Dwight Norris Web Developer

Watertown, MA 02472
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WORK EXPERIENCE

QA Tester
Fidelity Investments | Boston, MA | Nov. 2014 - Current

- Manual testing of a web application for video teleconferencing system
- Improved bug captures to realize 99% call uptime for over 1 million calls a week

Quality Assurance Engineer II
Raytheon | Tewksbury, MA | Aug. 2008 – Jul. 2014

- Performed test lab audits bi-weekly and helped prevent issues from occurring by making sure processes were being followed, resulting in numerous successful annual government audits for AS9100.
- Created several Quality Plans for government programs, outlining expectations and responsibilities for Quality team from beginning to end of project.

Quality Assurance Engineer
Anystream | Dulles, VA | Jan. 2007 – May 2008

- Updated automation test script for the software's REST API and instructed engineering on its use, ensuring all new audio and video codecs were up-to-date.
- Reproduced customer audio and video problems and documented and tested the patches before their release

Web Developer
James Madison University| Harrisonburg, VA | 2004 – 2006

- Helped low-income students gain access to high-quality education through a special assistance program by creating, designing and maintaining a new innovative website for the Centennial Scholars Program
- Created a physical brochure for the program that was circulated to Virginia High School students, increasing awareness and subsequently enrollment

SKILLS

HTML5 & CSS3
Javascript, Python, C
Rational Clearcase & DOORS
JIRA, WebRTC, Agile

TRAINING

MIT 6.00.1x (Python)
U. Michigan (Python)
Microsoft (Bootstrap)
Harvard CS50 (C)

EDUCATION

University
James Madison University in
B.S. Technical and Scientific
Communication

Certifications
Six Sigma Green Belt

COMMUNITY

Volunteer Role
Detail | Date

Award
Raytheon Team Achievement
Award Aug. 2013
Raytheon Team Achievement
Award May 2014
Raytheon Team Achievement
Award June 2014