

# Matthias Raukas

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mattcoded.com

## Objective

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Experienced and insightful Computer Scientist with a strong focus on security and quality assurance. I have a proven track record of effective collaboration with diverse development teams at Playtech, a leading gambling software development firm. Proficient in both automated and manual testing, I consistently ensure the delivery of high-quality software solutions across various desktop and mobile platforms. My commitment to quality drives me to rigorously verify that new builds are release-ready and error-free for both internal and end-user environments. In an agile setting, I demonstrate adaptability, problem-solving skills, and an ability to meet tight deadlines. With a dedication to continuous improvement, I strive to enhance testing processes through self-development and to contribute to the success of the organization.

## Experience

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### Playtech | QA Engineer

- Developed test plans and strategies based on project requirements and specifications.
- Executed and maintained manual and automated tests: UI, Frameworks, Backend API's etc.
- Worked in DevOps pipeline to resolve and determine core reason for failures and errors.
- Completed in-depth usability testing on Windows, Android and iOS mobile devices.
- Managed pre-implementation testing for new software modifications to assess potential impacts.
- Worked closely with product teams regarding upcoming changes/updates in their platform.

### Playtech | Technical Support Specialist

- Resolved diverse range of technical issues across multiple systems, platforms and applications.
- Handled advanced technical issues and worked closely with Product and DevOps teams.
- Resolved 30+ technical support inquiries and 5+ critical incidents per day.
- Escalated and tracked issues through a ticketing system ServiceNow.
- Monitored systems in operation and quickly troubleshooted errors.
- Managed my team's inbox if any issues needed to be prioritized.

## Education

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### University Of Tartu, BSc Informatics

Major: Computer Science | Minor: Mathematics and Statistics

### Miina Härma Gymnasium | Tartu

Major: Social Science | Minor: Mathematics

## Skills & abilities

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- Problem solving
- Communication
- Management
- Receptive and adept learner
- Critical thinking

## Languages

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- **English** | Fluent or Bilingual
- **Estonian** | Native Speaker
- **German** | Intermediate
- **French** | Intermediate

## Certifications

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- ESOL International: Cambridge English: Advanced (CAE)
- B-category driver's license + First Aid Certification
- White Card
- RSA