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Summary

- QA Manager, Senior SQA Engineer, and System Administrator with 12+ years system administration experience at government, academic, and commercial sites, and 6+ years of QA automation and test development experience in telecommunications and internet companies.
- Manager with strong technical foundation, able to understand and steer team activities without micro-managing, and align in-the-trenches testing activity with business needs and company goals.
- Proven ability to lead testing efforts for cutting-edge technology, and fully automate test case processing.
- Extensive inter-networking experience, including firewalls, PC/Mac/Unix connectivity, LAN/WAN design and deployment, and secure dial-in services.
- Expert in administration of information infrastructure services. Former postmaster, hostmaster, and newsmaster at NASA and cisco.
- Excellent programming skills, in both scripting and C. Demonstrated ability to take large, complex code and customize it to particular site's need.

Work Experience

Portrait Displays, Inc 2002-2002
Director of QA

- Established QA and Testing processes
- Developed overall product development process, working with Product Management and Engineering
- Responsible for managing the QA department staff, budget planning and forecasting,
- Reported directly to the CEO

CacheFlow (formerly Entera, now Blue Coat Systems) 1999-2002
Senior QA Engineer, QA Manager

- Led testing of streaming media server, media cache, content management, and associated APIs.
- Recruited and managed a team of 6 testers for clQ Director product.
- Managed remote team of testers through minor and major Director releases.

Ascend 1995-1999
Senior System Administrator, Senior QA Engineer, Senior NPI Engineer

- Designed, built, and maintained R&D computing infrastructure.
- Tested RAS products (MAX, TNT), developed automated testing tools, developed custom call generator to simulate PPP clients and eliminated need for phone switch.
- Represented Customer Service when reviewing new designs for serviceability and supportability. Trained CS on new products and new features. Managed Beta programs for new products.

Tippett Studios 1994-1995
Solo System Administrator

- Designed, built, and maintained computing infrastructure used to generate special effects in "Three Wishes" and "Aftershocks".
- Taught mini-classes on scripting techniques and Unix utilities.

TRW Financial Systems 1994-1994
Senior System Administrator

- Primary sysadmin support for large banking project.

cisco Systems 1992-1994
Senior System Administrator

- Sysadmin support for R&D, focusing on DNS, email, news, and general electronic information transfer.
- Taught classes on use of email and news.
- Customized system software for use in computing infrastructure.

NASA Ames Research Center 1990-1992
Systems Administrator II

- postmaster and newsmaster for nasa.gov domain. postmaster, hostmaster, and newsmaster for arc.nasa.gov domain.
- Coordinated email services for all NASA.
- Security contact for Ames.

Greenwich Capital Markets 1989-1990
Programmer/Analyst

- Developed and maintained back-office applications for financial trading.

Buzz Words

QA, Streaming, CDN, Perl, Expect, TCL, TCP/IP, DNS, SMTP, RTSP, HTTP, Unix, Solaris, Irix, Linux, FreeBSD, NetBSD, MacOS, Windows, NT, Win2K, C, C++, XML, SQL, RDBMS, LDAP, Word, Excel, PowerPoint, MS Project, FrameMaker, Acrobat

Education

- BSCpE, Lehigh University 1988
- Management Skills and Techniques for New Supervisors, American Management Association 1998
- AYE Conference (<http://www.ayeconference.com/>) 2002
- Various product-specific, technical training sessions

Professional Organizations and Activities

- Gerald M. Weinberg SHAPE Forum
- Los Altos Workshop on Software Testing