

QUALIFICATIONS:

- 4 years of software/hardware quality assurance experience.
- 3 years of network, server/client, and database administration experience.
- 3 years of web application development experience.
- 1 year of executive level management experience.
- In-depth knowledge of software/hardware testing methodologies and product lifecycle development.
- In-depth knowledge of Macintosh, Linux, Unix, and Windows software/hardware.

EXPERIENCE:

6/2003 – Present Apple Computer, Inc. Cupertino, CA

Network Administrator

Worked as a network administrator for the World Wide System Test Engineering department on a contract basis. Administered 60+ servers for three international locations, Cupertino, Cork, and Tokyo. Deployed and implemented new servers to facilitate productivity and data acquisition. Administered, maintained and deployed Openbase, MySQL, and FileMaker Pro databases servicing internal tracking, reporting, and metric software applications. Developed and deployed database web applications using PHP, Openbase, and MySQL for departmental storage and reporting of statistical project data.

Maintained senior management administrative workstations and mobile devices. Provided personnel with hardware/software support and assets. Leveraged technology solutions and forecasts for third-party vendors and numerous internal departments.

9/2002 – 6/2003 Microsoft Corporation Mountain View, CA

Software Quality Assurance Engineer

Worked as software quality assurance engineer on the Microsoft Office for Macintosh suite on a contract basis, focusing on Entourage. Performed isolation, regression, & debugging of problems associated with Mac OS X, TCP/IP, HTML/Rich Media and Plain Text messages, POP, IMAP, Exchange, PPP, and LDAP servers, contacts databases, personal scheduling/calendar events, print rendering, server/client data synchronization, messaging, calendar, and contact technology.

Generated bug reports for engineering in a tracking database. Developed test cases, test plans, test scenarios for client/server environments, and operating system / application stress tests. Participated in team forecasting, triage, and post-mortem meetings, and provided insight into developing better software through research and end-user observations.

7/2001 – 8/2002 Deeptapioca Magazine San Jose, CA

Chief Technology Officer / Web Site Director

Developed a technological company infrastructure, overseeing and implementing print and web-based technologies to support a team of designers, sales people, and journalists. Produced market and demographic statistical reports for company shareholders. Negotiated partnerships with company shareholders and investors. Discussed opportunities for expansion and profit with forecasted budgets and resources.

Developed a web site infrastructure using server side technologies to allow for large scalability and seamless updating of content and services exclusive to the internet, and intranet. Produced and published content to the company web site using PHP, MySQL, HTML, JavaScript, and PERL.

4/2001 – 4/2002 Microsoft Corporation Mountain View, CA
Software Quality Assurance Engineer

Worked as a contract software quality assurance engineer on Internet Explorer for Macintosh. Performed isolation, regression, & debugging of problems associated with Mac OS X, Mac OS 9.x–8.x, HTML, JavaScript, Java, CSS, QuickTime streaming media, server and client side environments / code, and browser user interface.

Developed client/server side web pages/scripts for test and verification. Used JavaScript, HTML, CSS, DHTML, Flash and Shockwave, QuickTime, Windows Media Player, Real Player, and Java. Verified and tested text editing and rendering behavior, multi-format image file rendering and positioning. Configured numerous web servers to emulate customer server configurations.

6/2000 – 2/2001 Apple Computer, Inc. Cupertino, CA
Interconnectivity System Test Engineer

Worked as a contract interconnectivity systems test engineer on Mac OS 9 and Mac OS X operating systems for the System Test Engineering department. Used debugging software to pinpoint problems associated with third-party hardware and software configurations. Generated reports of discoveries for engineering. Created functional test cases for numerous professional and end-user configurations.

Regressed problems found with ATI components (graphics accelerator cards/software), Nvidia, VooDoo, RAVE, OpenGL, Digital Video, and TFT/CRT displays.

12/1999 – 6/2000 Hall Kinion Fremont, CA
Technical Recruiter / Account Manager

Specialized in recruiting senior networking candidates, Network engineers, Unix and Windows NT systems administrators, storage area network administrators, network security specialists, and e-commerce infrastructure administrators.

6/1998 – 5/1999 AllMac Corporation San Jose, CA
Technical Support / Inside Sales Representative

Provided Macintosh technical support to professional and educational markets. Specialized in trouble-shooting hardware, networking, web and desktop publishing issues. Trouble-shooting and repairing hardware: CPUs, logic boards, memory, power-supplies, analog boards, mass storage, optical drives, and peripherals.

12/1995 – 12/1997 The Good Guys Santa Clara, CA
Mobile Electronics Installer – Shop Supervisor

Performed various installations of automobile audio systems, security systems, cellular telecommunications, global positioning systems, and custom fabrication of speaker enclosures and automobile interiors.

EDUCATION:

5/2003 – Present **University of Phoenix** Phoenix, AZ
Bachelor of Science: Information Technology
Completion Date: April, 2006

9/1998 – 6/2002 **DeAnza Community College** Cupertino, CA
Associate of Arts: Computer Science (Incomplete)

12/1995 – 6/1996 **Mobile Electronics Certification Program** Belmont, CA
Electrical Engineering of Automotive 12VDC Systems