

# KEN HAGLER

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## HIGHLIGHTS

Languages: Python, Ruby, AppleScript, Xojo, Perl, UserTalk, Java

Operating Systems: Mac OS X, Windows, Linux, iOS

Software: Perforce, BuildForge, Git, Jenkins, JIRA, Confluence, vSphere, FileMaker Pro, Photoshop, Media Pro

Other Skills: Photography, General class amateur radio operator (KI6HQT)

## EXPERIENCE

### Configuration Management Engineer, Symantec Corporation — November 2002 to June 2015

Responsible for building Mac OS, OS X, Windows, Linux, Android, Palm OS, PocketPC, and Java projects. Created CM build scripts for new builds, and maintained scripts for existing builds. Educated development teams in CM processes and the use of version control and automated build systems. Troubleshooted build breakages, either fixing them or assisting the responsible party to fix them. Produced CDs and CD images for product groups on request.

- Responsible for over five hundred builds.
- Created object oriented build system to simplify creation and maintenance of CM build scripts.
- Created tool to automate code signing with a cross-platform (Windows, Mac, and Linux) front end.
- Created tool to automate creation of hybrid CD images.
- Created tool to trigger continuous integration builds.
- Assisted with administration of Perforce, BuildForge, Jenkins, and Confluence servers.
- Created and maintained VM templates for Mac, Windows, and Linux virtual build machines.

### Associate Software Quality Assurance Engineer, Symantec Corporation — May 1999 to November 2002

Tested Macintosh, Palm OS, and PocketPC products, reporting any bugs found. Wrote web interface to internal bug and test case tracking database.

- Tested Norton AntiVirus, Norton Utilities, Norton SystemWorks, and Norton Personal Firewall on the Macintosh.
- Tested Symantec AntiVirus for Palm on the Palm OS, and Symantec AntiVirus for Handhelds on Palm OS and PocketPC.

## Technical Reviewer, O'Reilly & Associates, Inc. — June 1999

Reviewed *REALbasic: The Definitive Guide* for accuracy, and reported on errors in code samples and text.

## Programmer, The Workbook — August 1998 to April 1999

Maintained the Frontier CGI scripts that run the Workbook web site. Wrote various utility scripts as needed to automate processes. Created new databases. Assisted in maintaining web, mail, list, database, and file servers. Assisted in mastering of hybrid CDs.

- Created a Filemaker-based database system to handle the Workbook's stock photography business.
- Rewrote web site registration system, resulting in a substantial increase in speed and reliability.
- Overhauled web site interface and functionality.
- Participated in the design of an XML-based image description language for the Picture Agency Council of America, and wrote the preliminary DTD.

## Macintosh System Administrator and QA Engineer, Blizzard Entertainment — November 1996 to July 1998

Set up and maintained Mac-based servers. Organized and maintained the QA Mac Lab. Assisted the Lead Testers in organizing tests of Mac products. Organized and carried out compatibility testing. Assisted in product testing when needed.

- Created installer for the Macintosh version of Diablo.
- Set up and maintained web server for internal Tech Support and QA use.
- Designed and implemented Tech Support solutions database, accessible via web server.
- Created computer configuration database and system for automatically creating web pages from database records.
- Coordinated beta test and organized bug reports for the Macintosh version of Starcraft.

## Macintosh Lab Coordinator/Quality Assurance Engineer, Davidson & Associates, Inc. — August 1995 to November 1996

Maintain and improve the operation of the QA Mac lab. Test software under development, finding and reporting all bugs found.

- Created and maintained the QA Department's page on company intranet.
- Designed and implemented automated processes using Frontier and AppleScript.
- Designed and implemented system for automated testing of products using Frontier and PreFab Player.
- Created installers for several Macintosh products.
- Reformatted and maintained Mac Lab Systems when needed.
- Provided assistance and instruction for testers in the Mac Lab.

## SOFTWARE AUTHORED

QA Suite	A set of Frontier scripts and code resources for generating and comparing file checksums. Used to verify CDs in multimedia software development.
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Mail2FM	Co-authored, with Preston Holmes. Added support for Claris Emailer 2.0, along with various bug fixes and enhancements.
Liposuction	Simple suite for extracting “fat page” data into conventional Frontier object files.
headFileToHTML	A translator for converting dot-head files into Frontier objects for rendering as HTML files.
The Blob	A Filemaker Pro database system for tracking images in a stock photography business. Created for internal use by The Workbook.
Cerberus	An application for managing user registration on a web site with multiple servers. Created for internal use by The Workbook.
Forest Giant	Co-authored, with Jay Arrera and Paul Lin. A Filemaker Pro database with web interface for tracking bug reports, test cases, and project status. Wrote the web interface used by groups outside of Santa Monica.
Autosigner	A tool for automation of code signing requests. Uses a Python script to handle the signing, with a cross-platform application written in Xojo (formerly known as REALbasic) to create the requests.
Build System	A set of Python classes to standardize CM build scripts, greatly simplifying their creation and maintenance.
MakeHybridImage	A Python script for generating any number of hybrid CD images based on configurations specified in a file.
CI Monitor	A Python tool for triggering continuous integration builds, used to get around limitations in early versions of the Perforce plugin for Jenkins.