

# Phil James

San Francisco

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**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 Managers, and Tech Writers, managed near- and off-shore resources.
- Implemented Project Management tools and tasks:
  - Created, migrated, and mastered requirements/ bug/ ticket tracking systems: [Salesforce](#), [Rally](#), [PivotalTracker](#), [Jira/Confluence/Zephyr](#), [Trac](#), [zendesk](#), etc.
  - MS Project, TimeLine, other PC-based project management tools.
- Excelled at philanthropic work: both ET and sfdc Foundations, ExactIMPACT, ExactGREEN, digital divide organizations.

### Quality Assurance Testing

- Specialized in mobile app and Web-based apps, with multiple browsers/ platforms.
- Tested client/server, 3-tier, mainframe, PC applications; iPhone and Android apps.
- Provided localization support, translation, time zone/cultural literacy, error analysis.
- Performed software, hardware, firmware testing: Automation planning and execution ([Selenium](#), [Silk](#), [Badboy](#), etc.); Functional, Black and Grey Box, Regression testing; Stress/Load testing; financial/e-commerce, web-based learning systems; test planning, test scripting, contingency planning, from Smoke Test to multi-thousand case Test Plan.

### Process Improvement

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

### Related Skills

- Customer Service provider, first- and second-level support.
- Web Producer, Website designer: creation, ([Cold Fusion](#), [Net Objects Fusion](#), html.)
- Software developer (4<sup>th</sup> Dimension, Cold Fusion, Dreamweaver, PHP/TYPO3, etc.)
- Technical Trainer (20/year given/facilitated), Test Lab Analyst, Project Analyst.

## RECENT WORK EXPERIENCE

**CoTweet | [ExactTarget](#) | [Salesforce.com](#) ; Quality Assurance Manager: 2010 – 2014**

Established function, performing QA testing at a social media tech start-up, as company grew from 7 to 75 staff locally, from 400 to 1500 internationally, to merger with 13K-global Salesforce.com team.

- 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.
- Sole QA resource for mobile apps (iOS, Android); lead resource for integration with parent app (IMH); lead resource for application documentation.
- Performed QA planning and testing (manual, automation with Selenium.)
- Customer Service (issue tracking, off-hours QA, customer communications, FAQ, User Guide, how-to videos.)
- Shaped Scrum/ Agile development (brought in experts, mentored Scrum Master.)
- Tested multiple products (Free, Enterprise, mobile), 4+ browsers, 6 languages for localization.
- Mentored less experienced team members: local, near & remote, employees/ contractors.

**Tekmecca; Senior Technical Writer: 2009**

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

**IODA ([www.iodalliance.com](#)); Quality Assurance Manager: 2007 – 2009**

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

**Certain Software ([www.Certain.com](#)); Senior QA Engineer: 2004 – 2007**

Established function, team of 6+ (within co. and outsourced testers) performing QA testing and Release Mgmt for event mgmt s/w, for 200+ customers. Oversaw choice, installation, and development of automation testing tool, [Radview](#). Assisted with installation of new defect tracking/ knowledge mgmt tools ([Jira](#), [Confluence](#), integration with [Salesforce.com](#).)

**Visa, International ([www.Visa.com](http://www.Visa.com)); [various]:**

**2004, 1989 – 2000**

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.

**Business for Social Responsibility ([www.BSR.org](http://www.BSR.org)); Web Producer:**

**2001 – 2004**

Produced content and programming for multiple web sites including: e-store, user conferences 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](#).) Provided on best practices for project management, MS Project training.

**Learning Network; Quality Assurance Manager:**

**2000 – 2001**

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, workflow/survey, interactive tests and games, e-commerce (secure purchase, digital goods, 10K products), and reference material. Established QA Lab, supporting 30 configurations on 6 machines for all necessary platforms. Established department intranet site, managed Release Engineer role.

**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.