**Steven Miller Jr**  
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**Career Profile:**

* An inspiring manager and leader with +15 years combined experience as Quality Assurance Manger, Software Developer Manager, Non-Profit President, and Army National Guard Staff Sergeant.
* Outstanding trainer, educator, and mentor. Frequently chosen by leadership to attend Train-The-Trainer workshops.
* Problem-solver with phenomenal ability to resolve technology issues, reduce cycle times by using lean and agile practices, implement highly reliable automated solutions with a clear ROI, and build collaborative relationships to ensure a surprisingly good customer experience.
* Proven track record attracting talent with 11 new hires in last 3 years along with the ability to retain talent with multiple directs following me to different teams and even from company to company.
* Now seeking the opportunity to contribute my experience as well as deep passion for identifying, designing and developing automated solutions (engineering tools and tests) that will help enable Groupon to push quality upstream and continuously strive to improve their travel solutions.

**Capital One Investing** - **Quality Assurance Manager, Jan 15 to Present:** Responsible for managing, staffing, mentoring, and motivating a team of Automation Engineers and QAEs, working with business and development to capture the customer’s needs in an achievable road map, overseeing development of mobile and service automation, establishing quality processes, metrics, and reporting to ensure and improve customer satisfaction.

* Managed 5 quality teams (2 Mobile and 3 Web) with a total of 18 directs.
* Collaborating with development managers and stakeholders to promote cross-functional software development, resulting in
  + Developers writing test automation.
  + QA writing development code.
  + Developers and QA performing pair programming.
  + Developers and QA conducting code reviews.
  + Developers and QA using a shared Git repository.
* Advocated for test-driven development (TDD) and reducing cycle time by influencing Scrum masters to add preliminary process steps to make sure the three amigos (stakeholders, development, quality):
  + Wrote Gherkin only once and that it made sense and was usable by all stakeholders, development, and quality.
  + Pre-defined and prioritized all automation element IDs. Enabling UI automation to be created prior to or in parallel with development, making it possible for the UI automation to be used as an acceptance criteria.
* Researched, leveraged, and delivered a mobile automation framework using Appium utilizing an abstracted page/object model. The mobile automation framework is now used for all UI automation, coverage includes hybrid iOS tablet app, native iOS phone app, native Android phone app, and mobile web app.
* Coded iOS Tablet app P0 test cases using Appium automation framework.
* Developed Appium, Ruby and Page/Object Framework training for developers, SDETs, and QAs.
  + Researched, evaluated, and suggested essential prerequisite training such as Pluralsight, CodeAcademy, and YouTube.
  + Identified gaps in prerequisite training. Then filled the gaps using my home automation lab by creating a training blog (http://dentedghost.blogspot.com), YouTube, and Twitter. This enabled me to share the training with the open source community and receive critical feedback enabling me to further fine-tune training.
  + Instructed full day hands-on training workshops for Appium, Ruby and Automation Framework usage.
    - Developed supporting framework workflow diagram and training handouts.
    - Setup and configured a Mac training lab.
  + To further identify automation challenges the training is followed up with reoccurring working sessions where team members work on automation backlog stories with the guidance of automation coaches. Recurring challenges are identified and stories are added to the training backlog.
* Volunteered to serve on the continuous integration/delivery (CI/CD) committee. The committee is currently evaluating the CI/CD technologies: Git, Jenkins, AWS, deployment pipelines, Chef, and Testing Frameworks.
* Select by senior management to pair up with a Senior Architect to develop and test a Windows Phone App in less than two weeks. The successful launch resulted in Capital One Investing receiving a six figure on-time bonus from Microsoft.
* Conducted bi-weekly 1:1 with all directs. Following the format: 10 minutes for them, 10 minutes for me, 10 minutes for their development and growth.
* Conducted Bi-Weekly to Monthly 1:1s with SDMs, PMs, and Directors.
* Negotiated with stakeholders to allow 2 hours a week to be dedicated for training, hack-a-thons, and/or paired programming.
* Hired 6 automation engineers and 1 quality assurance engineer.
* I rehired an automation engineer I hired at Amazon after he reached out to me following his Amazon contract expiration.
* Developed and reported bi-weekly and monthly automation metrics.

**Amazon.com:** Responsible for managing, staffing, mentoring, and enhancing a team of SDETs and QAEs, working with business and development to capture the customer’s needs in an achievable road map, overseeing development of mobile and service automation, establishing quality processes, metrics, and reporting to ensure and improve customer satisfaction.

**Quality Assurance Manager, July 13 to Jan 15**

**Quality Assurance Lead, May 11 to July 13**

* Worked closely with business partners and development to establish an optimized release process as well as release schedule.
* Led the team in the building of mobile automation framework for Android, IOS, and Kindle utilizing Appium, Java and a remote mobile device lab. This resulted in reducing manual mobile testing by 90%.
* Conducted weekly 1:1 with all directs. Conducted Bi-Weekly to Monthly 1:1s with SDMs, TPMs, and PMs.
* Built the QA team from 3 to 7 (5 SDETs, 2 QAEs).
* Mentor team members directly with one on ones and indirectly with step-by-step training tutorials.
* Facilitate scrum ceremonies (grooming, sprint planning, retrospectives, daily stand-ups, etc.)
* Experienced in the use of agile and lean approaches, including Extreme Programing and Test-Driven Development.
* Created and delivered a QA status report and metrics tailored to business as well as customer needs.
* QA Lead for 6 Kindle device sales launches for the full Software Development Life Cycle using Agile Development including requirements definition, design, implementation, testing and maintenance.
* Experience working with remote teams in UK, DE, IT, FR, ES, JP, CN, and IN.
* Strong expertise and hands on experience in testing tools like Selenium with Amazon’s Phoenix Framework, Firebug.
* Passion for creating detailed bug reports that clearly capture the steps to reproduce, actual and expected results, and priority.
* Experience with test cases, test plans, sanity testing, functional testing, regression testing, ad-hoc testing, end to end testing, black box testing, white box testing, and browser compatibility testing.
* Passion for working through ambiguity to determining the root cause of an issue then collaborate with teams to improve the process to prevent future similar issues.
* Strong expertise in preparing QA status reports that clearly present status, risk, issues, path to green, and issue trajectory graphs.
* Recognized as a Subject Matter Expert for multiple Kindle technologies together with a great ability to share that knowledge.
* Served on the inaugural Amazon QA Conference committee.

**Author - November 10: Bot** Programming: Intelligent Automation For Windows Applications And Games**.**

* Wrote a 330-page book on how to program automated bots in Windows using Visual Basic .NET.
* Self published using CreateSpace an Amazon company. ISBN-10: 1453855963.

**North Iowa Area Community College (NIACC) - Instructor, August 02 to August 11:** Responsible for the professional development and instruction of students in Quality Assurance degree and two year Computer Science transfer degree.

* Served two years as the President of the North Iowa Area College Educators Association (NIACEA).
* Designed a first in the nation two year Software Testing Degree using video games to motivate and challenge students.
* Signed partnership with University of Northern Iowa allowing computer science students to transfer NIACC credits to UNI.
* Created instructional videos for all my classes. The instructional videos dramatically increased both the ease of teaching online course and the demand for my courses taught in this manner online.
* Designed and instructed the following programming and testing courses: Intro to Programming Logic W/Lang, Introduction to Programming (Perl, Python), Java, Database and SQL, Intro to Video Game Testing, Testing Concepts, Intermediate Testing Concepts, Advanced Testing Concepts (Visual Basic), Testing Cases, Operating Systems 2 (Linux).
* Designed section for Advance Testing Concepts that teaches advance automated botting techniques using Visual Basic.
* Captured the code development in Pre-Alpha, Alpha, and Beta to provide ad hoc on testing examples for NIACC quality assurance students.

**Misfit Labs - Co-Developer, October 05 to August 11:** Designed, coded, supervised testing, and promoted software for the educational industry. Developed the software applications, SNap (Student Assessment Suite) and the Simple and Secure Registration System using Object Oriented Perl and MySQL.

**Worth County Development Authority (Nonprofit) - President and Co-Founder, April 03 to December 09:** Lead an effort by volunteering over 4,000 hours to help revitalize the economy of Worth County and northern Iowa.

* Conducted six months of research of demographics in northern Iowa and southern Minnesota to determine the feasibility of a casino located in Worth County.
* Lead an effort to inform the public to the benefits of the possibility of 500 plus jobs, grant money for schools and non-profits, and scholarships. The result ended with Worth County voters approving a casino with a state record high of 75 percent.
* Served as the board president from the inception of the WCDA until I retired from the organization in December 2009.

**Digital River - Software Development Manager, June 00 to August 02:** Managed software teams ranging in size of 3 to 12. Developed and built a payment processing applications using Perl, Java, and Oracle.

* Twice named Employee of the Quarter.
* Promoted from Senior Software Engineer in October 2000 to Software Development Manager.
* Responsible for scheduling, motivating, performance review and new hires for the development team.
* Designed and managed development an ECHO and AAFES payment plug in for the modular payment processing system.
* Designed and developed a Java Global Collect payment adapter.
* Coordinated development for Java Paymentech payment adapter.
* Determined the root cause our European credit card payment issue.  This saved Digital River $20,000 a month in lost revenue.

**Fieldworks - Software Engineer, June 99 to June 00:** Coded, tested, and completed programming in PIC Assembly on the PIC 74030 for the purpose of adding Advance Power Management in a rugged modular PC system built for demanding in-vehicle environments.

**Fisher Rosemount - Software Engineer, April 97 to June 99:** Designed and tested the software for the ultra sonic flow meter and the 2055D Pressure Transmitter using C++.

**Rockwell - Software Engineer, May 96 to April 97:** Designed and tested the software and firmware for military internet radio applications for military airplanes.

**Interactive Technologies Incorporated - Quality Assurance Intern, May 95 to August 95:** Owned ad hoc testing and product enhancement suggestions for home security systems.

**Army National Guard - Staff Sergeant, Mar 89 to June 01:** Responsible for overseeing squad training and deployment readiness. Designed and built intranet applications, databases, and web pages for the Iowa and Minnesota National Guard.

* Teaching instructor qualified.
* Design Intranet database applications for MN Army National Guard. (SQL, JavaScript, VB)
* Cleared for Secret Clearance.
* Awarded the Iowa General’s Coin for excellence in web development.

**Programming Languages**: Appium, Selenium, Ruby, Perl, Python, PHP, Java, Visual Basic .NET.  
**Testing Frameworks:** Page/Object Model  
**Databases:** MySQL and Oracle.  
**Bachelor of Science Electrical Engineering**, St. Cloud State University, 1996: GPA 3.3 (Dean’s List).   
**FAA Licensed Pilot**, 1992  
**Training Blog:** <http://dentedghost.blogspot.com>**YouTube Channel:** <http://tinyurl.com/dentedghost>**Twitter:** <https://twitter.com/dentedghost>  
**GitHub:** <https://github.com/dentedghost>