JONATHAN C LANE

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Experience

Quality Assurance, Harvest; New York, NY — 2013-Present

Founded the QA team within Harvest. Developed tools and procedures to increase the quality and confidence of API, web, Android and iOS releases. Wrote automated test suites used for smoke testing, visual testing and regression testing. Produced a number of workflow-related projects. Contributed to open source projects in the realm of automated testing.

Served as QA lead and oversaw the integration of the level 2 support and Quality Assurance teams.

Customer Support, Harvest; New York, NY — 2011-2013

Helped customers via email, phone and live chat support channels. Created the processes and procedures used for an elevated support tier and served as the liaison between support and product teams. Formalized a bug reporting process and implemented support stats to track support volumes, response times and customer satisfaction allowing the team to make decisions based on data. Became the point person for inquiries regarding integrations and the Harvest API.

Represented Harvest at Userconf and Elevate CX conferences speaking on the topics of response times and on integrating quality assurance and customer support practices.

Owner/Operator, Industry Interactive; Mayne Island, BC — 2008-Present

Provided design, development, writing and testing services to a number of individuals, organizations and businesses. Wrote a series of articles on web development for the W3C, developed web applications for clients ranging from post-secondary institutions to national brands and provided contract testing services for SaaS companies.

Produced Mailmanagr, an add-on product for Basecamp Classic allowing customers to better integrate with Basecamp via email.

Author, Apress/Springer; New York, NY — 2008-2012

Co-authored two books on front-end web development: Foundation Website Creation with HTML, CSS and JavaScript and an updated version, Foundation Website Creation with HTML5, CSS3 and JavaScript.

**Web Development Coordinator, University of Lethbridge; Lethbridge, AB —
2001-2009**
Led a team of web designers and developers to support teaching and research
technology projects. Responsible for development, launch, and management of
several web properties within the University. Worked closely with faculty and staff to
plan and deliver web-based teaching and research tools. Spoke at an international
conference on Education about a game we developed to teach energy dynamics
within biological populations.

Education

University of Lethbridge, Lethbridge, AB — Master of Education — 2010
Focus on technology in Education and educational research.

University of Lethbridge, Lethbridge, AB — Bachelor of Science — 2000
Degree in Biological Science with courses in Biology, Chemistry, Physics, Computer
Science, Social Sciences and Humanities

Lethbridge College, Lethbridge, AB — Project Management Certificate - 2008
Completed the coursework for PMI certification (PMBOK).

Skills

Experienced in a range of software testing techniques (exploratory, regression, pair,
black/white/grey box, load, performance), practices and tools (Selenium, Appium).
Proficient in HTML, CSS, JavaScript, Ruby, SQL.

Experienced in providing customer support, troubleshooting customer issues and
tracking issues through to resolution.

Fluent in English and French. Some proficiency in Spanish.

References

Available upon request.