

# Robert MacCracken

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## Sr. SDET | DevOps Engineer

Results-oriented DevOps and Sr. SDET professional with a proven track record of deploying production-ready solutions and ensuring robust test automation. Expert in building automation tools, CI/CD pipelines, and overseeing diverse responsibilities dedicated to quality assurance. Proficient in technologies such as shell scripting, selenium, ansible and other IoC workflows. Eager to contribute technical expertise and a commitment to excellence to a dynamic DevOps or SDET role.

### Technical Skills

- **DevOps:** Docker, Docker Swarm, Vagrant, Kubernetes
- **Automation:** Ansible, Python, Shell, Javascript, Ruby
- **CI/CD:** Gitlab, Jenkins
- **Cloud:** AWS, Azure, Private
- **Testing:** Detox, CodeceptJS, Selenium, Appium, XCUITest, Locust
- **Monitoring:** Elasticsearch, Kibana, Grafana

### Education

#### University of Phoenix

**BS IT/SE:** Information Technology w/Software Engineering & Development

**Graduated: 2012**

### Professional Experience

#### ***Illuminate***

**DevOps / Test Engineer**

**January 2022 – October 2023**

- Develop and maintain Ansible scripts for project setup, contributing to efficient development workflows.
- Create Ansible Installer for projects, including an air-gapped production solution, ensuring robust deployment in various RHEL environments.
- Innovate by developing a Python-based CLI tool to retrieve and process cloud storage data (Azure), for ingestion into elasticsearch.
- Implementation of application performance via APM and Tracing to gather data forwarded to Elasticsearch for dashboard display. Docker service logs and metrics, forwarded to Elasticsearch for review and alerting. Configuration of Alerts, Dashboards and Machine Learning jobs in Elasticsearch in support of application.
- Utilize Docker and Docker Swarm technologies, along with Vagrant for local VMs, to facilitate a consistent and scalable development environment.
- Conduct demonstrations of work, serving as a valuable resource for co-workers and managers, showcasing project advancements and best practices.
- Spearhead the implementation of CI/CD pipelines as the primary DevOps engineer on multiple R&D projects, reducing deployment times and enhancing overall development efficiency.
- Collaborate on additional automation initiatives for CI/CD processes, contributing to a more streamlined and reliable development lifecycle.
- Proactively use personal home lab servers, including Xen Orchestra / XCP-ng, to handle workloads when lab space is unavailable.

## **Mobile Programming**

**Lead Automation Engineer (Dish/SlingTV)**

**February 2021 – December 2021**

- Daily Scrum meetings with team members via Google Chat and Google Meetings.
- Reported communication status and addressed work blockers with the project manager, maintaining a clear and transparent workflow.
- Led a team of automation engineers in script repairs and updates, fostering a collaborative environment and ensuring the reliability of the automated testing framework.
- Conducted comprehensive testing of audio/video streaming applications on Android and Apple devices, validating the quality of the streaming experience.
- Developed and maintained an automation framework based on Detox, CodeceptJS, Selenium/TestNG, Appium, and XCUITest, ensuring a robust and adaptable testing infrastructure.
- Applied JavaScript in the software testing process, leveraging scripting capabilities for effective test cases.
- Tested scripts across different phases of client-server applications for streaming devices, contributing to the overall quality assurance of the software.
- Demonstrated a strong understanding of product requirements, actively participating in the development and debugging of test cases across various contexts.
- Played a key role in setting up additional CI/CD pipelines with Gitlab, streamlining integration and deployment processes.
- Managed the upkeep and execution of Zephyr test cases, encompassing both manual and automated testing, to maintain comprehensive test coverage.
- Utilized support software tools such as Charles, Bugsnag, Jira, Kibana, Gitlab, and Mochawesome Reports for enhanced testing, debugging, and project management.

**Sr. Quality Assurance Engineer (Illuminate Contract)**

**March 2020 – December 2020**

- Daily Scrum meetings with team members via MS Teams and Slack.
- Conducted a comprehensive analysis of current QA progress, identifying areas for improvement, and played a pivotal role in automating CI/CD processes to enhance efficiency and reliability.
- Worked extensively on Kubernetes environment development, utilizing Docker containers, Bare Metal, and AWS, ensuring a robust and scalable testing infrastructure.
- Made significant contributions to the development process documentation, focusing on testing, linting, and security practices, promoting standardized and effective workflows.
- Researched and implemented Pytest, Jest, Locust, and Enzyme in software testing processes, contributing to a diversified and comprehensive testing suite.
- Developed CLI programs for parsing component logs, gathering Kafka offsets, and performing data comparisons, enhancing log analysis and debugging capabilities.
- Assisted in air-gapping and automating software installations and dependencies for product installation on CentOS, ensuring secure and efficient deployment.
- Documented research, functionality, and information in Confluence, providing valuable insights and references for projects and components.
- Conducted a deep dive into Elasticsearch and Kibana, exploring their usage and functionality, and created dashboards and visualizations in Kibana and Grafana from data in Elasticsearch.
- Conducted research on Elasticsearch Machine Learning and Curator features, applying them to jobs and watchers for enhanced data analysis.
- Utilized Elasticsearch API for storing data via bulk or stream, and Kibana API to set up base features, ML jobs, rollups, watches, and alerts, ensuring comprehensive data management.
- Set up and documented LDAP and Active Directory for Elasticsearch and Kibana, enhancing security and access control.
- Implemented Gitlab and Rancher pipelines for testing and CI workflows, contributing to streamlined development and deployment processes.

## **Valence Media Group**

### **Sr. Quality Assurance Engineer**

**April 2018 – November 2019**

- Integrated GitHub hooks to trigger Jenkins builds, streamlining the continuous integration process.
- Containerized automation tools to work seamlessly with Docker, improving testing environment consistency.
- Collaborated with Site Reliability Engineering (SRE) and IT teams to enhance CD/CI workflows, ensuring a more efficient development pipeline.
- Adopted and Maintained Watir-performance, a tool that helps measure browser performance during Selenium automation.
- Implemented linting to master repositories using SonarCube, promoting code quality and adherence to coding standards.
- Initiated GraphQL automated tests for Vibe.com DB, enhancing database testing and validation.
- Maintained comprehensive QA documentation covering processes, test coverage, and future roadmaps in Confluence.
- Conducted Ad Technology testing and ticket reviews, contributing to a more stable and reliable infrastructure.
- Transitioned from Waterfall to Agile Scrum methodologies, actively participating in Scrum activities like daily stand-ups and backlog grooming.
- Trained new team members on processes and procedures, ensuring a smooth onboarding experience.
- Coordinated releases and handoffs until task completion, showcasing effective project management skills.
- Demonstrated a strong understanding of Frontend technologies for testing and development purposes.
- Spearheaded major projects, including the development of Billboard Memberships subscription functionality and the separation of Billboard chart data from editorial data for quicker data response times.

### **Quality Assurance Engineer**

**October 2015 – April 2018**

- Built automation tools from the ground up, utilizing Selenium with Watir (Ruby) for black box tests, enhancing test efficiency and coverage.
- Authored automation tests to reproduce known issues and validate functionality, improving quality.
- Created automation tests for React Frontend, API, and Drupal/WordPress backends to create and validate content.
- Utilized Jenkins for test suite execution, generating Allure reports, and reported identified bugs through JIRA.
- Contributed to the testing transition from internal servers to AWS services, ensuring a smooth and scalable testing environment.
- Parallelized test suites using AWS Linux Java slaves and Docker Selenium hub with browser containers, optimizing testing processes.
- Incorporated automated testing for Mac/Windows Desktop and Mobile Devices using Browserstack.
- Wrote Bash scripts for tool automation, enhancing the efficiency of testing processes.
- Created and maintained QA documentation in Confluence, including Smoke and Regression test cases.
- Reviewed mobile and web applications using specified criteria, ensuring adherence to quality standards.
- Analyzed functional discrepancies against expected results, providing detailed descriptions to reproduce issues.
- Collaborated closely with Developers to identify the root cause of issues, contributing as a valuable member of the Product team.
- Created internal reports detailing critical issues pending release(s), ensuring effective communication within the development cycle.
- Advocated for the addition of more unit testing by the Development team to verify builds, aligning with the principles of the Test Pyramid.
- Transferred from the Product Team to the Development Team, showcasing adaptability and cross-functional collaboration.
- Heavy use of Languages: HTML, CSS, JavaScript, Node.js, PHP, SQL, Ruby, Bash
- Tested Device Types: Desktop (Mac/Windows), Mobile (iOS/Android), Linux (Automation) Desktop Browsers

## ***OmniUpdate***

### **Quality Assurance Engineer**

**February 2014 – October 2015**

- Coordinated with Product & Development team members to ensure product specifications.
- Development of automated testing scripts and localized testing pipelines.
- Use of Vagrant and Packer to create VM containers used for automation testing.
- Execution of automation on daily/weekly/release candidate basis, reviews, and reports issues.
- Documentation of testing efforts and plans; Identified and troubleshooted QA testing problems
- Reviewed and revised testing procedures, documentation, and methodologies.
- Use of JIRA for reporting, product issues, documentation, and validation of company products.
- Assisted in delegation of QA tasks and responsibilities
- Trained new co-workers on QA testing procedures and plans as they develop.
- Zendesk: support ticket, customer bug issue review

### **Customer Support Technician / QA Tester**

**October 2012 - February 2014**

- Provided technical support for customers via phone and triage of support tickets. (ZenDesk)
- QA was the role of Customer Support Department, Documented of technical issues
- Testing, Regression and Validation Testing of bug fixes and features
- Coordinated testing needs to Intern's and other testing resources
- Began development of Automated test suites to check the validity of the Product
- Coordinated v10 Beta testing customer issues and needs
- Proponent of QA being separated from Customer Support and into Development department
- Heavy use of XML, XSL, HTML, CSS, Java, JavaScript (jQuery/Dojo), PHP, AJAX