



PATRICK WALKER

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[Github](#)

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[Portfolio](#)

Summary

Aspiring Full Stack Web Developer eagerly looking for a position in development and or Automated Testing. I am well versed in both Agile and Waterfall methodologies. I have developed many applications and projects while attending Rutgers Boot Camp Spot

I have demonstrated success in gray, white and black box testing. I am comfortable writing and developing test cases, create test plans and identifying use cases. Comprehensive understanding of full software development life cycle. Comfortable with development languages such as HTML, CSS, JavaScript, JQuery, BootStrap and Third Party API's.

Technical Skills

- HTML
- CSS
- BootStrap
- JavaScript
- JQuery
- Third Party API's
- Software compiling and packaging in Visual Basic and Java
- Perforce P4 (source control management system)
- VSS client
- MySQL
- SQL tools such as WinSQL, Mascon, and SQLyog
- Unix shell,
- Solaris Unix shell
- Core FTP
- Putty

Projects

- **Project:** What Do You Want To Do?

This is an application that helps users find things to do and places to eat in their area. It is powered by HTML, JavaScript, BootStrap and Third Party API's

- **Application:** Weather Dashboard

This application displays the current and 5 day forecast for a user selected area. It displays the temp, wind speed humidity, and UV index. This is powered by HTML, JavaScript, BootStrap and Third Party API's

- **Application:** Workday Scheduler

This application allows a user to schedule and save info for their workday. They can save information from 9am-5pm. Colors change depending on the time. Gray is past, Red is current, and Green is future. HTML, JavaScript, BootStrap.

Service Skills

- Sugar CRM
- Testing plans
- Quality assurance and control
- Bug tracking
- Technical support
- Customer service
- Software testing
- Quality assurance
- Microsoft Windows XP, 7, 8, and 10
- MS Office, including Excel, Outlook, Visio and Word
- Six Sigma
- Software testing
- Configuration management
- CRM
- SCRUM
- Functional, Scripts
- Customer service excellence
- Product support

Experience

billtrust | Lawrenceville, New Jersey
Technical Customer Support Specialist
03/2021 - Present

- Direct customer facing role for all aspects of customer support including account relationship, issue resolution and customer satisfaction
- Interface with customers and development/management during escalations and prepare action plans to address customer issues and concerns
- Participate in daily/weekly client production meetings

Autologue Computer Systems | Newton, New Jersey
Customer Support Representative
09/2015 - 05/2020

- Supporting role for all aspects of customer support including account relationship, issue resolution and customer satisfaction.
- Assists with the company's largest corporate clients.
- Troubleshoot/Debug customer software issues.
- Interface with customers and development/management during escalations and prepare action plans to address customer issues and concerns
- Worked on site with customers to provide real time support and ensure successful integration
- Participate in daily/weekly client production meetings
- Create knowledge based articles for customers and in house use
- Evaluated customer account information to assess current issues and determine potential solutions.
- Processed customer account changes.
- Upheld high standards of customer services by responding to inquiries, needs and problems.
- Delivered fast, friendly and knowledgeable service for routine questions and service complaints.
- Documented conversations with customers to track requests, problems and solutions.

eBay Motors/WHI | Newton, New Jersey
Configuration/Release Manager
01/2007 - 09/2015

- Utilize configuration management tools and deployment infrastructure to ensure alignment with business demands.
- Ownership of build, deployment and framework process to ensure fast and repeatable builds.
- Develop scripts and tools to enhance and improve the existing build and integration process.

- Responsible for maintenance of builds for assigned product(s).
- Work with project teams to determine an appropriate build schedule and then initiate the build and release process.
- Write installation scripts and projects for all software products.
- Develop, analyze and maintain tools that support processes for product release.
- Administration and maintenance of Source control repositories.
- Design and document processes for versioning, deployment and the migration of code between environments.
- Conduct branching and merging for multiple release versions of products.
- Create and Deploy software script packages to clients.
- Configure and maintain QA Testing environment.
- Deliver Source Code to clients.
- Train employees on the configuration and software release process.
- Worked with project stakeholders in QA, development and business analysis to achieve objectives.
- Identified, addressed and either resolved or escalated project issues.
- Maintained close connection with project personnel to quickly identify and resolve problems.

iCarz/WHI | Newton, New Jersey
Quality Assurance Tester
 04/2000 - 01/2007

- Analyze defined requirements for testability.
- Design and execute Quality Assurance test plan, including the creation of test cases.
- Design and execute User Acceptance test plan, where applicable.
- Conduct peer review of QA and User Acceptance Test plans.
- Assist with Development's unit integration testing, system testing, and system integration testing when scheduling permits and where applicable.
- Run regressive test systems and evaluate results.
- Execute functional, application, and performance tests.
- Troubleshoot and analyze defects found during testing cycles.
- Record, track and test defects to closure.
- Maintain software testing documentation including checklists, master file lists, standard test plans, test cases, and test scripts.
- Troubleshoot/Debug customer software issues.
- Interface with customers and development/management during escalations and prepare action plans to address customer issues and concerns.
- Supported the company in maintaining a work environment focused on quality, communication, collaboration, integration and teamwork.
- Reviewed project requirements to uncover bugs and resolve issues within a timely manner.
- Oversaw user acceptance testing and reporting to review software use by consumers in real-world scenarios.
- Planned, implemented and monitored software testing by coordinating with staff and holding test review meetings.
- Updated requirements traceability matrix to document requirement ID, type, description and test case status.
- Designed and updated test cases to complete consistent manual tests.
- Consulted with product owners and developers to fully understand intended features and functionality.
- Collaborated with management to establish testing plans develop improvement strategies.

- Drafted defect reports identifying problems and shared testing metrics with team to develop solutions.
- Worked with Agile and Scrum methodologies to accomplish project milestones and meet demanding timelines.
- Wrote and updated manual test cases for team use, maintaining optimal organization for maximum productivity.

Education and Training

Rutgers Bootcamp
Full Stack Web Development
Est completion 7/2021

VM EDU
Six Sigma Yellow Belt Certification in Six Sigma Yellow Belt
10/2018

VM EDU
SCRUM Master Certification in SCRUM Master Agile Testing
10/2018

The CHUBB Institute -Parsipanny, NJ
CTS Certification in Computer Tech Support
11/2000

- Graduated with honors
- Selected for tutoring program