CAROLYN WAMPLER   13290 Tudor Drive, Carmel, Indiana 46033
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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
- 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 testing and troubleshooting web applications, built with php and javascript
- Experience with Jira, Confluence and Bitbucket

EXPERIENCE:

Sharpen Technologies, Inc., Indianapolis, Indiana   January 2018 - Present
Quality Assurance Engineer

- Test newly developed software and features and record any bugs or performance issues
- Collect information about software usability. · Identify critical bottlenecks in development.
- Develop and run effective tests to ensure product stability and performance
- Provide feedback to developers about automated testing strategies, design fixes, and patches
- Document, prioritize, and resolve bugs. · Complete projects, review, and report as needed
- Ensure proper testing procedures/methodologies before release of applications
- Performs coding/programming to correct projects for Sharpen web/software applications
- Serves as a resource to the various Sharpen employees and departments to identify and resolve bugs
- Assists Development Team in composing proper documentation/instructions in use of web applications
- Stay current on programming/coding skills and innovations including but not limited to PHP, Javascript, React
- Work productively within individual and team settings
- Attend meetings and events as required
- Other duties and responsibilities as assigned

Interactive Intelligence, Inc., Indianapolis, Indiana   May 2013 – June 2017
Senior Functionality Engineer

- 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 int o 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

Interactive Intelligence, Inc., Indianapolis, Indiana   Mar 2007 - May 2013
Lab Manager

- Maintained over 100 servers with different versions of Interaction Center software and supporting applications for development use
- Maintained SQL and Oracle servers for server connectivity 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

Interactive Intelligence, Inc., Indianapolis, Indiana   Feb 1997 – Mar 2007
Level 3 Test Engineer

- 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