James Bergen

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Objective

I am an experienced QA Automation Engineer with manual testing experience. I love writing code, solving problems, and designing maintainable and reusable tests. I'm hoping to find a position that is exciting and will also allow me to develop my skills and grow professionally.

Technical Skills

Programming/Web:	Ruby, C#, JavaScript, VB.NET, ASP.NET, Sinatra, HTML, CSS, Slim
Database/DBMS:	SQL, MS SQL Server 2012
Tools:	Cucumber, WATIR, Visual Studio 2012, TFS, SVN

Professional Experience

West Point Underwriters
Position: Software Development Engineer in Test
2013 – Present

- Create automation scripts for regression testing utilizing WATIR and Cucumber. Over 2,000 scripts in regression suite
- Design and implement new tools for QA Automation using Ruby and WATIR
- Train new hires on our QA Automation process and tools
- Lead presenter at IT department "Lunch and Learn" to review our QA Automation process and tools
- Implement bug fixes for existing QA tools
- Worked with automation team to implement Page Object Model for automated tests
- Created Rating Utility using Ruby, WATIR, and Sinatra
- Created Environment Dashboard to display percentage of passing scripts running in environments
- Implemented Force Renewal, Force Takeout, and Delete Policy Level tools using VB.NET
- Created Billing Installment Calculator using C#
- Created Auto Endorsement process as part of production support
- Provide technical support for QA team

West Point Underwriters
Position: QA Analyst
2012 – 2013

- Test Case development
- Triage reported issues
- Identify defects and provide detailed documentation with steps to recreate
- Collaborate with business analysts and developers to efficiently meet deadlines and ensure quality
- Escalate issues to developers with analysis and suggested fixes
- Provide daily SQL reports for underwriting

Education

University of South Florida, Tampa, FL
Bachelor of Science, Management Information Systems, May 2011