**Eric Sickert**

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1. **Summary**:

* A competent engineer with broad exposure to various procedures and methodologies. Interested in systems, system analysis, and learning new technologies.
* Performed manual black box testing ofwebapplication and UI. Monitored HTML, and CSS, via the development console in dev tools in various web browsers during testing which resulted in fewer bug false alarms. Analyzed crash logs to track defects.
* Performed bug triage with development and product management.
* Tested backend pipeline server options viaREST api using Postman and cURL commands running in simple bash scripts**.**
* Authored test plans and updated as necessary with test cases of newly added features. Reviewed and prioritized test cases according to severity. Worked with development to resolve high priority test cases quickly enabling faster and more stable release cycle.
* Racked and stacked scaling and performance test bedconsisting of controllers, access points, Windows servers and Linux servers running controller and access point simulators to test network management system. Testing resulted in greater system stability with higher customer satisfaction.
* Experience working in various SDLC including Agile and Waterfall test environments.

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**Technical Skills:**

**Systems:** Linux- Ubuntu, Apple OSX. Windows Desktops and Servers.

**Languages:** Elementary Java, Selenium WebDriver Fundamentals, and Junit.

**Protocols:** TCP/IP, DHCP, HTTP, and DNS.

**Programs:** Oracle JDK (Windows, Apple OS 10, and Linux), Firefox, Internet Explorer, Google Chrome, Geany IDE, Eclipse, IntelliJ.

**Manage:** Git/GitHub.

**Trackers:** Bugzilla, Jira, Buganizer.

**Tools:**  Smartctl, DMIDecode, Maven, Wireshark, ADB. Fastboot.

**Education**:

**(2) Bachelors of Arts Degrees**, **Computer and Information Science**, and Studio Art

University of California, Santa Cruz January 2000

**Experience:**

Intuitive Surgical Inc. – Sunnyvale, Ca. April 2021 – April 2022

Computer Test Technician

* Built and tested robotic simulator of Intuitive robotic surgical tool. Installed motherboard, video card (GPU), Tested simulator on Intuitive console control system.
* Installed software updates and provisioned weekly a simulator for testing.
* Provided support and assistance for simulator of Intuitive’s robotic surgical tool.
* Opened bugs in Jira to track issues with device and assignments. Used Slack to resolve

questions and problems that arise with Jira tickets.

* Installed and configured animation software on the simulator. Confirmed functionality of software and tested simulator on Intuitives console control device.

Twitter, Inc. - San Francisco August 2019 - October 2020

Lab Admin and Test

* Provided technical support and administration of hardware test lab. Maintained various test servers and racks in a data center testing environment.
* Built memory module test beds and qualified various manufactures of dimm modules. Confirmed memory installation using dmidecode. Tracked and saved test results in Jira
* Catalogued e-waste. Submitted list for disposal via auction. Palleted retired servers and mics components for disposal. Cleaned and organized testing labs.
* Racked, mounted and tested various ATSs, (automatic transfer switches)

and PDUs. Worked with hardware testing to determine rack configuration and load balance for multiple servers.

* Upgraded current test servers with CPUs, memory modules, NIC cards, HDDs, SSDs, internal data and power cables, and power supplies.
* Opened Jira tickets as required for projects. Tracked project progress and results via tickets in Jira.

Google, Inc. - Mountain View, Ca Oct. 2018 - March 2019

QA Test Analyst

* Responsible for recovering failed mobile devices and testbeds running in a lab environment. Debug failed devices.
* Racked and cabled of mobile test beds and devices to increase coverage of various mobile phones in different scenarios.
* Tested a variety of mobile operating systems and versions running in various testing scenarios.
* Built and repaired bluetooth and wifi testbeds to confirm stability and reliability of android mobile devices.
* Re-flashed failed devices with various operating system builds to enable automation test scripts to restart.
* Tested stability of device software using scripts and manual testing.
* Monitored device test lab. Repaired or replaced any failed device as needed.
* Built Linux Ubuntu servers.
* Wrote and edited documentation to help clarify and accelerate training process for new employees.

Paxata, Inc. - Redwood City, Ca June 2015 - June 2018

Software Test Engineer

* Methodically performed testing to a magnitude of hundreds of test cases on Paxata'sSAASdata preparation web application tool. Testing was performed on both Chrome and Firefox.
* Performed functional, validation, usability, integration, acceptance, system, and negative testing of the web application in various supported browsers.
* Monitored Ubuntu Linux server running in AWS via ssh for errors being displayed in server log files
* Perform daily pulls from various GitHub branches for testing. Compiled and ran the application locally for testing.
* Perform exploratory manual black box testing (ad hoc) of assigned features of web application running in cloud. Logged discovered issues and maintained bug history in Jira.
* Maintained existing Selenium (Java) scripts in conjunction with simplifying and consolidating to keep tests runs as short as possible with the least amount of false failures. Searched for duplicate tests. Added new junit tests as required.

Consultant - Mountain View, CA Jan 2011 - May 2015

* Provided IT consultation and support services to private individuals and small businesses. This included workstation, and laptop setups. Provided training and assistance on systems. Advised on network configurations.
* Built and maintained Wi-Fi and wired Ethernet networks. Configured various security protocols including WEP, WPA and WPA 2. Setup network DHCP server for wired and wireless clients.
* Built computer systems from scratch to specific customer specifications. This would include setting motherboard jumpers, configuring BIOS, installing HDDs, setting up video cards with vram, installing NIC cards and installing operating system. Update operating systems to latest service packs, drivers and patches.Defrag HDD if necessary. Contracted for continued maintenance and repair**.**

Meru Networks, Inc. - Sunnyvale CA Nov 2006 - Dec 2010

QA Test Engineer

* Responsible for testing components and features of Meru’s network management application EzRF. This nms application was developed to administer and monitor Meru’s product line of 802.11 controllers and access points.
* Authored test plans and updated as necessary with test cases of newly added features.
* Maintained cooperative relationship with tech support and sales which helped to increase customer satisfaction.
* Improved the documentation of QA testing practices to enhance their repeatability, saving time and money and encouraging testing standardization and best practices.
* Worked with the QA team India to reduce test case redundancy and increase overall test plan coverage.
* Built Windows server, controller, and access points testbed to run performance and scaling automation test scripts against Meru’s nms Java application. The testbed was also available to engineers in India.

Cisco Systems Inc. San Jose CA Apr 2005 - Oct 2006

SQA Development Test Engineer

* Built scaling and performance test setup consisting of controllers, access points, Windows servers, and Redhat Linux Enterprise servers.
* This testbed was used to run SilkTest scaling and performance automation scripts against Cisco’s Java network management system WCS (Wireless Control System).
* Automated testing using SilkTest. Performed manual black box testing when necessary to confirm test results.
* Setup and ran simulators of controllers and access points to increase SNMP traffic and load.
* Ran SilkTest scripts to simulate user interactions on network management systems.
* Received positive customer feedback confirming performance and stability of Java application WCS (Wireless Control System) substantially improved.
* Wrote SilkTest scripts to automate the more repetitive test cases. This allowed dev-test engineers to focus on the more interesting aspects of testing thus increasing the reliability of the QA process and stability of the product.

Airespace, Inc. San Jose CA Nov. 2002 - March 2005

QA Test Engineer

* The initial development test engineer for Airespace’s Java/Web network management system web application ACS (Airespace Control System).
* This product was designed to manage a wireless network. Participated in the early design stages concerned with product functionality, stability and ease of use. Performed manual black box and automated testing.
* Authored all original test plans for network management system including OEM branding, installation and upgrade, configuration, monitoring and troubleshooting, scaling and performance, and manual and automation testing. Wrote scripts to automate the more repetitive test cases. This allowed test engineers to focus on the more interesting aspects of testing thus increasing the reliability of the QA process and stability of the product.
* Worked directly with development to replicate issues found in the field. Would assist programmer in determining solutions or possible workarounds thus increasing customer’s confidence in the reliability of the product.

Nokia Inc., Santa Cruz, CA Aug. 2000 - Nov. 2002

QA Engineer

* Tested and logged defects for various aspects of Nokia’s Java GUI application VPN Clustered Gateway product. v3.0, v3.1, and v4.0, for Windows and Solaris platforms. Performed extensive analysis including build verification, performance, security, stress, and negative testing. Confirmed bug fixes through regression analysis.
* Defined testing parameters by writing and editing test plans and procedures. Established guidelines by which other team members could augment existing test plans. Assisted technical writers by reviewing and editing end-user manuals. Confirmed product’s documentation and functionality for both Windows and Solaris releases.
* Accelerated testing by setting up and configuring PC’s and Sun Ultra Spark Workstations in a lab environment to analyze various network (Ethernet) test scenarios. Documented those scenarios within the respective test plans and posted those plans to the corporate intranet web site for bug replication analysis and resolution.