

Test Lead

OBJECTIVE

To acquire a position as a **Test Engineer**.

WORK EXPERIENCE

Aug 2000 to
Present

Starsearch

Test Engineer (Software)

- Responsible for interviewing, hiring and placing candidates in various test positions within the company.
- Develop and managed manual test cases for astrological software.
- Manage a team of technicians in their daily duties.
- Attend meetings with developers and managers for risk assessment of product.
- Ensure that specific elements of the product are thoroughly tested per the Test Plan documentation.
- Review bug reports from the test technicians for errors prior to them being entered into the tracking software.
- Revise current test cases to reflect changes made to the Test Plan documentation for new functionality and performance issues..

Jun 1999 to
Aug 2000

Radio.com Inc.

Test Engineer (Hardware/Software)

- Develop, execute and manage manual test cases.
- Manage a team of test technicians in their daily duties.
- Attend meetings with developers and managers for risk assessment and candidate release of product.
- Ensure that all elements of the product are thoroughly tested per the requirements documentation.
- Maintain a tracking matrices containing relevant information as it pertains to the test cases and suites.
- Review bug reports from the test technicians for errors prior to them being entered into the tracking software.
- Revise current test cases to reflect changes made to the requirements documentation for new functionality.
- Provision test devices using Linux operating system for use in a systems test lab.

Jan 1999 to
May 1999

Wigglewham Computer Corporation

System Test Engineer (Portables)

- Responsibilities include testing all components of Wigglewham Longitude and Depression computers for functionality with all operating systems.
- Refer problems and possible solutions with the system to the proper department
- Send and receive bug reports to and from Microsoft and to work with them to resolve problems with the Operating system as it relates to Wigglewham systems.
- Troubleshoot all aspects of the operating system for possible conflicts.
- Attend meetings with other heads of department for “brain storming” possible ways to correct problems with the systems.

May 1996
to December 1998

Bumblediddle USA CORPORATION
Mobile Computing Team Leader

- Performed phone support for end users owning the Bumblediddle HomelyPCs and Limitias as well as the Bumblediddle HomelyPC 72 and Limitia 89 series notebook computers along with all Bumblediddle models.
- Handled escalated customers from the team level as well as Corporate Escalations that have contacted Bumblediddle USA's Corporate Facilities.
- Conducted failure analysis of software and hardware issues and instructs end users on the proper resolution.
- Hands on repair of escalated issues that the Technicians in our Repair Depots have been unable to duplicate.
- Assisted Team Members under my supervision in the resolution to technical issues.
- Provided direct communications between the Customer Service Line and Advanced Product Support on the resolution to issues unresolvable by associated Analyst.
- Tracked subordinates phone statistics: consisting of call times as well as quality assurance of each Team Members obligations under my management.
- Additional training includes HomelyPC 7000 New Product Training, Limitia 610 New Product Training, Networking and Supporting Windows NT core Technologies.
- Advanced Product Support Liaison for the Call center. Troubleshooting problems with the systems that the analyst find are reoccurring and take them up with engineers to find answers.

January 1976
To January 1996

U. S. Army

- Provided direct supervision for 155 soldiers in an Air Defense Battery.
- Was responsible for accountability and maintenance of over 1.7 billion dollars worth of equipment.
- Trained new recruits in the proper ways and values of the military way of life.
- Was required to submit a 6-week training schedule to my superiors for my battery.
- Received numerous awards for best-maintained and trained battery within the Division.

EDUCATION & TRAINING

Extensive experience in Solaris 2.5, 2.6, 2.8, Irix, Oracle, Windows, NT, Windows 2000, Dos, Linux 6.1, SQL 7, and Perl. I also have some knowledge of TCL and Exceed.

August 1997

Tex-R-Us Education Centers

- **Supporting Windows NT 4.0 core technologies.**
Philadelphia, Pennsylvania

Mar 1997

Microsoft

- **Windows 95 Certification**
Wimberdoodle, Pennsylvania

Mar 1999

Microsoft

- **Microsoft MCSE**
Wimberdoodle, Pennsylvania

July 1983
To Jan 1996

University of Wyoming (correspondence)

- **Information Technology (BA)**
- **Business Administration. (AA)**

REFERENCES

Will be furnished upon request.