

Robert B. MacCracken

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643 Kendale Lane, Thousand Oaks, California 91360

Experienced Technology Professional | 15+ Years

A strong working knowledge of Computer Science; Software as a Service, Web-Technologies, Interactive Media, Social Networks and Games both console, handheld, pc, mobile & online.

Proven capacity to oversee a diverse range of responsibilities with dedication to accuracy and quality. With an exceptional ability to prioritize, organize multiple tasks with a proven track record for timely delivery. Supported by a strong administrative background that includes a comprehensive understanding of office software, workflow tools, and product delivery systems.

SKILLS SUMMARY

SQA Testing & Methodologies
Test Plans, Cases & Processes
Functional Requirements
Technical Requirements

Testing Automation
Scripting & Documentation
Regression & Negative Testing
UI & Compatibility Testing

Defect/Bug Tracking
Test Strategies & Coverage's
QA Standards
DevOps & CD/CI Integration

TECHNICAL EXPERIENCE

Sr Quality Assurance Engineer CA

Valence Media Group, Los Angeles,

4/2018 – 11/2019

- Many of the same duties as QA Engineer
- Worked with SRE/IT to improve CD/CI workflow
- Trained new co-workers on process and procedures
- Ad Technology testing and ticket review
- Coordinated releases until task hand-off to co-worker
- Provided support for large product updates, review and release
- Incorporated linting to master repos

Quality Assurance Engineer CA

Valence Media Group, Los Angeles,

10/2015 – 4/2018

- Created test plans for new products/features and ensure thorough test coverage
- Automation tests written to reproduce known issues and validate functionality
- Testing of early development phases
- Mobile and web application review via specified set of criteria
- Examined product features and ensured functionality
- Analyzed functional discrepancies against expected results; description of issues in detail to reproduce
- Provided assistance to internal and external customers as needed
- Represent QA concerns in meetings with cross-functional project team members
- Provided end-user feedback
- Reported bugs through JIRA software
- Maintained QA documentation in Confluence
- Created and maintained smoke and regression test cases
- Participated in Scrum activities: daily stand-ups, iteration planning & backlog grooming
- Worked closely alongside Developers to find root cause of issues
- Created internal reports detailing critical issues pending release(s)
- Day-to-day QA: Test case execution, ad-hoc & usability testing

Quality Assurance Specialist**OmniUpdate, Camarillo, CA**

2/2014 - 10/2015

- Coordinated with Product & Development team members, to insure the product was meeting its specifications, additionally to develop new testing procedures.
- Development of automated testing scripts.
- Execution of automation on daily/weekly/release candidate basis, reviews and reports issues.
- Identified and troubleshooted QA testing problems
- Reviewed and revised testing procedures, documentation and methodologies.
- Documentation of testing efforts and plans.
- Use of Jira for reporting, product issues, documentation and validation of company products.
- Prior use of Bugzilla for reported issues
- Assisted in delegation of QA tasks and responsibilities
- Trained new co-workers on QA testing procedures and plans as they develop.
- Primary contact to review all incoming bugs.
- Zendesk: support ticket and customer issue review

Customer Support Technician / Web Services Intern**OmniUpdate, Camarillo, CA**

9/2012 - 2/2014

- Provided technical support for customers via phone and triage of support tickets.
- Testing, Regression and Validation Testing of bug fixes and features.
- Coordinated testing needs to Interns and testing resources.
- Began development of Automated test suites to check the validity of the Product.
- Maintained technical expertise and knowledge.
- Documented of technical issues
- Coordinated v10 Beta testing customer issues and needs
- Use of ZenDesk, Bugzilla and Wrike to accomplish tasks
- Expanded knowledge of XML, XSL, HTML, CSS, JavaScript (jQuery/Dojo), PHP, AJAX and other web programming languages to accomplish tasks
- Interned position from 9/2012 thru 12/2012

Player Support Representative**Walt Disney Interactive Media Group**

3/2009 – 6/2011

North Hollywood, CA

- Initiated communication with Leads and Managers
- Escalation of yellow/red alerts
- Monitored guest behavior and address Gameplay desires
- Provided in-game feedback to development and production teams
- Provided feedback for work tool improvements
- Tested and provided feedback for product updates in development
- Online Game Master for Pirates of the Caribbean and World of Cars
- Online Chat moderation for Disney Products, including but not limited to:
 - o Pirates of the Caribbean Online, Disney DXD, ToonTown, Disney Fairies, World of Cars Online
- E-mailed responses to Member questions using:
 - o KANA email client
 - o Flurry email web client
 - o Customer Service Tools web client

QA Test Engineer

08/2006 – 03/2009

Walt Disney Interactive Media Group**Burbank, CA**

- Tested various Disney Internet Groups Mobile Games and Applications
- Documented Bugs – Mercury Test Director, Bugzilla, IBMS and LMS.
- Tracked builds in test using JDM, IBMS & LMS
- Specified and tested pass/fail builds
- Procured necessary education for the new implementation of procedures for BREW/JAVA
- Performed internal BREW/JAVA tests suites
- Performed all US carrier testing standards for BREW/JAVA on variety mobile handsets
- Group Leader for Crisis Management Team. First Aid and Safety Certification.

TRG/QA Tester

08/2005 – 08/2006

Activision, Santa Monica, CA

- Tested various Activision's game titles
- Documented Bugs– Devtrack.
- Advancement from PC testing to Requirements Group after initial project.
- Responsible for training of new hires joining TRG on the CRC/TRC for the PS2 console.
- Fulfilled Night-shift floor Lead responsibilities for Team Handheld in absence of Floor Lead.
- Offered the night floor lead position after committing to Walt Disney Internet Group QA-Team.

Titles Include (English & Localizations):

X3

Over The Hedge / Over the Hedge: "Hammy goes Nuts"

Marvel Ultimate Alliance

Tony Hawk Project 8

Tony Hawk Downhill Jam – GBA/PSP

GUN - PSP

GUN PC & GUN console PS2/Xbox

EDUCATION**University of Phoenix**

BSIT/SE, Information Technology w/Software Engineering/Development

Project Management courses

Woodland Hills, CA

2012

ADDITIONAL SKILLS*Development types:*

Agile and Waterfall; Alpha to Gold Master

Technical languages:

Ruby, Java, HTML, CSS, JavaScript, XML, XSL, SQL, PHP, Bash, Zsh

Databases:

PostgreSQL, MySQL, Microsoft SQL Server, Microsoft Access

Operating Systems:

Microsoft Windows, Linux, MacOS X; Server OS: IIS & Linux.

Automated Environments:

Vagrant, Packer, Docker

CI Tools:

Jenkins, Circle-Ci

Other skills:

Understanding of Music w/ sound recording & mixing techniques knowledge

Programs: Pro-Tools, Reason, Logic, Maschine and other DAW's.

REFERENCES

Available Upon Request