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Work

Salesforce.com (2012 - present)

Senior Q3 Engineer (Customer-centric Quality) - Salesforce Essentials (August 2019 - present)

- Perform manual exploratory testing for Essentials product
- Attend test plan reviews and advise teams on potential gaps in their testing
- Advise scrum teams on overall test strategies
- Assist scrum teams with preparation for large scale regression tests
- Create and maintain Essentials smoke test written in Testim (testim.io)
- Write production Webdriver tests for specific features
- Provide advice and guidance to scrum teams for quality best practices

Senior Software Engineer - Service Cloud (July 2016 - August 2019)

Quality Lead for scrum team (January 2019 - August 2019)

- Provided leadership and training to teammates on:
 - JUnit and xUnit.js tests
 - Automated Webdriver, functional, and integration tests
 - Manual testing and test plans

Hybrid Engineer (full-stack)

- Performed code reviews of new code and tests
- Conducted manual and automated testing of features
- Developed client- and server-side features using:
 - Javascript
 - Java
 - HTML and CSS
 - JQuery
 - Aura components

Senior Quality Engineer, Automation and Release Team - Desk.com (Sept 2015 - April 2016)

- Wrote Webdriver-based performance framework that ran nightly
- Wrote automated code review script for Cucumber tests
- Separated Cucumber tests from development code and created repository for the tests
- Created and updated jobs in Jenkins
- Created and updated projects in Jira
- Wrote simple Puppet scripts

Senior Quality Engineer - Desk.com (February 2015 - September 2015)

- Rearchitected Cucumber tests from a collection of scripts to a framework
- Created and maintained a system to collect metrics from Cucumber tests
- Created tables in MySQL to hold metrics data

- Built a Rails application to display test metrics
- Acted as Subject Matter Expert for Cucumber test framework
- Conducted training on Cucumber tests for developers and new QEs
- Created automated reports to report health of Cucumber tests
- Wrote SQL queries to retrieve data for reports
- Trained scrum masters and QEs on Desk's risk-based testing

Quality Engineer - Desk.com (July 2012 - February 2015)

- Manually tested the Desk.com web application
- Tested REST APIs using curl and Postman
- Created automated Webdriver tests for web app using Ruby and Cucumber
- Fixed unstable Webdriver tests and improved speed of tests
- Conducted general and advanced training for QE team on automation practices

OneWire.com (August 2009 - February 2012)

Senior QA Engineer

- Team lead for three automation engineers
- Manually tested new features and performed regression testing
- Wrote, maintained, and executed automated regression tests
- Maintained and updated test framework using TestNG and Selenium
- Created MySQL database to save test results
- Built Java EE web application to launch tests and display results

LBI Software Engineering (January 2008 - August 2009)

Software Engineer

- Updated and maintained J2EE applications
- Performed manual tests - functional and regression
- Created and executed Selenium scripts for regression testing

CA Inc (June 2005 - September 2007)

QA Technician - Interoperability and Stress Lab (April 2006 - September 2007)

- Wrote and executed automated load test scripts in LoadRunner and Silk Performer
- Performed manual interoperability tests

Intern - Technical Publications (June 2005 - April 2006)

- Wrote and updated documentation for applications based on development plans

U.S. Navy (May 1993 - May 2000)

Electronics Technician, Petty Officer 2nd Class (E-5)

- Work Center Supervisor

Education

Stony Brook University, class of 2008

Major: Computer Science