

# Jonathan Sterling Bishop

[jsterlingbishop@gmail.com](mailto:jsterlingbishop@gmail.com) | 603.477.6020

## Education

**Bachelor of Science in Information Technology** Minor in Business Administration  
University of New Hampshire May 2013

## Skills

- **Languages:** Python, Javascript
- **Browser and mobile automation:** Selenium, Appium
- **Cloud Platforms:** AWS, GCP, Digital Ocean
- **Containerization:** Docker, Kubernetes

## Relevant Experience

**Infrared5** Automation and Support Engineer 2018 – 2020

- Designed and created a test harness for Red5pro streaming software
- Supported 3rd party developers using our SDK and APIs
- Created mobile tests with Appium
- Created a suite of automated API tests

**LevelUp** Integration Ops and developer support 2017 – 2018

- Contributed to Grubhub integration project (Grubhub later acquired LevelUp in 2018)
- Reduced testing time by creating a suite of automated API tests
- Improved partnerships by supporting 3rd party developers integrating with our API
- Informed manager decision making by writing reports via SQL queries
- Increased food ordering network size by managing agile software releases for a small team of developers

**Xceptance Software Technologies** Quality Assurance Engineer 2015 – 2017

- Tested UI behavior on sites running Salesforce Commerce Cloud
- Improved client satisfaction and clarity by researching and implementing new test reporting paradigm based on white-papers
- Managed client facing projects and authored testing reports
- Wrote automated UI tests with XLT (similar to Selenium)

**Hitachi Data Systems** Quality Assurance Engineer 2014 – 2015

- Managed quality of features on a cross functional team for multiple releases
- Expanded team knowledge by researching and implementing SCCM system for new feature testing in simulated domain environment
- Tested client and server portions of a private cloud file sync and share product
- Maintained physical and virtual test systems in datacenter

**Biscom Inc** Server Support Engineer 2013 – 2014

- Excellent customer support of a HIPAA and FIPS 140 compliant Secure File Transfer server product as demonstrated by receiving awards, despite small team size (3)
- Reduced support workload by redesigning Admin panel UX for major release, lowering incoming support request volume
- Lowered bug fix turnaround time by implementing support based QA and smoke testing process before customers received new builds

- Streamlined debug process by maintaining test environments emulating customer environments

**Fidelity Investments** Database Development Intern Summer 2012

- Increased team transparency by creating a database to track cost of third party software purchases
- Contributed to decision Created SQL queries to deliver reports for business users
- Documented the data-flow of the incident reporting metrics database

**Art**

**Camp Lamp**, nonprofit arts foundation Project Manager July 2016 – July 2019

- Increased community engagement by creating social media presence and redesigning website
- Streamlined event planning process by migrating process to Trello
- Produced multimedia art events for hundreds of guests
- Created lighting, art, and sound for events

**Sterling Fire Performance** Founder, Lead Performer October 2015 – 2019

- Grew customer base by creating marketing materials and establishing web presence
- Scaled the business to meet demand by hiring performers and crew as subcontractors
- Performed solo and duet fire shows for private and public events