MICHAEL
ANDERSON

Senior AI Quality Engineer

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Experienced AI Quality Engineer with a strong background in the telecommunications sector, spanning over 9 years. Focused on enhancing the quality of AI applications that support customer service and network management. Skilled in both manual and automated testing, with a proven ability to identify defects and drive improvements in software quality.

WORK EXPERIENCE

Senior AI Quality Engineer | Telecom Innovations Group   Jan 2022 – Present

- Led quality assurance initiatives for AI applications supporting customer service operations.
- Developed automated testing frameworks to improve testing efficiency and coverage.
- Collaborated with software engineers to troubleshoot and resolve complex defects.
- Utilized performance testing tools to assess system responsiveness under various conditions.
- Conducted training on AI testing methodologies for new team members.
- Engaged in continuous process improvement initiatives to enhance QA practices.

AI Quality Assurance Engineer | NextGen Telecom Solutions   Jul 2019 – Dec 2021

- Executed comprehensive testing for AI-driven network management systems.
- Documented testing results and communicated findings to development teams for corrective actions.
- Participated in requirement reviews to ensure test coverage and quality standards.
- Supported user acceptance testing to validate AI features against customer needs.
- Engaged with stakeholders to gather feedback and improve testing processes.
- Maintained an up-to-date knowledge of industry trends and best practices in AI quality assurance.

SKILLS

Telecommunications   AI Testing   Test Automation   Performance Testing   System Analysis

Cross-Functional Collaboration

EDUCATION

Bachelor of Science in Telecommunications Engineering   2015 – 2019
University of Communications

ACHIEVEMENTS

- Achieved a 40% reduction in software defects through enhanced testing protocols.
- Received the Excellence in Quality Award for outstanding contributions to AI projects.
- Implemented a new testing framework that improved team productivity by 30%.

LANGUAGES

English   Spanish   French