

Jonathan Whitney

19 B Walcott Street, Natick, MA 01760 • 781-696-7808 • hamsandwich@attbi.com

Skills

- Proven skills as a QA Manager and QA Engineer
- Excellent project management, written and interpersonal skills
- Solid understanding of programming concepts and software development
- Solid understanding of web technologies and concepts
- Solid knowledge of UNIX, Windows and Mac OS
- Avid photographer and artist

Experience

Quality Assurance Manager

September, 2000 – October, 2002

Terra Lycos, Inc.

Waltham, MA

- Responsible for QA of the following products: Lycos Search, Hotbot, Tripod, Angelfire and several other smaller products.
- Implemented standard QA procedures for web publishing and search QA efforts.
- Redesigned QA workflow and reporting to ensure the capture and reporting of pertinent information.
- Worked with Engineering and Operations teams to set consistent and realistic release guidelines for code delivery into QA and from QA to the live site.
- Scoped and directed build out of QA test environments for new and ongoing products, brought QA test beds to a predictable reflection of live service.
- Led QA for the Lycos network redesign, relaunch of Lycos Search, port of Lycos Search and Hotbot from Unix to Windows and the release of 6 new paid services.
- Transitioned Hotbot QA from San Francisco office to Waltham office.
- Assisted team writing functional and performance test plans.
- Conducted test plan reviews with cross-functional teams.
- Conducted biannual employee performance reviews and goal setting.

Quality Assurance Manager

July, 1999 – August, 2000

NBC Internet - NBCi.com

San Francisco, CA

- Provided a roadmap for the integration of Snap.com and Xoom.com QA services through the implementation of project management and release management.
- Developed guidelines describing QA's role in the software development cycle at NBCi.com governing the technical interaction between QA, product management, project management and software development.
- Negotiated the purchase of the Mercury Interactive suite of testing tools.
- Provided specifications for the creation of an automatic display of user statistics for the company intranet.
- Responsible for employee reviews and mentoring.
- Selected and utilized outsourced testing companies to handle excess workload.
- Participated in 3rd party due diligence for acquisition and partnering.

Senior Quality Assurance Engineer

May, 1998 – July, 1999

NBC Internet - NBCi.com (Cnet.com, Snap.com)

San Francisco, CA

- Wrote and executed test plans.
- Worked with white-box test team identifying areas of focus.
- QA lead for Snap co-location testing effort.
- QA lead for the Y2K testing.
- Developed the next generation QA web site for internal use providing a resource for QA resource allocation, including the creation of cgi's for status report generation and resource allocation tracking.
- Successfully proposed a new QA lab providing a unified test bed.
- Regularly delivered a class describing the use of the bug-tracking system.
- Interviewed QA Engineer, Software Engineer and Project Management candidates.

Quality Assurance Tester October, 1997 – May, 1998
Xaos Tools, Inc. San Francisco, CA

- Responsible for the testing of image enhancement plug-ins on the Windows NT and Windows 95 platform.
- Developed acceptance guidelines that helped establish a baseline set of criteria in a rapidly growing Quality Assurance department.
- Wrote Read Me documentation.
- Established and maintained a directory of software updates for the company.

Quality Assurance Team Lead and Tester July, 1996 - October, 1997
Apple Computer, Inc. Cupertino, CA

- Identified bugs, anomalies and discrepancies within the Macintosh OS as they pertained to the normal functionality and operation of graphic and desktop publishing applications in prototype Apple computers.
- Point of contact for Desktop Publishing questions or problems.
- Tracked the progress of the test team through weekly status reports.
- Wrote test plans and bug reports.

Computer Services Shift Supervisor 1995 - July, 1996
Kinko's San Francisco, CA

- Supervised staff at one of the nation's most profitable and busiest computer service departments.
- Ensured departmental staff were trained on all hardware and software.
- Wrote training manual for coworkers to maintain the store e-mail services.

Education and Coursework

University of California, Berkeley 1999
San Francisco, CA

- Database Access from Web Applications
- XML Application Development
- Introduction to Perl Programming

Sybase Learning Center 1998
Emeryville, CA

- Introduction to SQL

Graduate Study 1990 - 1991
California College of the Arts & Crafts Oakland, CA

- Accepted on scholarship into the Experimental Film and Television program.

Bachelor of Arts in Mass Communication, Cum Laude 1987
State University of New York at Plattsburgh Plattsburgh, NY

Associates of Applied Science, Computer Programming 1984
Hudson Valley Community College Troy, NY

References

Available upon request