

James C. Peters

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PROFESSIONAL SUMMARY

Software QA Engineer committed to building and leading highly productive, results-driven automation and manual test teams focused on customer feedback and satisfaction. Specialize in automation for Mobile devices and text input applications. Pursuing passion and interest in web-based automation.

SKILLS

- Lead teams of SDETs to build integration and regression test tools for Android and iOS software distributed to hundreds of millions of users. *Core Technology: Java, Python, Appium, Android Studio, and Jenkins.*
- Develop UI/UX and automated testing to log, verify, and regress high volumes of software defects.
- Continuously improve manual and automated test plan and test case documentation for integrated and embedded software systems; Focus scripts and handset tests based on coverage metrics.
- Configure and admin test and versioning tools; JIRA, SVN, Git, Jenkins, Test Track Pro, Rational ReqPro, Visual Test, and python test harnesses. Evangelize Quality Assurance best practices.
- Design and present outputs from competitive analysis python scripts, using customer feedback to continuously improve product. Negotiate schedules with PMs in fast-paced environment.
- Proven track record for improving and delivering production-ready documentation, defining configuration management process improvements, UI/UX interfaces, webpages, and test code.
- Hire, train, and manage large FT, contract, and outsourced test and engineering teams.
- Nurture a positive team atmosphere rewarding individual creativity, productivity and results.

PROFESSIONAL DEVELOPMENT, EDUCATION, AND ACTIVITIES

Full Stack Web and Mobile Development Bootstrap/Angular/React/React Native Apps NuCamp Bootcamp (Sep 2018- Apr 2019) JavaScript, HTML, CSS, SQL, PHP Coursera, Udemy, KhanAcademy, online studies Python Game Programming Coursera C Programming (through Intermediate) University of Washington Extension Requirements Management Construx	Full Stack Apprentice MeetUp AWS/DynamoDB/React Apps (Sep 2018 - Apr 2019) Selenium/Appium Mobile Testing on Android Udemy (current) Testing Websites, Content Testing Data Dimensions' Test Training Program Software Testing Automation with Visual Test Programming Fundamentals in VB Bellevue College Continuing Education Bachelor of Arts in Communications Bachelor of Arts in Psychology University of Washington
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EXPERIENCE

Principal Technical Manager | QA Project Manager | Principal QA Engineer

Nuance Communications (*acquisition of AOL/Tegic Communications*) 2007 - 2018

Designed and executed automated and manual tests, compressing weeks of manual testing into 2-3 day cycles, increasing Release Management cadence five-fold. Analyzed keyword trends from Google consumer ratings, escalating highest customer impact to Senior Management and Development, successfully maintaining 4.0+ ratings for Swype on Google Play Store. Hired and professionally developed multiple full-time and contract teams worldwide, maximizing efficiency of up to 30 direct reports at peak growth. Mentored team members in UI/UX automation and Android/iOS device troubleshooting, developing many new career engineers and leads.

- Hands-on tested, troubleshooted and interacted with customers reporting defects in Swype / XT9 text input, turning negative feedback into 5-star reviews. Devices: Android, iOS, Amazon Kindle.
- Analyzed and prioritized Crashlytics to create JIRA metrics for devs and PMs, improving Swype stability.
- Strengthened reliability of cloud-based Connected Services systems storing highly sensitive user data, by addressing and regression testing customer-reported defects.
- Negotiated schedules with Product Management through full SDLC cycles in an Agile/Scrum environment, outlining test strategies and risks to allocate team resources across 10+ projects simultaneously.
- Developed CMMI (Capability Maturity Model Integration) process with Sr. Management, running internal audits to establish consistent, high quality deliveries, achieving Maturity level in the 3--4 certification range.
- Implemented vision for test development (remote emulator testing, user-driven monkey tests, VR research)

Principal QA Engineer | Sr Software QA Engineer | Software QA Engineer

AOL Wireless (*acquisition of Tegic Communications*) 1999 - 2007

Built innovative automation solutions for a start-up engineering team, reducing 1.5-month release test cycles down to 1-2 weeks. Isolated critical failures earlier in the test cycle by increasing intelligence and integrity of monkey tests. Matured the test process, establishing 90%+ conditional and 100% functional coverage on test code and manual testing using Bullseye code coverage tool. Successfully designed and scripted functional automation frameworks for T9 text input languages. This enabled rapid scaling of tests as the language count climbed rapidly from 10 to 100+.

- Collaborated remotely with the Nuance Mobile Care team, launching the first NMC client, a product that intercepted customer calls and resulted in significantly reduced management costs.
- Scripted web-based linguistics tool using Selenium to run verification tests and analyze output of large linguistic datasets on T9/XT9 text input.
- Designed and executed end-to-end test suites for Instant Messenger, successfully launching the first stable releases of IM on SMS and WAP devices for AOL.
- Mentored peers in CM processes, defining version control parameters and efficient workflows.
- Defined defect and versioning tool processes (Star Team, JIRA, WinCVS); Led teams on usage.
- Took on progressively lead roles, accountable for defining processes, product requirements, problem-solving techniques, creative testing solutions, and guiding test strategies for satellite teams worldwide.
- Designed and evangelized automated test strategy and tools for integration teams outside our domain, demonstrating live, run-time harnesses, metrics, and manual test techniques.

Software QA Engineer

Microsoft (*contract*) 1998 - 1999

Executed functional, configuration, and app-compatibility testing. Independently built up a hardware test lab. Verified Japanese UI and functionality of 3D interactive ESL educational software.