

Brian Carter

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Education

Central Washington University, Ellensburg, WA - Bachelor of Science; Family Consumer Science 1999

Experience

QUALITY ASSURANCE ENGINEER

PLAYNETWORK; REDMOND, WA - AUG 2017-OCT 2019

- Implemented and tested key features for music software application for android devices using test driven development methodology.
- Performed White Box and Black Box Testing (Unit and Integration Testing)
- Used Functional, Smoke, Stress, Regression, Integration, System Testing.
- Performed Integration and Regression testing to check compatibility of new functionality with the existing functionalities of the application
- Used the shell script and bash commands to figure out the problems
- Used Trello to track and record tickets and bugs
- Created detailed test cases by understanding the requirement documents, Framing Test Cases.
- Tracked the status of the android and Linux players worldwide for thousands of customers like Starbucks, Macy's, Hilton, A&F etc.
- Tested the functionality of the code written by the developers
- Work closely with PM, developers, test team in addressing day to day issues and testing quality software for customer satisfaction
- Performed end to end regression testing, ad-hoc testing

HIGH SCHOOL FRESHMAN FOOTBALL COACH

REDMOND HIGH SCHOOL; REDMOND, WA - AUG 2015 - NOV 2019

- Assisted in weekly offensive, defensive, and special teams game plans
- Preparation and presentation of the weekly opponent scouting report
- Encouraged academics before athletics
- Developed a positive relationship with the players parents

MEDIA IT OPERATIONS COORDINATOR

PLAYNETWORK; REDMOND, WA - AUG 2014-AUG 2017

- Assisted customers with media player connectivity
- Scheduled content & software updates
- Troubleshoot escalated tickets to resolution meeting pre-defined SLA requirements
- Manage complex connectivity configurations including establishing relationships and escalation procedures with 3rd party ISP providers and customer IT Departments
- Managed multifaceted, technical support projects requiring interfacing with multiple departments and customers
- Worked as a contributing member of the Technology team to help ensure network related practices are strategically aligned with overall business objectives

DIGITAL MEDIA SPECIALIST**PLAYNETWORK; REDMOND, WA MARCH 2014 - AUG 2014**

- Fulfilled orders for various video clients by loading players with audio and video content
- Tier 2 and tier 3 tech support for various video players
- Data entry on multiple platforms
- Tested and monitored video content for quality, consistency, and general playback function
- Helped with ingesting video content to platforms for various clients
- Worked with team members to identify issues with video and audio content and how to resolve them
- In charge of projects including moving clients to a new operating system and changing IP information for clients

CUSTOMER SERVICE SPECIALIST**PLAYNETWORK; REDMOND, WA JAN 2013 - MARCH 2014**

- Assisted in maintaining relationships between PlayNetwork and its customers
- Responsible for troubleshooting audio, video and networking issues, billing and general inquiries, and problem-solving customer issues in immediate and efficient manner.
- Use 3rd party applications to communicate with customers.

SEARCH COORDINATOR**POCKET KINGS INC; DUBLIN, IRL MARCH 2010 - MARCH 2012**

- Supported Search team with keyword research, rank tracking, report generation and international monitoring of key markets.
- Responsible for maintaining 9,000 domains.
- Assisted with the PPC (PayPerClick) accounts.

NETWORK ASSET ADMINISTRATOR**ESB NETWORKS; DUBLIN, IRL OCT 2008 - MARCH 2010**

- Assisted in maintaining the network asset register -
- Logged data while communicating with other departments and engineers daily to keep Power Stations up to date.