

Interests

creative human interfaces, web & mobile applications, modern sustainable architecture, systems analysis & design

Work Experience

Senior Software Quality Engineer, Red Hat [November 2015 - current]

DevOps Application Architecture - Designed and developed a novel integration testing platform for company-wide APIs and services, resulting in cross-team adoption and increased productivity via reduced feedback loops. Implemented a new modular project to support various company APIs with building and publishing HTTP clients (OpenAPI) to internal repositories (Sonatype) via Jenkins CICD pipelines.

Open Collaboration - Solicited input from department teams to address current and future needs with the new integration testing platform. Supported users with guidance and training on platform use and development. Reviewed project pull requests, providing feedback as needed.

Business Continuity - Refactored multiple legacy test platforms without disruption to existing coverage. Migrated from Oracle MySQL to open source Lightblue (MongoDB) for database connectivity and interaction. Transitioned from existing legacy services to new internal APIs.

Other assignments included: Software Quality Engineer prior to promotion

Test Automation Engineer, Brand Networks [April 2013 - August 2014]

Analytics - Identified new department needs and worked towards implementing specific software solutions to improve SDLC, resulting in company-wide adoption. Defined standards for testing and test case documentation while coordinating project coverage on numerous mobile devices and desktop systems. Vetted and enhanced submitted issues to improve defect removal efficiency.

Leadership - Acted in a quality assurance leadership role for the OPEN Forum (American Express) project. Led daily standups involving product owners and client stakeholders while working with the Scrum team to bring a QE perspective to development tasks. Organized and coordinated internal and external testing activities to establish rapport and build confidence in the quality of code delivered.

Automation - Assessed multiple test automation options to implement the best-fit solution and train colleagues for usage. Designed and developed a re-usable and maintainable test code structure, adding feature coverage as project development progressed. Integrated automated tests with the CI system to provide a base level of confidence.

Software Test Engineer II, Paychex Inc. [February 2011 - April 2013]

Holistic System Testing - Created and executed manual system and regression test scripts to ensure business requirements, specifications, and designs were met throughout code changes. Maintained zero test defects identified in UAT or production environments.

Product Development - Analyzed business requirements and data design documents in order to provide critical input during new product development.

Business Standards - Complied with established testing standards and procedures to ensure process quality and consistency (e.g. change management SOX (Sarbanes-Oxley), version control, defect tracking).

Other assignments included: Software Test Engineer I prior to promotion

Senior Online Services Implementation Coordinator, Paychex Inc. [May 2009 - February 2011]

Account Management - Simultaneously implemented multiple high revenue accounts with Paychex web-based time and attendance system; managed \$225k in client revenue since Spring 2010.

Usability Testing - Selected to beta test new software updates prior to release. Acted as a liaison between internal support and client-facing colleagues. Was instrumental in providing needed feedback for development.

Product Development - Independently developed a program (*scheduleX*) to automate schedule input within the Paychex Time & Labor Online[®] system; responsible for a 2,471% increase in data input productivity. Program was subsequently distributed to the entire department.

Other assignments included: Online Services Support Representative prior to promotion

Senior Computer Technician, Circuit City [April 2008 - April 2009]

Hardware / Software - Responsibilities included hardware and software support; provided resolutions and recommendations for client issues.

Work Management - Administered and maintained the Astea Alliance service management system to submit work orders; track repair status; and manage the shipment and receiving of client property.

Education

BS Information Technology, Rochester Institute of Technology, Rochester NY [2013]

4.0 GPA

Concentration: Web Site & Interactive Multimedia Development

Minor: Communication

AS Information Technology, Monroe Community College, Rochester NY [2008]

3.3 GPA | Dean's List

Specialized in:

- Computer Hardware & Software
- Programming & Networking

Committees

Eisenhart Award for Outstanding Teaching

Represented the student body in reviewing numerous award candidates with five tenured faculty members. Responsibilities included considering field contributions, tabulating student reviews, and assessing instructional environments and teaching strategies.

Activities

Web Client Side Programming

Graded student projects and assignments as requested by tenured faculty.

Technical Skills

Technologies: Git, Bash/Zsh, Java, Gradle, Maven, JUnit, Selenium, Swagger/OpenAPI, Jenkins CI, MongoDB, SQL, HTML, XML/JSON, CSS, nginx, JavaScript, jQuery, PHP, Ruby, Rspec, Capybara, PhantomJS, Node.js, Meteor ...

Tools: Jira, Github/Gitlab, Splunk, Office, Photoshop, Salesforce, Zephyr, HP Quality Center, SauceLabs, Browserstack

Platforms: Windows, macOS, *nix, ChromeOS, iOS, Android, OpenWRT

Other: Agile methodology