

Atticus Kirkham

atticus@reliquary.info | 208.269.0871 | Boise, ID | attisomething.com

SUMMARY

Project manager and QA specialist with experience in conversational AI, SMS commerce, business intelligence, and data analysis. Track record delivering on technically complex projects at enterprise scale across the full product lifecycle.

EXPERIENCE

Textual, Inc

Project Manager + QA Manager

2024 — 2026

- Led QA across two iOS-exclusive SMS commerce platforms, managing 1,000+ test cases covering order accuracy, conversational accuracy, and edge cases.
- Oversaw an agentic text-to-order prototype for a major national QSR chain; achieved 85%+ order accuracy across 500+ core test cases.
- Supported high-volume SMS campaigns generating \$2M+ ARR for Estée Lauder Companies; contributed to QA, fraud prevention, data analysis, and product design.
- Engineered automated testing workflows in Power Automate; maintained test suites and delivered regular accuracy reporting.
- Agile PM responsibilities: sprint planning, scrum facilitation, and retrospectives.

Stinker Stores, Inc

Daily Reports Specialist + Office Administrator

2023 — 2024

- Audited daily financial records across 100+ stores during a critical infrastructure migration; processed and reported state lottery earnings.
- Built a custom Google Sheets + JavaScript dashboard to track support call volume and status.

Beta Canon

Project Manager

2022 — 2024

- Managed development teams across multiple client engagements including truckstop.com.
- Owned the full product lifecycle: concept, design, prototyping, QA, and support.

Strike R&D; Tax Advisory / Ventive

Business Intelligence Analyst + Client Success Manager

2020 — 2022

- Served as product owner for an in-house CRM and its supporting data pipelines.
- Assisted with data analysis, qualification, and outreach at 100+ contacts per quarter.
- Designed sales engineering pipelines; produced LinkedIn and Facebook ad campaigns.

SKILLS

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| • Project Management (Agile/Scrum) | • Python & Automation Scripting |
| • Quality Assurance & Test Design | • Web Development (HTML, CSS, JS) |
| • Data Analysis & Business Intelligence | • Content Creation & Technical Writing |
| • Conversational AI & Agentic Systems | • Product Research & Roadmapping |

EDUCATION

The College of Idaho

Bachelor of Arts — Psychology & Poetry

2014 — 2016