MELYSSA GREEN

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SOFTWARE QUALITY ENGINEERING PROFESSIONAL

- Results-focused leader with demonstrated success in leading the entire life cycle of responsibilities associated with the management of quality systems and processes in time-critical software development environments.

- Experienced in working with development teams operating within onsite and offshore capacities; such as working with the QA department for driver utilities on behalf of a major electronics and ceramics manufacturer.

- Well versed in developing and deploying standard operating procedures and guidelines designed to capture significant improvements in consistency, compliance, and operational effectiveness at all levels of the QA and Build process.

PROFESSIONAL HISTORY

CAAVO, SAN FRANCISCO, CA
2018 TO 2019: QA TESTER (REMOTE POSITION)

Provide overall functionality and compatibility testing of streaming device and app, while assisting with investigations of customers issues.

- Functional testing of firmware, utility builds, and iOS app (via TestFlight)
- Compatibility testing of streaming devices
- Functional testing of set top boxes against device firmware builds
- Verification of bug fixes
- Investigate and reproduce customer issues
- Perform content verification of streaming movies and TV shows
- Utilize Slack to communicate with domestic and overseas team members
- Utilize JIRA for bug submissions and tracking
- Utilize TestRail for regression testing

KYOCERA DOCUMENT SOLUTIONS DEVELOPMENT AMERICA, CONCORD, CA
2004 TO 2018: PRODUCT AND RELEASE/BUILD ENGINEER

Fulfilled a critical role in the Software and Printer Division of this multinational electronics and ceramics manufacturer, with a focus on developing and enhancing scripts to automate the build process for driver utilities packaged with four product lines.

- Leveraged skill in Groovy, PowerShell, Python, and other scripting languages to foster automation, reduce manual tasks, and lower the risk of error.
- Builds and tests installer packages, and utilizes Package for the Web 4 to create downloadable printer driver packages accessible by Sales teams and clients.
- Create and maintained the build environments for the different drivers and utilities; played a part of an initiative to transform the Build Team into a DevOps team, with exposure to Microsoft Azure, Docker Containers, and the Jenkins open source automation server.
- Route driver, installation, and specification issues to the appropriate development team, while assuming a hands-on role in repairing issues with the CD user interface, readme file, installer, build, and INF files.
- Used the Perforce version control system to build new project branches, and provides guidance to colleagues on the use of basic Perforce functionality; additionally, contributes to the testing of the Perforce database.
- Responsible for authoring build and release procedure documentation for all new projects to be stored in Perforce, a Microsoft SharePoint site, and Git. Held admin roles with said databases.

- Safeguards the integrity of all builds created in-house and by overseas teams by running backup procedures.
- Facilitates bug investigations; merges C++ source code between different driver version to integrate bug fixes addressing issues occurring with specific product lines.
- Leads the building and smoke-testing of release and debug versions of utility packages prior to release to the QA and Development teams on a daily and weekly basis.
- Prior to the start of QA testing, compares and verifies the updates and modifications to ensure alignment between the Mac and Windows versions of candidate releases.
- Maintains a running log of release candidates in order to monitor the progress of bug fixes; additionally, performs the localization testing of the user interface on each CD across multiple operating systems.
- Facilitates the flow of key information and communication between project members and team leads using email messaging, Skype, Jabber, and Slack.

ON-POINT MACHINING LLC, PITTSBURG, CA AND RALEIGH, NC
2012 TO 2019: CO-OWNER / OPERATING MANAGER

Served in a number of concurrent roles in Sales, Order Fulfillment, Operations, and Marketing in support of this family-owned business providing short and long term runs, as well as prototyping, to meet the production needs of its clients.

- Machines parts in accordance with customer specifications, operating a variety of CNC mills and CNC lathes; following production, leads the inspection, packaging, and shipment of orders.
- Perform administrative duties; bookkeeping, payroll, receivables
- Fosters strong customer relations through the personal delivery of completed orders to clients in the local area.
- Contributes to the success of sales, building contacts and relationships with prospective clients.
- Administers the company's social media presence across Instagram, Facebook, Twitter, and Google+ in order to bolster the visibility of the company and increase engagement with consumers.
- Build and maintain company website

VISIONEER INC., PLEASANTON, CA
2001 TO 2004: QA AND RELEASE ENGINEER

Maintained accountability for the daily production and update of driver executables supporting multiple product lines at this manufacturer of high-performance, high-speed document scanners. Used Wise and InstallShield to create install packages, and performed black box QA testing.

- Led the development and maintenance of a CD user interface using INI files, coupled with DemoShield; tested the user interface, made the appropriate adjustments, and diagnosed issues with the readme, install/uninstall process, and other issues.
- Delegated the responsibility for resolving driver and specification issues to the appropriate development team.
- Directed a variety of testing for the company's line of scanners and digital cameras, including GUI, Black Box, Grey Box, Ad Hoc, Regression, and Compatibility testing; for product drivers, executed HCT testing, WHQL submissions and updates.
- Reviewed documentation for accuracy and completeness, including application help files, user guides, and installation guides. Used the HTML Help Workshop application to update application help files with the latest release information.
- Responsible for organizing the main engineering server, used to store source code, build scripts, applications, and tracking software.
- Contributed to the verification of customer-reported issues and performed root cause analysis, supporting the efforts of in-house and overseas developers, as well as technical support personnel.

Early Career
Quality Assurance Intern, Harmonic Inc., Milpitas, CA

EDUCATION

CALIFORNIA STATE UNIVERSITY HAYWARD
Bachelor of Science Degree in Computer Science

TECHNICAL PROFICIENCIES

Platforms
Microsoft Windows, Basic Proficiency in MacOS

Version Control
Visual Source Safe, Perforce, gitlab

Bug Tracking
PVCS Tracker, DevTrack, ClearQuest, JIRA (Agile and SD)

Software Applications
AutoIt, Wise Installation System, InstallShield, Visual Studio 2005/2008/2010/2015, Package for the Web 4, HTML Help Workshop, Beyond Compare, Virtual PC, Virtual CD, DemoShield, Hyper-V, Confluence, Slack, TestRail, TestFlight, Android Debug Bridge (adb)