

BROCK COWEN

Support and Quality Assurance Manager

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512.970.4832

RELEVANT EXPERIENCE

- 2017 - Present + UNION POS (Austin, TX)
Support and Quality Assurance Manager
- Create and execute test cases and test plans for all aspects of UNION POS from the web browser and server to the iOS app.
- Perform black and white box testing through all of UNION.
- Work closely with the Development and Product teams.
- Manage a three-person support team.
- 2014 - 2017 + TabbedOut (Austin, TX) Pivoted to UNION in 2016
Technical Support and Quality Assurance Specialist
- Performed QA on the mobile app for both Android and iPhone as well as on the computer programs used by the merchants.
- Used Phabricator then switched to Jira as our ticketing system in QA and Zendesk to track tickets in Support.
- Installed TabbedOut on POS systems nationwide using LogMeIn Rescue to remote into and configure their systems.
- Offered Tier 3 support to both merchants on their systems and consumers for their devices.
- 2013 - 2014 + Bank of the Wichitas (Lawton, OK)
IT Intern/IT Administrator
- Converted the operating systems of all bank computers.
- Rewrote company IT policies and resolved all network issues.
- Troubleshoot and fixed all computer, printer and scanner issues seen within our multiple branches.
- 2009 - 2014 + Buffalo Wild Wings (Lawton, OK)
Bartender/Server Trainer/Server
- Bartended and trained new servers on how to serve guests and handle conflict management.
- 2006 - 2009 + Comanche County Memorial Hospital (Lawton, OK)
Physical Therapy Aide
- Assisted the licensed physical therapist in treating individuals through both in-patient and out-patient physical therapy.

EDUCATION

- 2008 - 2014 Cameron University
Bachelor of Science in Information Technology
Concentration in Cyber Security

SUMMARY



I'm the Support and Quality Assurance Manager at UNION POS. I create test plans for all aspects of UNION. I regularly use tools like GitHub, SQL, Xcode and MITMProxy to test software and Jira to track and create tickets. I work closely with the product and development teams to ensure the POS handles the way it should.

SKILLS

- Utilize SQL daily to find customer information and to track issues in QA.
- Working in an agile, scrum-based two week sprint cycle.
- Proficient in Jira, Zendesk, Phabricator and Salesforce.
- Studied and programmed for one year in Java and one year in C++.
- Experience using Mac, Windows and Linux computers.
- Attention to detail and finding bugs while doing regression testing.

INTERESTS

- Movies
- Disc Golf
- Traveling
- Playing With My Dog
- Camping
- Trying New Foods

REFERENCES

Available upon request