

Daniel Buzlea

Software QA Engineer · Test Automation · Software Development

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SUMMARY

Software and QA engineer with 8+ years across Apple's hardware and software ecosystem, pairing hands-on troubleshooting with quality assurance and development. Completed a selective Apple Career Experience as a Software QA Engineer — executing 600+ cross-platform test plans, managing 150+ defect reports, and contributing to Python test automation. Builds practical tools, from Flask web apps to automated UI test suites, that streamline real-world operations. Seeking roles in software QA, test automation, and software development.

EXPERIENCE

Apple

Tulsa, OK

Technical Expert

Nov 2018 – Present

- Maintain a 97%+ repair success rate, consistently among the top performers, through systematic diagnostics and meticulous attention to detail.
- Complete 250+ device repairs per quarter while upholding strict quality standards.
- Built and deployed a Flask web app that tracks 600+ consumable repair parts — monitoring usage rates and projecting days-of-supply to drive data-informed re-ordering.
- Wrote shell scripts to automate repair-station setup and standardize workflows, reducing setup time and onboarding effort.
- Mentor 30+ technicians on advanced troubleshooting, contributing to a 20% improvement in repair-quality (rework) rates.

Software QA Engineer — Device Management

Feb 2022 – Jun 2022

Apple Career Experience — selective software-engineering rotation (remote)

- Executed 600+ test plans across iOS, iPadOS, watchOS, and macOS, validating device enrollment, profile management, and system configuration.
- Managed 150+ defect reports across multiple engineering teams, triaging issues and documenting clear reproduction steps that helped teams pinpoint root causes up to 40% faster.
- Contributed to a Python-based automation test suite, expanding coverage and reducing manual testing overhead.
- Validated pre-release builds for Apple's enterprise device-management platforms (Business & School Manager), ensuring quality ahead of public release.

AppleCare Technical Advisor

Aug 2020 – Feb 2022

- Delivered remote software and hardware support, sustaining 80%+ customer satisfaction through clear technical communication and resolution.
- Mentored peers on time-management and multitasking, improving case-handling efficiency across the support team.

PROJECTS

macOS UI Automation Suite

[Python](#) · [Selenium](#) · [PyAutoGUI](#) · [pytest](#)

Full UI and unit test coverage for macOS System Settings and the Photos app, turning manual QA passes into repeatable automated runs.

Inventory Audit Web App

[Python](#) · [Flask](#)

Web app tracking inventory movements and consumption rates for 600+ repair parts, projecting remaining days-of-supply to enable efficient re-ordering.

AppPod

[Swift](#) · [SwiftUI](#) · [MusicKit](#)

iOS app recreating the classic iPod: a touch-based click wheel, Apple Music integration, Cover Flow, themes, and haptic feedback.

EDUCATION

Oklahoma State University — B.S., Computer Science

Tulsa, OK

Tulsa Community College — A.A.S., Network & Cloud Computing

Tulsa, OK

SKILLS

Languages: Python · Swift / SwiftUI · JavaScript / React · HTML / CSS · C / C++ · Shell scripting

QA & Testing: Test planning & execution · UI & automation testing (Selenium, PyAutoGUI, pytest) · Defect tracking · QA methodology

Platforms & Tools: iOS · iPadOS · macOS · watchOS · visionOS · Git · Flask · hardware diagnostics

Strengths: Troubleshooting · cross-functional collaboration · mentoring · clear technical communication