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SUMMARY:

- Using Wireshark to capture packets for Ethernet and WiFi. Video/Audio testing on X1, Legacy, DTA devices: audio/video quality.
- WiFi testing with Chamber. Using Wireshark to capture packets for Ethernet and WiFi.
- WiFi testing: 802.11 standards, WiFi security modes, WiFi Performance testing, basic understanding about WiFi 6e and WiFi mesh network and using Wireshark to collect logs.
- Support RDKB testing for TXB7, TXB8, CBR2 on Voice, Moca, Bridge Mode, DOCSIS, GUI, Functional Core, WiFi, Xfinity WiFi, End to End, XFi.
- Impairment testing on X1 devices and ArrisXB3/CiscoXB3 devices (manual/Automation) for regression/release: Analyze upstream, downstream signal by adjusting them.
- DRI testing: on Xi devices, X1 STBs, some WiFi testing with Xi devices in chamber, also working with RDK-B devices such as XB3, XB6: firmware download, launch validation, gateway selection, WiFi protected set up, Moca in DRI, device reset.

EDUCATION:

- Bachelor's degree of Computer Science from Central Penn College Summerdale, PA
- Graduated on 7/2004

CERTIFICATIONS:

- A+ Certification
- Novell Certification
- Network + certification
- HDA Certification
- Security+ Certification
- MCP (Microsoft certified Professional) for Maintaining a Microsoft Windows server 2003 Environment.

TECHNICAL SKILLS:

- | | |
|---|--------------------------------|
| • Microsoft Office 2000 (Word, Excel, Access, PowerPoint) | • Migration, Router |
| • Windows (98, Me, 2000, XP) | • Cisco |
| • PC repair | • Linux |
| • A+ | • Novel Netware Administration |
| • Network+ | • Word Processing |
| • Multimedia | • Spreadsheet |
| • Computer Forensics | • Database |
| • Network Server | • Recovery & back up data |
| • Network Infrastructure | • Oracle Database |
| • Network Security | • SQL |
| • Network Client | • Visual Basic |
| • Java | • C++ |
| | • Python |

PROFESSIONAL EXPERIENCE:

Vantiva, PA

Aug 2023-Present

Quality Assurance Engineer

- Support XD4 testing and Rack activities.
- Provide Interop testing for proprietary Wi-Fi and Wireless Set Top Box products; Create, test and validate for wireless functionality to support new and existing protocols like WAN and 802.11 a, b, g, n, ac, ad.

- Configuring the wireless clients to the one IP network to access through VNC viewer.
- Monitor Wireless controller and console logs and charts for raised flags and errors in production network.
- Develop test plans to execute, verify and validate new features introduced in new software/hardware release.
- WI-FI Testing the connectivity of the boxes on different bandwidth connectivity and verifying the connection.
- OTT (over-the-top) devices set up and set-top box testing.
- Install and connect XD4 on the Rack
- Install XB8, CBRv2 behind XD4
- Install Serial console cable for RG and CM for testing.
- Designed and implemented quality test controls for Wi-Fi and HFC networks.
- Managed, tracked, and verified all quality control inspections, checks, and processes for large-scale Wi-Fi networks, while providing support to field personnel.
- Design and support Network backbone by configuring backbone routers and redundant switches to ensure continuous operation.
- Install XB8, CBRv2 in Chamber.
- Do speedtest on XD4, XB8, CBRv2, Mac mini, NUC, and 10G adapter
- Install and connect devices in chambers.
- Update and maintain precise network designs and documentations on JIRA and Confluence for future reference.

Comcast, Downingtown, PA

Feb 2012 -- August 2023

Software Quality Assurance

Team – RDK, Wireless

- Support RDKB testing for TXB7, TXB8, CBR2 on Voice, Moca, Bridge Mode, DOCSIS, GUI, Functional Core, WiFi, Xfinity WiFi, End to End, XFi
- WiFi testing with Chamber.
- Using Wireshark to capture packets for Ethernet and WiFi.
- Video/Audio testing on X1, Legacy, DTA devices: audio/video quality.
- Closed Caption testing on X1 devices: CC sync up voice.
- Impairment testing on X1 devices and ArrisXB3/CiscoXB3 devices (manual/Automation) for regression/release: Analyze upstream, downstream signal by adjusting them.
- Provision X1 devices.
- Working with Jira tickets for retesting and support production testing as need it.
- Whole Home Security testing, working with sensors, technicolor devices, Cameras, IOS and Android devices testing.
- Create reports and keep track of defects for impairment testing.
- DRI testing: on Xi devices, X1 STBs, some WiFi testing with Xi devices in chamber, also working with RDK-B devices such as XB3, XB6: firmware download, launch validation, gateway selection, WiFi protected set up, Moca in DRI, device reset.
- Witbe Automation testing on Cisco and Arris STBs, planning and writing code for Witbe.
- Manual Testing on IP client devices.
- Witbe automation testing on X1 devices using Python scripting. Modifying and writing Python scripts to run Witbe Automation.
- Working on Remote PHY team both automation and manual testing on Cisco and Arris environments: Menu, Info, Guide, video on channels.
- Web browser testing on Vplay on Chrome, Edge, Firefox and Safari browsers including Nielsen testing, Ad testing (freewheel, Manifest), ESPN, Disney, NBC, TVGo, TVE Linear, TVE VOD, T6 Linear, T6 VOD...Checking logs and compare.
- WiFi testing: 802.11 standards, WiFi security modes, WiFi Performance testing, basic understanding about WiFi 6e and WiFi mesh network and using Wireshark to collect logs.
- RF testing and trouble shooting.
- XiOne devices testing on SC Realtek, SC Broadcom, WNC, AXI6. ArrisAX1v4, TXI6.
- Flex 2.0 testing on SC Broadcom device on Regression.
- RDKB testing on TXB8, TXB7 on Regression.
- Testing on IP network such as TCP/IP including protocols like DHCP, DNS, TCP, UDP, etc
- Knowledge and experience with DOCSIS and Cable Modem Termination Systems including DOCSIS 3.1 and 4.0

Comcast, Radnor, PA

Sep 2008 – Feb 2012

Software Quality Assurance

- Working on Ocap Manual Testing on different areas such as Parental control, Settings, PPV, DVR, VOD, Guide, Main Menu, Listings, EAS, SDV, etc

- Update new Firmware for Set Top Boxes.
- Using SOAP UI for testing: a tool for testing web services
- Testing on different platforms: native boxes, Ocap boxes (Cisco, Samsung and Motorola boxes).
- Working with DNCS and DAC to add packages to STBs.
- Maintenance Automation Lab.
- Doing Regression Testing based on Requirement and functionality of the work product/software application.
- Testing Web-based, Client/Server and batch applications.
- E-Commerce testing for STB on Guide and functional. (Online shopping: prevent error and add value to the product)
- Retail testing on cable TV, internet and phone services providing for large customers.
- Agile Scrum meeting with team members on Daily Basic.
- Working on Automation, writing and creating scripts for CPA, TKT and CATS.
- Creating Custom Build, modify, compile and testing on it.
- Modify iboconfig Data to add a button, a soft key.
- Using FDS for testing.
- Working on CVS, Vision Workbench and Maven.
- Assisting the other teams for testing.
- Lead offshore team on Ocap Testing on Daily basic.
- Creating Report for the team.
- Executing QTP Daily basic and analyzing failed scripts.
- Writing BPT scripts for Automation.
- Monitor WatchList for Pending reject defects.

PHH Mortgage, Moorestown, NJ

Jun 2006 – Sep 2008

QA Tester Analyst

- Primary responsible for testing Pricing Enhancement
- Private Label Testing
- Approaches testing and quality assurance from a business point of view by creating test scripts and scenarios to ensure delivered functionality meets the business need.
- Develops specific test conditions and expected results for regression, functionality and stress testing.
- Reviews product requirements and design specifications to create a QA test plan.
- Perform different testing on Web based for Mortgage applications including functional testing, Regression testing.
- Testing on E-Commerce for Loan services.
- Executes test scripts to validate test cases, including creating and executing complex automated test scripts.
- Creates QA test procedures to assure accurate and repeatable test results.
- Provides quality assurance feedback throughout the project life cycle.
- Testing on Ca\$h, Phhore, LoanSpan, Caliber, StarTeam system.
- Execute the scripts from Mercury Test Director.
- Document Defects and determine severity.
- Escalate the alert process.
- Report to the Manager.
- Primary responsible for Automation Testing.
- Working on Win Runner and QTP (Quick Test Professional)
- Running Full Regression on Automation Testing.
- Creating Automation Scripts.
- Edit Automation scripts.
- Updating SQL Database for Automation scripts.
- Running Morning Validation.
- Running Production Release.
- Training new Agent on Automation Testing and Manual Testing.

JPMorgan Chase, Newark, DE

Jun 2004 – Jun 2006

Helpdesk Agent: Primary responsibility is to manage Universal queue

- Perform 1st Level Support
- Password resets on over 200 applications such as RACF, AS/400, Novell, Domain, etc...
- Troubleshooting HW/SW issues pertaining to MS Office, Printers, PC Components, Blackberry and Remote Access

- Troubleshooting Network issues on Novell and NT platforms
- Troubleshooting Lotus Notes and Outlook
- Assist clients with remote access such as ATAW, VPN, JPMC remote and remote connect.
- Escalate the alert process and follow up with clients.
- Determine severity and escalate issues if necessary.
- Monitor ACD queue and email queue throughout the day.
- Training new agents

QA Tester:

- Working with Mercury Test Director and Quality Center.
- Execute the scripts from Mercury Test Director.
- Check the image on the cheque including the Bank number, account number and serial number.
- Running the script from the Quality Center and report the issue to the manager.