratory, Black/White/Grey Box, Performance, Stress/Load, Module, Compatibility, Security, System, and Unit Testing. Python, C++, Shell Script, RobotFramework, Selenium.

## Senior Customer Service Engineer , WorryFree Business Security Advanced

趨勢科技 TrendMicro • Jun 2013 - Jul 2014

- Handle reported issues from internal stakeholders or priority customers.
- Reviewing, and dispatching SEG cases to members.
- Designed and implemented the remote debug tool and built up standardization and auditable hotfix release flow, which provides proactive support to customers and decreased communication costs between the technical support team and customers.

**[Result]:** Reduce 30% case turnover rate.

## QA Engineer, WorryFree Business Security Advanced

趨勢科技 TrendMicro • May 2010 - Jun 2013

- Created test specification documents, test cases, and executing test cases.
- Collaborated with the operation team in cross countries for the integration test script and meet release requirements in a tight schedule.
- Handled the internal beta testing and external beta testing.

**[Result]:** Served over 100,000+ customers.

**Skills:** UI, Exploratory, Black/White/Grey Box, Performance, Stress/Load, Module, Compatibility, Security, System, and Unit Testing.

## Firmware Engineer

Tatung • Apr 2006 - Apr 2010

- Developed firmware for LCD TVs using C, ensuring smooth operation and adherence to product specifications.
- Identified and resolved firmware-related issues through thorough testing and validation.
- Developed and maintained electricity's controlling system.

**[Result]:** Improve performance efficiency by 20%

**Skills:** C, Java, ASP.net



## Education

### 逢甲大學 Feng Chia University

Master of Computer Science • 2003 - 2005

### 逢甲大學 Feng Chia University

Bachelor of Computer Science • 1998 - 2003

## Skills

- Programming Languages: Python, Bash, Java, C++, C
- Automation Frameworks: Selenium, Robot Framework, TestComplete
- Operating Systems: Linux, Windows
- Bug Tracking: Jira, Confluence, SBM
- Test Management Tools: TestRail
- CI/CD Pipelines: Jenkins, Bamboo
- Version Control: Git, GitHub
- Testing Methodologies: API, UI, Exploratory, Performance, Stress/Load, Module, Compatibility, Security, System, Unit Testing

## Language

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- Chinese — Native Speaker
- English — Proficient