

Dwight Norris

Web Developer

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WORK EXPERIENCE

QA Tester

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

- Manual testing of a web application for a video teleconferencing system
- Improved bug captures to realize 99% call uptime for over 1 million calls a week
- Created test cases for WebRTC, content sharing and call data analytics

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 Inc. | 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

AWARDS

Raytheon Team Achievement

Award Aug. 2013

Raytheon Team Achievement

Award May 2014

Raytheon Team Achievement

Award June 2014