

Elliot Preston

Technical Leader | Software Quality | Mobile Applications

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Professional Summary

Technical leader with deep software quality experience who progressed from technical support through QA to engineering leadership. Led the technical direction of an engineering team supporting 4,000+ white-label mobile applications across iOS and Android. Identifies risks early, investigates complex production issues, and leads initiatives from planning to production. Translates between customer-facing teams, product, and engineering.

Core Strengths

Technical Leadership • Quality Strategy • Risk-Based Testing • Release Readiness
Production Investigation & Root Cause Analysis • Sprint Planning & Prioritization • Team Mentorship
Requirements Clarification • Cross-Functional Coordination • Mobile Application Quality

Experience

Pushpay Tech Lead

Remote
March 2024 - July 2026

- Owned quality strategy, sprint planning, and release readiness for a team of up to 10 engineers supporting React Native and native iOS and Android applications.
- Took on day-to-day product responsibilities when the team did not have dedicated product support, including backlog prioritization, defining scope and requirements, and making tradeoff decisions across competing initiatives.
- Coordinated daily production releases and concurrent platform initiatives, balancing team capacity, customer impact, regression risk, technical dependencies, and platform compliance under tight delivery timelines.
- Led root-cause investigations for production issues across crashes, push notifications, app signing, WebViews, OS changes, and third-party libraries using logs, crash data, build records, SQL queries, and customer reports.
- Drove cross-functional platform initiatives involving React Native modernization, iOS and Android compliance, compatibility, analytics, release tooling, and legacy-system retirement planning.
- Mentored developers, QA engineers, contractors, and new hires while working across customer-facing teams, product, and engineering to clarify requirements, surface risks, and translate needs and technical constraints into clear priorities and decisions.
- Used AI-assisted tools for repository analysis, legacy-system discovery, and migration planning, validating findings against source configurations and production data.

Senior QA Engineer

Remote
April 2023 - March 2024

- Owned quality planning and release validation for customer-facing iOS and Android applications across devices, OS versions, customer configurations, and integrations.
- Designed and executed hands-on exploratory, regression, integration, and production-validation testing using real customer workflows to uncover usability issues, edge cases, and complex mobile failure modes.
- Translated evolving requirements and early designs into focused test strategies, risk and customer-impact questions, actionable technical findings, and release recommendations.
- Debugged and investigated complex defects using crash reporting, logs, SQL and Redash queries, build and configuration data, and direct collaboration with engineers.
- Balanced feature validation, regression coverage, production investigation, and release-readiness activities across concurrent engineering efforts.

Pushpay (continued)

QA Engineer II

Remote
October 2021 - April 2023

- Created and executed exploratory, regression, integration, and release tests; reproduced issues and verified fixes.
- Applied deep customer and product knowledge to inform risk assessment, test coverage, and release decisions.
- Partnered with engineering and product stakeholders to clarify expected behavior, identify risks, and validate changes.

QA Engineer I

Remote
October 2020 - October 2021

- Tested mobile features and platform changes across Android, iOS, and React Native environments for a large-scale white-label mobile platform.
- Documented actionable defects and partnered with engineers to reproduce issues, validate fixes, and assess production behavior.

Customer Success Technical Specialist (Tier 3)

Redmond, WA
March 2018 - October 2020

- Investigated complex customer escalations involving mobile application behavior, customer configurations, content, integrations, accounts, and platform workflows.
- Translated customer-reported symptoms into reproducible technical findings and partnered with engineering teams to isolate root causes and drive resolution.
- Used customer context and technical investigation to distinguish configuration issues, product defects, and expected behavior and communicate findings to technical and nontechnical stakeholders.

Earlier Pushpay roles

- App Design Specialist (December 2016 - March 2018)
- Sales Development Representative (November 2015 - December 2016)

Skills & Technical Knowledge

Quality Strategy & Leadership: Quality strategy; risk-based testing; release readiness; technical leadership and mentorship; concurrent workstream coordination; engineering and customer-facing stakeholder communication

Quality Engineering: Test planning; manual and exploratory testing; regression, integration, and production validation; defect triage; root cause analysis; release quality assessment; shift-left quality practices; automated test collaboration

Incident Response & Investigation: Production investigation; incident response; crash data, logs, build records, configuration data, APIs, and integrations; Raygun, Sumo Logic, SQL, Redash, Xcode

Delivery & Collaboration: CI/CD workflows; requirements clarification; cross-functional coordination; risk communication; process improvement; Jira, GitHub, AWS services

Mobile Platforms: Android, iOS, React Native; Apple App Store and Google Play release workflows and compliance management; TestFlight and Android Studio

Education

Florida State University

Bachelor of Science in Psychology

Tallahassee, FL
Graduated May 2013