

James C. McRoberts

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Education

Syracuse University *School of Information Studies* (Syracuse, NY)
Bachelor of Science, Information Management & Technology

2014

Employment

MLB Advanced Media New York, NY

Sep 2015 – Present

QA Analyst

Verify client video streaming and front-end needs through a Jira ticket tracking system. Communicate root causes of issues with clarity so as to ensure effective solutions are found. Manage site functionality across platforms through UI testing and through the use of developer tools. Maintain Gherkin test cases and complete regression tests in sprint-based schedules for over ten clients annually. Create training documents for using Charles Proxy to debug client sites.

SIDEARM Sports Syracuse, NY

Sep 2011 – June 2014

Streaming Media and Support Representative

Provide technical support for media playback and maintain customer service during a daily average of 90 live streams running on Flash Media Live Encoder. Ensured consistency of multi-bitrate events and live stats while also restoring functionality to any malfunctioning encoders via remote access.

Project Management Assistant

May 2013 – Sep 2013

Oversight of 170 active clients through data collection, design, technological training and support. Daily communication with collegiate and corporate clients as well as insight into features and packages of the company. Data import assistance for new clients including Lehigh University, U of Texas, U of Kansas, and LSU (ACSA).

MARYLUKEART.COM (New Canaan, CT)

May 2014 – Present

Web Designer and Developer

Implementation of website using GoDaddy and GitHub integration, HTML5, CSS and jQuery coding languages. Maintained client expectations from mockup phase to deployment and content management. Documented steps for content publishing via step-based GitHub notes.

Technical Skills

HTML5, CSS3, jQuery, SQL, GitHub, Charles Proxy, HLS Video Streaming, FMLE