Christian Stephens

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EDUCATION

Grinnell College — Grinnell, IA
Bachelor of Arts in Computer Science & History, with Honors — *Aug. 2020 – May 2024*

EXPERIENCE

MyBambu — West Palm Beach, FL

Technical Lead (TPM-Oriented) — *Aug. 2025 – Nov. 2025*
- Partnered with lead engineers to architect robust system designs and conduct technical feasibility assessments
- Drove technical synchronization (requirements, scope, and timelines) across Engineering, Product, and QA to guarantee predictable delivery of major features
- Governed the SDLC, from requirement decomposition and sprint planning to deployment strategy and post-release performance tuning
- Orchestrated Agile ceremonies (backlog refinement, retrospectives) to establish a transparent, high-velocity development cadence
- Monitored release quality and post-launch performance, using analytics and user feedback to drive iterative improvement
- Mentored engineers and QA leads, fostering a collaborative, ownership-driven culture focused on product quality and delivery accountability

QA Engineer Manager — *Jun. 2025 – Aug. 2025*
- Led a team of QA engineers, overseeing test execution, defect management, and release readiness for multiple product lines
- Defined and tracked QA metrics such as defect leakage and coverage to improve overall test reliability
- Oversaw and contributed to ongoing test automation efforts using Appium and Playwright
- Implemented QA process improvements, including structured bug triage and peer review, reducing post-release incidents

Lead QA Engineer — *Mar. 2025 – Jun. 2025*
- Directed test strategy and execution for major releases, ensuring adherence to functional and UI requirements
- Collaborated with developers to replicate and resolve customer-impacting issues

QA Engineer / Tech Support Analyst — *Jun. 2024 – Mar. 2025*
- Provided level-2 technical support, analyzing root causes and escalating issues efficiently
- Conducted manual functional, regression, and smoke testing, documenting findings in Jira
- Collaborated with developers to replicate and resolve customer-impacting issues

PROJECTS

Wolfe | *Python, FastAPI, MongoDB, Pipecat, Daily.co WebRTC*
- Built a live voice AI agent using Pipecat with Deepgram STT, OpenAI GPT-4o, and Cartesia TTS for managing hotel reservations
- Implemented 5 LLM tools with MongoDB for reservation CRUD, using a custom decorator for Pipecat's function calling protocol
- Created a FastAPI dashboard with auto-refresh for real-time monitoring of agent-database interactions

Tickets, Please! | *Python, FastAPI, SQLite, Google Gemini, Pinecone*
- Created an AI-powered ticket triage agent/cognitive pipeline using Google Gemini and Pinecone for automated duplicate detection and policy enforcement
- Created a policy enforcement engine that automatically flags tickets referencing deprecated technologies
- Developed a human-in-the-loop dashboard for reviewing AI decisions with real-time feedback vectorization

SKILLS

Product & Collaboration Tools: Jira, Confluence, Salesforce, Notion, Figma
Technical Tools: AWS, Postman, New Relic, Proxyman, Appium, Firebase
Programming Languages: Java, JavaScript, C, Racket, R (Shiny), Python
Soft Skills: Strategic Communication, Mentorship, Process Optimization, Team Leadership
Languages: English (native), Mandarin Chinese (intermediate)