

Phillip A. James

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SUMMARY Quality Assurance Manager/ Engineer, Web Producer/ Developer, with over 15 years experience in creating and testing online applications, project and people management, and process improvement. Accomplishments range from establishing QA department at several companies, to hands-on testing at Visa during 10-fold company growth.

WORK EXPERIENCE

10/04 – Present [Certain Software](#), San Francisco, CA
Senior QA Engineer/ QA Engineer:

Established function, grew team to 3-6 (both within company and outsourced assistance) performing Quality Assurance testing and Release Management for flagship web-based Event management software. For the company's 200+ customers (thousands of events, tens of thousands of registrants), managed testing of major releases (400+ tickets each) down to emergency patches, requiring keen risk management and 24/7 support. Brought in Build/ Merge task from Development group. Oversaw choice, installation, and development of automation testing tool. [Radview](#). Provided process improvement and MS/Project training across multiple groups within the company (Sales, Marketing, Engineering, Development, QA.) Brought financial expertise (Credit Card processing, General Ledger, MS/tool knowledge) to scrutiny of tools and interfaces. (Excel integration, PeopleSoft integration, credit card processing details.) Created Intern program, partnering with Opnet "Digital Divide" org. Assisted with installation of new defect tracking/ knowledge management tools ([Jira](#), [Confluence](#), integration with [Salesforce.com](#).)

4/04 – 10/04 [Visa, International](#), Foster City, CA
QA Analyst:

Contract work analyzing test artifacts, performing parallel testing on large high-pressure project to create a regional financial Processing Switch for the EU, Visa's largest testing project. Performed field-level analysis on 30+ fields, provided service-level expertise (MultiCurrency, Jurisdiction), created archival metrics for Sr. management, documented procedures and trained new staff members. Tool expertise included Test Director (defect tracking), SourceCast (group knowledge tool), heavy MS/Excel, MS/Word, MS/PowerPoint.

7/01 – 2/04 [Business for Social Responsibility](#), SF, CA
Web Producer:

Produced content and programming (Cold Fusion, Dreamweaver, HTML) for multiple web sites (www.bsr.org, www.net-impact.org, etc.) including: e-commerce products, conference and training processes for 1,000 people, major site overhauls, visitor behavior metrics, online forums and surveys. Designed data mining and delivery systems for junior staff (MS/Access, SQL, and TYPO3/ PHP.) Consulted on best practices for project management, provided MS/Project training. Managed Stakeholder Mapping Tool (CRM and reporting/mapping features,) shepherding it from a single installation to fully featured, financially viable application.

4/00 – 4/01 [Learning Network/ Headland Digital Media](#), SF, CA
Quality Assurance Manager:

Established QA Manager position and department, including team of 2 analysts, a Technical Writer, teams at 2 outsource firms of up to 8 additional testers. Designed, performed, and managed QA, Unit, Integration/ System, and Certification testing, on diverse content (XML/ XSL, HTML, JavaScript, CGI/ database) in million-page dozen-server family of web sites, headed at www.LearningNetwork.com, including content at 75 URLs. Applications included: Registration/ Login, Subscription, workflow/ survey, interactive tests and games, e-commerce (secure purchase, digital goods, search/ sort/ display of 10,000 products,) and reference material. Created and executed test plans and scripts, stress/ load testing, and link checking. Established QA Lab, supporting 30 (to potentially unlimited) configurations on 6 machines for all necessary PC/ Mac OSes, browsers and plug-ins. Managed company's OpNet Open House for underprivileged youth training. Established department intranet site.

7/89 – 4/00 [VISA, International](#), Foster City, CA
8/99 – 4/00 Quality Assurance Division, Sr. Project Facilitator:

Drove strategic initiatives to guide 400+ person Division, including Communication (web production web automation, newsletters) and Process Structure (CMM/ ISO9001/ process mapping, discrepancy and code turnover report tracking, Metrics, Test Methodology.) Designed, created and ran User's Group for Division. Acted as liaison across multiple divisions on several projects (DR Working Group, R.U.P., TPLC, SPLC.) Designed web automation projects, including mock-up, as appropriate. (Proficient with Cold Fusion, NetObjects Fusion, HomeSite, CF Studio, etc.)

8/97 – 8/99 Global Access Technologies, Project Leader/ Technical Writer:

Created and supervised Documentation, Communication and Training team (9 people, with an annual payroll of \$1.2 Million,) responsible for Division's 500+ page intranet web space, regular and ad hoc management reporting, file and web server machines, internal payroll time reporting system, employee training (general development, product-related,) and Division's product documentation (user manuals, announcements, trouble-shooting materials, on-line help — about 65,000 pages in 150 documents.) Created and managed standard templates and procedures for in-group and client use. Managed employee training activities, ISO 9000 certification tasks. Focused on task automation (example: automated analyst's 15-day report to Admin's 5 minute job.) Managed documentation portion of product development for a dozen clients. Converted Division's web space to current standard format, including approximately 800 changes to 150 pages in 2 weeks.

7/95 – 8/97 OCW Development Lab, Lab Analyst:

Designed, built and maintained intranet web space for department, including self-taught HTML proficiency, form design and creation, and document conversion and coordination. Designed, implemented and managed 4D client/server cross-platform database for lab user trouble tickets and vendor calls, averaging 250+/month. Managed and streamlined lab security and badging functions, comprising 22+ sites, 200+ requests/month, and 3100+ accesses. Fielded daily lab inquiries for service support and ordering, dispatching and prioritizing fellow staff of 8 - 12.

7/89 – 7/95 VAP System Services, Systems Test Specialist:

Provided 24x7 on-call Second Level Support for custom production bankcard authorization systems. Instructed merchant, NetOps, bank and in-house developer personnel in preventative and corrective actions and solutions. Developed call tracking log for problem analysis and auditing. Executed periodic (monthly, annual) and custom reports and charts for Senior Management. Assisted in coordination of testing, installation and support across VAP System Services and Merchant VAP Technologies/ QA groups. Designed and executed Quality Assurance tests for custom Unix/ C bankcard authorization systems on PC-AT's and PS/2's (MIP/PCs, CIOs, NACs, combinations,) including hardware assembly and troubleshooting, software black-box testing, stress testing, and catastrophe simulation, using VTS, ATS, VPARS, TPNS, and datascopes. Self-taught proficiency across various protocols (3270, 2780, 8270, SNA.) Supported production configurations, conducted on-site merchant training for new systems and subsystems. The

timely and superior General/ Detail Design and Functional Specification documentation was formally recognized by management.

5/85 – 7/89 **Bank of America**, SF and Concord, CA
8/87 – 7/89 Cardmember Project Management, Project Analyst:

Managed client acceptance and certification/ installation of bankcard products, in and between micro applications and BankCard Authorization Inquiry (BAI) system. Provided technical and QA consultation between operations, product management, and BankCard Systems communities. Managed Apollo queue involving product development, testing and installation of (C, TPF) PC/ BAI date exchange. Automated regression scripts for unattended QA testing.

6/86 – 7/87 BASE Project Management
Tellaplan and TimeLine Product Mgr., Systems Engineer:

Consulted to 4 of division's top 20 projects, providing tool-level training and support, as well as plan sizing, design, and strategy advice. Tested project planning tools in and across micro and mainframe environments. Established Tellaplan as division's standard mainframe project management tool. Advised division-wide Project Planning Tool Search Committee. Tutored colleagues and end users in use of project planning software. Initiated new user contacts and training. Designed new standard Gantt charts for division, replacing template-driven MacDraw Gantt with presentation quality charts produced automatically, greatly increasing information content and cutting lead time by 90%. Consulted to CA Network Deployment, pilot for division's 3 top projects.

Served on small project management team responsible for creating and maintaining tools to focus direction of project, including PERT charts, SAS databases containing detail for 800 observations, Key Document Library, Issues database, spreadsheets, etc. Executed acquisition of and budget justification for new equipment. Self-taught proficiency with Macintosh tools, SAS/FSP, DataEase.

5/85 – 6/86 Consumer Systems Planning and Administration
Systems Engineer, Sr. Systems Analyst, Systems Analyst:

Developed applications and customized RDMS software for micro systems; researched; evaluated and installed new hardware and software; acted as internal graphics specialist; provided tutorial instruction to Systems Managers and senior technical staff; installed, serviced and deinstalled micro systems throughout department.

ACADEMIC EXPERIENCE

BACFUG (Cold Fusion), SF NetObjects Fusion users groups, conferences, seminars and training sessions to keep current in web development, QA, Internet/ intranet, ISO9001/ process management skills.

[University of California at Berkeley](#), Berkeley, CA

First year PhD program in Anthropology (full scholarship)

[Lafayette College](#), Easton, PA

Bachelor of Arts, Anthropology and Sociology

Minor: Computer Science, Honors with Thesis in Anthropology and Sociology

National Merit Scholar, Connecticut State Scholar