Jeremy Keeton, MLIS

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SUMMARY

I have eight years of experience as a software test engineer. From test case creation to data analysis and project management, I have utilized a broad variety of tools and techniques to test and create quality products. I am a lifelong learner, continually employing a customer focus and a meticulous test-to-fail attitude. A recent project centered on managing the test effort for TASER's launch of their new Axon Body 2 camera. Last year, I completed the Certificate in Data Visualization at the University of Washington.

FUNCTIONAL EXPERTISE

- **End-to-End Testing**
- **Data-driven**
- **Customer-focus**

- **Data Visualization**
- **Project/Product Liaison**
- **Build Management**

FUNCTIONAL EXPERTISE DEMONSTRATED

Tableau Software   04/2017 – present
<u>Performance Analyst</u> (Contract)
- Monitor and investigate performance test metrics across branches and suites
- Worked to decrease regression defect time-to-close by 90%
- Schedule and analyze test runs to discover defect causation
- Create, review and publish data visualizations
- Utilize Tableau Desktop/Server, Team City, SQL Server, Team Foundation Server, Apache JMeter, Git, Perforce and Python in daily duties

TASER International
<u>Firmware Support/Test Engineer</u> (Contract)   2/2016 – 03/2017
- Coordinated with firmware team to create most efficient and effective test strategy
- Tested body and POV camera WiFi/Bluetooth mobile app interoperability
- Led remote tester quality efforts
- Performance tested firmware with Iperf/Jperf and Wireshark
- Published Tableau visualizations using Splunk log data for > 100k connected devices
- Collated usage information to enable business and engineering decisions
- Created and executed tests across multiple configurations, using Jira/Zephyr

ProQuest   11/2009 – 01/2016
<u>Software Test Engineer</u>
- Utilized proven communication and leadership skills to advance quality goals
- Adhered to Agile and Kanban development processes while creating and executing test plans
- Created Jenkins builds and deployed database and application code in Windows and Linux
- Reviewed and maintained automated tests in Java with Selenium Webdriver, JUnit

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ProQuest

Senior Software Support Specialist   09/2005 – 10/2009

- Interviewed, mentored, evaluated, and delegated work to new staff and team members
- Provided high-level technical product support and training for domestic and international clients
- Customized client-hosted applications with HTML, CSS, and Javascript

RELEVANT PROJECTS

Performance Process Improvements: In 2017, I worked on the Performance Tool & Assessment team at Tableau. While there I helped create new processes and techniques that would contribute greatly to the performance of their product suite. We were able to drive performance to a higher level.

Product Launch: I helped launch Axon's Body Camera 2 and Axon Flex 2 point-of-view cameras in 2016. Over that year I led the internal test effort and collaborated closely with developers, product management and remote testers to create the next generation of market-leading A/V technology for police and security professionals.

Ulrichsweb Complete Rewrite: I was responsible for all manual test case creation for the Ulrichsweb product rewrite. This involved writing more than 1,000 test cases and discovering more than 500 bugs. I also helped create and maintain test automation for the project.

Training: I taught more than 100 classes on subjects from Novell Groupwise to the library catalog while at the Columbus Metropolitan Library.

EDUCATION

- Certificate in Data Visualization – University of Washington (2017)
- Online courses on such topics as Selenium, Splunk and the Arduino platform (2014-2017)
- .NET Development Certificate. University of Washington (2010)
- Master of Library and Information Science (MLIS). Kent State University
- Bachelor B.A., Communication and Media Studies. The Ohio State University

SERVICE

Military: United States Army, 1990-1994. Recipient of Good Conduct and Army Achievement medals