MARK LUND

Provo, UT | 310-871-3524 | marklund117@gmail.com | linkedin.com/in/mark-s-lund/

WORK EXPERIENCE

LUCID SOFTWARE   **South Jordan, UT**
QA Specialist (Internship)   **April 2025 - Present**
- Serve as QA Specialist for agile dev team developing external data integrations for Lucidspark, a virtual whiteboard and planning web application.
- Identify issues in PRs and in production applications. Report and file bugs, reproduce existing issues from the backlog, write documentation, give UX feedback.
- Utilize SQL and Postman/Bruno to manipulate databases for back-end testing & other requirements, work with virtual testing environments to simulate production deployment.

ENGAGEX   **Provo, UT**
Application Interface Designer & Call Center Team Lead   **2022 - 2023**
- Designed and tested a redesign of web-based phone dialer software in collaboration with in-house developers. Surveyed application users and conducted UX research to inform redesign.
- Led a successful team of callers in meeting performance goals. Conducted performance reviews. Scheduled appointments on behalf of corporate clients and consistently hit scheduling quotas.

IDEMIA   **Provo, UT**
TSA PreCheck Enrollment Agent   **2018 - 2022**
- Managed customer communications and data entry processes including fingerprint scans and passport inspection. Ensured PII security, resolved technical issues. Held security clearance.

EDUCATION

UTAH VALLEY UNIVERSITY   **Orem, UT**
B.S., Web Design and Development   **Expected August 2025**
Cumulative GPA: 3.63
Relevant Coursework:
- Full-stack web application development, user research, mobile-first design, UX design, modern web frameworks, image processing, agile practices, audio production

Capstone Project: Full-stack Device Checkout Application
- Built full-stack application that allows students and faculty to borrow devices from UVU's college of engineering, implemented check-out/check-in, device database search, device management, responsive layout, etc. Co-lead of capstone student project team.

SOFTWARE TOOLS EXPERIENCE

DEVELOPMENT / DESIGN / QA TOOLS
- Github/Git, VS Code, Figma, Adobe Creative Suite, Postman/Bruno, MongoDB, Datadog, others

ORGANIZATION / COMMUNICATION TOOLS
- Jira, Confluence, MS office, Google workspace, Slack, Zoom, others

ADDITIONAL CAPABILITIES

- Advanced in Javascript, HTML/CSS, React/Svelte/Vue/Wordpress; Proficient in SQL, Python; Some knowledge of PHP, C++
- AI LLM hobbyist, great understanding of text generators; Extensive experience with PC and mobile hardware/software testing and troubleshooting
- Excellent at collaboration, communication, creative problem solving, and learning new skills