

## **QUALIFICATIONS**

- Over twenty years' experience performing functional and performance testing. This includes creating and implementing test plans and cases from requirements' documents and use of the product
- Experience testing and troubleshooting web applications, built with php and javascript
- Experience testing APIs in both Postman and Insomnia
- Experience working with Cypress Automation tool for UI testing
- Experience with creating and executing Jira tickets, documenting processes in Confluence and manipulating build data in Bitbucket
- Over twenty years' experience installing Windows server and desktop operating systems. Also installed applications such as Microsoft Office, virus scan software, remote desktop connectivity tools, and Microsoft development tools
- Experience with the install and configuration of Microsoft Active Directory, IIS administration, and SQL Server and Oracle Databases
- Experience building and configuring several mail platforms such as Microsoft Exchange Server, Lotus Notes server, and GroupWise Mail Server
- Experience with performance and monitoring tools such as Wireshark, Windows Perfmon, ElasticSearch, Zabbix, Loggly
- Built and maintained several virtual servers and virtual PCs. Have worked with both Hyper-V and VMware server creation, configuration and maintenance
- Built and maintained several versions of Citrix XenApp environment for testing purposes, installing applications and configuring remote desktop connectivity
- Extremely self-motivated, organized and willing to adapt to a rapidly changing environment. Always looking to learn new products and technology to help improve processes and efficiency
- Excellent written and verbal communication skills maintaining a close, professional working relationship with all involved in assigned projects

## **EXPERIENCE**

### **Sharpen Technologies, Inc., Indianapolis, Indiana**

**January 2018 - April 2020**

#### Application Developer, Professional Services (Mar 2020 - Apr 2020)

- Responsible for creating custom web application and middleware development
- Performed troubleshooting and creative problem solving for projects
- Completed system integration testing
- Recorded documentation of custom solutions within confluence for internal employees as well as in Google Docs for customer instruction

#### Quality Assurance Engineer (Jan 2018 - Mar 2020)

- Tested newly-developed software, recording any problems or performance issues within the JIRA ticket management system
- Collected information about software usability and identified critical bottlenecks in development of the product
- Involved in the agile scrum process, attending daily standups, bi-weekly sprint planning, reviews and retrospects
- Developed and ran effective tests to ensure product stability and performance
- Assisted creating and executing Cypress automation tests
- Provided continual feedback to developers about testing strategies, design fixes, and roadblocks encountered while testing
- Continually monitored the kanban board within the JIRA ticket management system attending to all tickets in QA for sprint
- Involved in the continual release cycle by ensuring the proper testing procedures/methodologies were performed prior to releasing application fixes and features
- Performed coding/programming needed to correct custom projects for Sharpen web/software applications
- Served as a resource to the various Sharpen employees and departments, assisting in identifying and resolve bugs as well as education of new features and functionality
- Assisted development team in composing proper documentation/instructions for use of the various areas of the application
- Worked productively within individual and team settings, keeping on task and completing projects assigned within a timely manner

Senior Functionality Engineer (May 2013 – June 2017)

- Solely responsible for building intermediate scale environments, each consisting of at least 20 servers to simulate a customer environment in order for development teams to verify new features prior to release
- Maintained all intermediate scale environments ensuring minimum turnaround time for execution of tests and availability of environments for all development teams. Ensured all environments were configured for the most efficient use as not to waste resources
- Created and executed scenarios to verify new features perform as expected with no regression of functionality or performance. Monitored the systems during the tests and gathered statistics after test completion, reporting results to the proper development team and any issues in the JIRA tracking system
- Created and maintained all documentation on Confluence pages for the scale environments including the hardware configured for servers, purpose of each server, how to monitor and report results.

Lab Manager, (Mar 2007 - May 2013)

- Maintained over 100 servers with different versions of Interaction Center software and supporting applications for development use
- Maintained SQL and Oracle servers as well as Exchange Server, Groupwise and LDAP servers
- Responsible for repair and upkeep of hardware, reallocating and updating environments to ensure their most effective use
- Built and maintained Hyper-v servers, created virtual machines and maintained snapshots of each machine
- Helped team test new feature functionality as required by various projects assigned
- Frequently interacted with different development groups to provide input for issues found during install and testing of IC servers, recording issues found in JIRA bug tracker
- Set up environments at partner and user conferences, configuring servers at the conference so developers can demo their products

Level 3 Test Engineer (Feb 1997 - Mar 2007)

- Tested all facets of the Interaction Center server and client software for functionality and usability from a customer's perspective ensuring quality of product prior to release
- Worked closely with other test team members and development to pinpoint problems in Interactive Intelligence software. Wrote test plans and test cases in a web-based test database to help uncover and correct issues prior to software release and avoid regression issues. These test cases were eventually used for automation of testing processes
- Recorded issues found in a web-based bug tracker with detailed descriptions of problems found and all necessary information to help troubleshoot and remedy the problem
- Contributed knowledge regarding product and testing processes into a company-wide knowledge base
- Participated in team projects that enhance the quality and efficiency of testing
- Provided guidance and leadership to other team members

## **TRAINING**

**Eleven Fifty Academy**

**Oct 2019 - Apr 2020**

Web Development Bootcamp

Areas of Study: API's, Agile, CSS, DOM, Express, GIT, GitHub, HTML, JavaScript, UI Design in Material & Bootstrap,, Node, PostgreSQL, React, React Hooks, React Libraries, Sequelize, Typescript

- **Gold Badge portion of course:** Learned the fundamentals of CSS and HTML. Worked with developer tools, such as Visual Studio Code, Github, and Git. Created an API project as well as completed a series of business challenges covering Object Oriented Programming fundamentals.
- **Blue Badge portion of course:** Created a full-stack app deployed to Heroku with a React JS frontend, Express, Sequelize, and Node backend, and a PostgreSQL database. This app showcases the ability to use basic create, read, update, and delete operations to a database, with multiple views, token-based authorization, and dynamic content for the user.
- **Red Badge portion of course:** created a full-stack app deployed to Heroku in teams with an Angular, Typescript, Express, Sequelize, and Node backend, and a PostgreSQL database. Teamwork was based in Agile methods, and required researching new ways to implement the technologies required for the project. As a team, Used Trello kanban board to organize sprints during project phases.