**Dan Logan**

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725.216.0831

**Software Quality Assurance Engineer**

Applies quality principles to the development and use of software and software-based systems. Designs and implements software maintenance processes. Designs or specifies test methods for software inspection, verification and validation.

**Skill Areas:**

|  |  |
| --- | --- |
| Software Testing & Debugging  Test Plans and Script Development  Configuration & Troubleshooting | User Training & Support  Project Management  Technical Writing |

**Professional Experience:**

**Advanced Training Institute**

**Purchasing Agent/Inventory-Tool Crib Attendant/Basic IT Support-Las Vegas, NV 7/2019 to 7/2021**

Purchasing agent for Automotive and Electrician departments. Inventory management. Verify all incoming deliveries for all lab orders. Responsible for creating first spreadsheet with complete Tool Room Inventory. Also the first person to create a Microsoft Access Database. Frequently make emergency parts runs to O'Reilly's for Automotive Lab instructors. Train students and employees on PC basics. Support for installation of new computers and related software for new Instructors. Adding printers, projectors and other requested peripherals. Support issues as they arise, connectivity/problems with video/software. Equip students with necessary tools, parts and components for Automotive, HVAC and Electrical activities daily. Assist other Lab Technicians in fulfilling requests. Provide ongoing support for Director Of Education and Supervisor for remodeling of various Labs.

**Stay Alive Traffic School**

**Consultant-Las Vegas, NV 9/2016 to 7/2019**

Set-up of new office computers. Manage configuration for access to online courses. Provide ongoing support for mobile devices installing firewall and VPN products. Assist in becoming approved by meeting guidelines established by the State of Nevada. Troubleshoot web anomalies with customers over the phone to provide the best customer service possible.

**Ullico Inc./Union Labor Life Insurance**

**Quality Assurance Analyst (Contract) -Silver Spring, MD 04/2015-08/2016**

Functional and automated testing of SurePower a cloud-based modern enterprise suite for property and casualty insurance organizations.

Test tools used: Quick Test Pro/Unified Functional Test, follow test plan and execute test cases as instructed, provide results to team.

Special projects assigned included: Employer Stop Loss, Group Supplemental Insurance and myTech Support.

*Requirements Analysis*

Completed requirements analysis including the evaluation of systems specifications for Web site two weeks ahead of deadline.

*Strategy and Planning*

Developed and communicated website usage, security policies and standards to all users. Established policies and procedures for publishing web pages and applications in conjunction with content creators and sales staff.

***Streamlined QA process to increase efficiency and reduce new product rollout time by one week.***

Provided weekly, monthly and ad-hoc reporting. Developed training for team members. Performed testing of database to check functionality. Experienced in designing and developing UFT/QTP Automation Framework. Experienced with supporting Test Cycles, compiling Test Status Reports, participated in Defect Status meetings, Project Status meetings and interacted with Project Managers, Operations Teams and Engineers.

Used QTP for automated and functional Testing, GUI testing and Regression

Created reusable scripts using QTP for existing test case request response web services for enterprise integration. Involved in identifying, analyzing, and documenting defects, functions, errors, and inconsistencies in application functions, outputs, and content. Participated in weekly Assessment Meetings with Developers and coordinated between Business Analysts, Development Team, and Testing Team. Developed Test Plans, Test Scenarios and Test Cases from business, technical and functional requirements.

**Maplewood Montessori**

**(Consultant)-Maplewood, MO 11/2007-1/2015**

Technical support, office computers and laptops, ongoing Business Applications support (Quickbooks, MS Office) maintain office network, assist with employee screening, payroll, bank deposits. Input of graphic design of seasonal photo albums and event pamphlets for parents and students. Installed software, modified and repaired hardware and resolved technical issues.

Provided base level IT support to non-technical personnel within the business.

**Karim Sports/Karim Cycle**

**(Consultant)-Berkeley, CA 10/2004-11/2007**

Implement online sales, e-commerce apps and handle local advertising. Manage scheduling of employees (sales persons and mechanics). Also managed Adlai Karim's residential real estate in the San Francisco Bay area. Followed up with clients to ensure optimal customer satisfaction.

Resolved problems with malfunctioning products. Created cases and claims for damaged, lost or displaced packages.

Demonstrated professionalism and courtesy with customers at all times.

**IBM**

**Senior Applications Analyst**

**(contract)-Endicott, NY 9/2003-8/2004**

* Performed regression, integration, platform and performance testing to certify the stability and usability of software systems.
* Developed and executed test programs that helped improve accuracy of QA results.
* Provided comprehensive software release documentation and training to support staff after compiling QA test outcomes.

Performed functional and automated testing on SAP E-Commerce applications during IBM/Lenovo merger. Edited and updated tables for taxes overseas (i.e. China, Singapore, Japan).

Provided ongoing support for clients (Procurement) test and release of custom SAP GUI modifications during transition.

Gained proficiency with over 50 custom IBM SAP commands/transactions.

Became fluent with the following modules: Financials and Controlling (FICO), Human Resources (HR), Materials Management (MM), Sales & Distribution (SD), and Production Planning (PP).

**ImproveNet Inc.**

**Senior Quality Assurance Engineer-Redwood City, CA 5/2000-9/2001**

* Wrote and debugged LoadRunner and WinRunner test scripts on website and system architecture, insured performance and verified daily updates.
* Implemented web testing tools, tested link validation and insured HTML integrity.
* Established baseline for testing environment, maintained lab and OS updates/patches on Windows/Mac machines.

**BeVocal Inc. (now Nuance)**

**Senior Quality Assurance Engineer-Santa Clara, CA 5/1999-8/2000**

* Member of core team that launched BeVocal voice-recognition software service, including Driving Directions and the Business Finder Service.
* Tested content delivery to cell phones (WAP). Wrote/debugged WinRunner test scripts for BeVocals home and internal web pages.
* Created test cases using Software Requirement Specifications. Provided consultation on design and new feature implementation.
* Trained and mentored junior Quality Assurance Engineers. Installed software, modified and repaired hardware and resolved technical issues. Provided base level IT support to non-technical personnel within the business.

**Certification-Microcomputer Repair**

**Urban League Of San Diego**

**Continuing Education:**

**Harvard CS50x/Edx online courses**

*Degree Program Highlights:*

Object-Oriented Programming, Object-Oriented Data Structures and Algorithms, Database Management Systems, Application Server Programming, Human Computer Interaction, Enterprise Software Architecture, Technical Communication, Information Systems Security

**As a Technician I have been employed by: Sony, HP and Qualcomm.**