

SUMMARY

Learning and development advocate with a strong background in QA engineering, web development, writing, and community management. A self-motivated individual who quickly picks up new skills and technologies, and takes initiative to bring these skills to a team environment.

- **Communicator:** Professional demeanor and attitude, creates strong relationships;
- **Collaborator:** Works well with diverse teams, including remote and local members, unblocks others;
- **Documentarian:** Skilled researcher, documenting process, training material, test specifications;
- **Explorer:** Takes pride in discovering how things work and sharing that knowledge;
- **Leader:** Takes initiative on projects, mentors others, identifies work and ensures it gets done.

TECHNICAL SUMMARY

- Microsoft Office (Word, Excel, PowerPoint)
- OpenOffice/LibreOffice/Google Apps
- BBedit/vim/Notepad++
- Git/Subversion/CVS/RCS
- SFTP/FTP/SSH/Terminal
- Hand-coded HTML/CSS/JavaScript
- WordPress Theme Development
- Apple Xcode
- Panic Coda
- WordPress
- Drupal
- MediaWiki
- Mozilla Bugzilla
- Phabricator
- Markdown
- Mac OS X
- Windows
- Ubuntu
- iOS
- Android
- Windows Phone

WORK HISTORY

QA Engineer - Dropbox

2013-2016

- **Advocate** for quality on core products and services, from design stage through release;
- **Institute** triage and bug filing policies and processes at a team-wide and company-wide level;
- **Author** documentation and onboarding materials for the desktop client engineering team as well as the QA team;
- **Grow** the QA team from two QA Engineers to twenty-two, participate in interviews and help establish team vision and priorities;
- **Create** test specifications and test passes for multiple platforms, projects, and scopes;
- **Coordinate** with remote test teams for time sensitive work;
- **Collaborate** with stakeholders within engineering, design, product, and support to ensure product quality each release;
- **Mentor** new QA Engineers in company practices and processes;
- **Manage** hardware and other test assets, including a library of virtual machines;
- **Evangelize** documentation and training within the company, helping create internal news sites, knowledge bases, and documentation best practices;
- **Liaise** with community members to ensure issues discovered in the field are appropriately surfaced and addressed.

Software Test Engineer – Experis 2010-2013

- **Communicate** with client, ensure needs are met in a timely manner;
- **Supervise** test teams on multiple rapidly iterating projects;
- **Train and Mentor** testers in industry standard test practices;
- **Write** and execute test cases across multiple platforms and services;
- **Collaborate** with remote and local test teams;
- **Manage** hardware and other test assets;
- **Build** and manage internal documentation at the team, project, and company level;
- **Execute** testing using formal and informal test methodologies;
- **Bug authoring** and regression testing across multiple platforms and services.

Community Manager – AvatarMUD 1998-Present

- **Liaise** with an international community of users, reporting on user sentiment and behavior;
- **Mediate** player disputes and enforce game policies;
- **Guide** new users, helping users get established in the community;
- **Establish** game policies and processes, ensuring they are fair to players and staff;
- **Mentor** and train new staff members.

Content Lead – AvatarMUD 2007-2011

- **Design** new game content, keeping it consistent with established themes and content;
- **Lead** a global team of content creators in creating new material;
- Work with developers to **implement** and **leverage** new features and functionality in the game.

Copy Editor – Happy Hamster Computers 2009-2010

- **Write** and **edit** content for company brochures, website, press releases, and CEO correspondence to clients.

Columnist – Applegeeks.com 2007-2008

- **Highlight** independent Mac OS X software and developers;
- **Interview** developers about upcoming software releases.

EDUCATION

Post-Baccalaureate Studies – Portland State University 2009-2010

- Media Ethics
- Conversation Analysis

B.A. in Creative Media – Vermont College 2001-2006

- Online Communities from a User and Administrator Perspective
- Critical Games: Video Game Design Theory
- History of the National Park System and the Conservation Movement

OTHER INTERESTS

- Amateur Photographer
- Avid Traveler
- Always learning something new.