

Phillip A. James

73 Sumner Street, #203, San Francisco, CA 94103-3978
(415) 794-3636 PhilJamesSF@gmail.com

SUMMARY: Quality Assurance Manager and Engineer, Developer, with 25 years experience in testing and creating applications, project and people management, and process improvement. Accomplishments range from establishing QA department at 4 companies, to hands-on testing at Visa during 10-fold company growth.

FUNCTIONAL EXPERIENCE

Management

- Specialized in creating the QA service and group at 4 application development companies. Managed groups, including: QA testers, Technical Trainers, Programmers, Community Manager, and Tech Writers.
- Mastered project management and MS/Tools (advanced MS Excel, MS Project)
- Implemented Project Management tools and tasks:
 - Created, migrated, and mastered requirements/ bug/ ticket tracking systems: [Salesforce](#), [Rally](#), [Jira](#)/ [Confluence](#), [Trac](#), [zendesk](#).
 - MS Project, TimeLine, other PC-based project management tools
 - Implemented/taught mainframe natural language tools such as Tellaplan, Tellagraf

Quality Assurance Testing

- Specialized in Web-based applications, in multiple browsers
- Tested client/ server, 3-tier, mainframe, PC applications; iPhone apps
- Performed software, hardware, firmware testing: Automation planning and execution (Selenium, Silk, Bad Boy, etc.); Functional, Black and Grey Box, Regression testing; Stress/Load testing; financial/ e-commerce, web-based learning systems; test planning, test scripting, contingency planning.

Process Improvement

- ISO9000 Auditor certification, ISO9000 Department Guide
- QA function creation and growth
- Release Management
- CRM integration with other applications

Related Skills

- Customer Service, first- and second-level support
- Senior Technical Writer
- Web Producer, Website designer: creation, maintenance ([Cold Fusion](#), [Net Objects Fusion](#), html, etc.)
- Software developer (4th Dimension, Cold Fusion, Dreamweaver, etc.)
- Test Lab Analyst, Project Analyst

RECENT WORK EXPERIENCE

3/10 — present; [CoTweet](#) | [ExactTarget](#); Quality Assurance Manager:

Established function, performing QA testing at a social media tech start-up, helping guide company growth from 5 to 20 staff.

- Tested Social Media ([Twitter](#), [Facebook](#), [ping.fm](#), [bit.ly](#), [Klout](#)) for clients large and small, including NTT, Microsoft, Rogers Communications, Citibank, Whole Foods, Delta Airlines Bank of America, Best Buy
- Performed QA testing and planning (manual, automation with Selenium, HP QC, HP QTP)
- Customer Service (issue tracking, off-hours testing, customer communications, FAQ, User Guide, how-to videos)
- Shaped Scrum/ Agile development (brought in experts, mentored Scrum Master)
- Tested multiple products (Free, Enterprise, iPhone versions), 4+ browsers
- Mentored inexperienced team members to senior developers. Local and remote, employees/ contractors

6/09 — 11/09; Tekmeca; Senior Technical Writer:

Created 400 pages of user documentation for San Francisco's [HUD](#) funds, for requesting, approving, managing, reporting on \$8M+ annual funds to 300+ agencies.

4/07 — 3/09; IODA (www.iodalliance.com); Quality Assurance Manager:

Established function and group, performing QA testing and Release Management for digital music processing company, as company grew from 30 to 100 staff. Tested software supporting \$3M+/ month in royalty payments for the 3K+ clients, 1.5M music tracks under contract, and ingestion of 2500 tracks/ week, across multiple platforms (various Windows, Mac) and browsers. Created several test automation beds ([Hudson](#), [Selenium](#).)

10/04 — 04/07; Certain Software (www.Certain.com); Senior QA Engineer:

Established function, grew team to 3-6 (both within company and outsourced testers) performing Quality Assurance testing and Release Management for event management software, for the company's 200+ customers. Oversaw choice, installation, and development of automation testing tool, [Radview](#). Assisted with installation of new defect tracking/ knowledge management tools ([Jira](#), [Confluence](#), integration with [Salesforce.com](#).)

4/04 — 10/04, 7/89 – 4/00; Visa, International (www.Visa.com); [various]:

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.)

Created Documentation, Communication & Training team (9 people, with an annual payroll of \$1.2M,) responsible for Division's 500+ page intranet web space, regular and ad hoc management reporting, 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.) Managed employee training activities, [ISO 9000](#) certification tasks. Designed, programmed [4D client/ server](#) cross-platform database for lab user trouble tickets, vendor calls, and lab inventory system.

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 solutions. Developed call tracking log for problem analysis.

Performed h/w, s/w, f/w testing, installation and support across VAP System Services and Merchant VAP Technologies/ QA groups. Designed and executed QA tests for custom Unix/ C bankcard authorization systems on PC-ATs and PS/2s. Supported production configurations, conducted on-site merchant training for new systems and subsystems.

7/01 — 2/04; Business for Social Responsibility (www.BSR.org); Web Producer:

Produced content and programming for multiple web sites including: e-store, user conferences and training processes for 1K people, 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.

4/00 — 4/01; Learning Network; Quality Assurance Manager:

Established QA Manager position and department, including team of 2 analysts, a Technical Writer, teams at 2 outsource firms with 8 additional testers. Applications included: Distance Learning, Subscription, workflow/ survey, interactive tests and games, e-commerce (secure purchase, digital goods, search/ sort/ display of 10K products,) and reference material. Established QA Lab, supporting 30 configurations on 6 machines for all necessary PC/ Mac OSes, browsers and plug-ins. Established department intranet site, managed Release Engineer.

ACADEMIC EXPERIENCE

[University of California at Berkeley](#), Berkeley, CA: First year PhD program in Anthropology

[Lafayette College](#), Easton, PA: Bachelor of Arts, Anthropology & Sociology; Minor: Computer Science; Honors with Thesis