

909 Haight St #1  
San Francisco, CA  
415.889.3320

## Experience:

### Trademob GmbH

**Analytics Technical Product Manager**, December 2012 – May 2013

Berlin, DE

Trademob is a Mobile Marketing Analytics Platform for iOS and Android clients. Working here was a fascinating exercise in the complexity of mobile meets big data and how to distill this into useable information.

- ▶ Helped introduce SCRUM process for engineering team
- ▶ Presented new features and product roadmap for review by executives and board members
- ▶ Reorganized bug tracking and feature system for greater efficiency dev and management teams
- ▶ **Achievements:** Lead engineering team to first offering of internal analytics dashboard for external clients

### Life360

San Francisco, CA

**QA Lead/Blackberry Product Manager**, August 2011 – November 2012

Life360 is location based family tracking startup that produces apps for iOS, Android and Blackberry. I've managed the QA process across all three client apps, managed the Blackberry beta project, as help drive and spec new features for the main client apps.

- ▶ Blackbox/Greybox testing of apps across iOS, Android and BB6/7
- ▶ Authored test plans and cases for review by engineering and executives
- ▶ Reorganized bug tracking system for greater efficiency dev and management teams
- ▶ **Achievements:** Lead QA for 3 Releases across two platforms; Main application moved from a rating of 3.5 to 4 stars in app store, Crash rate on Android reduced from 8% to < 1%, User growth from 6 million – 26 million users

### Mekanism

San Francisco, CA

**QA Lead/UX & Front End Engineer**, October 2010 – August 2011

Working at Mekanism was a great opportunity to start a QA process at the ground level I am especially proud of helping deploy a new bug tracking system that helped reduce problems of project information being located in various places. I wrote several plugins for the tracking system in rails which sent out automated email leveraging google charts to give management team a numeric and graphic indicator of the health of projects in progress.

- ▶ Created the QA processes at Mekanism
- ▶ Blackbox/Greybox testing of web app across all major browsers and iOS
- ▶ Authored several UX Documents for several projects
- ▶ Authored test plans for review by management and clients
- ▶ Implemented new bug tracking system for greater ease by dev and management teams
- ▶ Authored best practice documents for various web platforms such as facebook and twitter
- ▶ **Achievements:** wrote two rails plugins for Redmine; Helped with dev work, when over capacity

### Apple, Inc

Cupertino, CA

**QA Engineer**, September 2008 – October 2010

Originally I started as a contract QA engineer at quickly specialized in the location services features for iPhoto and Aperture. Authoring documentation for other members of the QA team and management. While at Apple I had the opportunity to work on the three versions of iPhoto ('07, '09 and '11), Aperture3, iOS4 and OS X 10.6 and 10.7.

- ▶ Authored Documentation, Test Suites and Test Cases for newly implemented features
- ▶ Blackbox/Greybox testing on iPhoto, Aperture, OS X, and iOS
- ▶ Developed workflow documentation for internal tools and common issues
- ▶ Delegated bugs to other QA engineers for further analysis
- ▶ Worked closely with the engineering team to enhance workflow on new feature

**Blurb, Inc**

San Francisco, CA

**QA Engineer**, May 2007 – September 2008

Blurb was my first introduction to QA and the software development life cycle. I moved from a Technical Service Manager to QA engineer after several months. As a QA engineer I implemented automated testing, wrote test plans and cases, as well as internal tracking tools for better crash analysis.

- ▶ Introduced automated testing of BookSmart across 3 platforms via Eggplant
- ▶ Authored black and grey box test cases for client application (BookSmart)
- ▶ Wrote Ruby Script to concatenate crash reports into a PostgreSQL DB for analysis
- ▶ Developed training curriculum for Customer Service Team
- ▶ Produced reports regarding technical issues for Management and the Development teams
- ▶ Helped restructure Bugzilla for enhanced usability
- ▶ **Achievements:** Helped develop Rails app to cross-reference crash reports with users; Introduced automated Smoke testing, Reduced technical response time to under 2 hours

**Office of Congressman Fortney Stark (CA-13)**

Washington, DC

**Macintosh Systems Administrator/ Office Manager**, May 2006 – July 2007

Working on Capitol Hill was a was a fascinating experience is seeing how government and technology get done. As both Sys Admin and Office Manager I was able to implement better technology for the office as well as reduce our technology costs by about 60%.

- ▶ Administered heterogeneous-Macintosh office of 25 employees
- ▶ Managed constituent database of 350,000 records in File Maker Pro
- ▶ Maintained Backups for Local and Remote Office with 100% data retention
- ▶ Upgraded and maintained Congressional Website
- ▶ Managed office finances, including budget reconciliations, and project futures budgets
- ▶ **Achievements** : Cut office technology costs by 65%; researched newer mobile technologies

**Skills:**

- ▶ Scripting: Python, Ruby
- ▶ Familiar with: Selenium, SVN, Git, XML, Objective-C, C++, CocoaTouch
- ▶ Web: HTML5, CSS3, Django, jQuery, JQuery Mobile, JSON; Familiar with Rails
- ▶ Apple Certified Technical Coordinator (ACTC); OS X 10.4 & OS X 10.4 Server Certified

**Education:****B.A. In Economics**

University Of District Of Columbia

Washington, DC

GPA: 3.7

Significant Research Project: Quantitative Analysis Of Post-1989 German Economy

**Awards:** UDC Foundation Full Scholarship, Federal Reserve Challenge Finalist**Languages:** Japanese (Basic), Spanish (Basic), French (Basic)