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DETAILED EXPERIENCES

Software Test Engineer, RealNetworks Inc, Seattle, WA — Apr, 2005 - Aug, 2007

- **RealPlayer Stub Installer Testing** – I was involved from the beginning on an upgraded auto updating framework to bring old versions of RealPlayer up to date for presentation of new software offers. I interacted with the designers and developers to create a test plan and request testing specific features to be added. I saw the project from concept, through development, to live implementation. This application brought more than \$10 million of additional revenue to RealNetworks quarterly.
- **RealPlayer AU Server Configuration Testing** – I was solely responsible for the testing of new Automatic Update server configurations. When new versions of RealPlayer were released or new features made available for download, a comprehensive series of tests were ran against the entire product/OS matrix for every update ever offered. With time this matrix grew to massive proportions. Additionally, I was involved in streamlining this matrix and cleverly scripting an automation system to test the server configurations automatically.
- **RealPlayer Datatype Automated Testing** – I developed scripts to interact with RealPlayer's faceless background interface. These scripts automated the comprehensive testing of every media and datatype RealPlayer supported. The scripts were developed using regular expressions with SMIL and connected to a Python server. The scripts were ran daily against new builds of RealPlayer.

Mac Specialist, Apple Computer, Lynnwood, WA — Oct, 2004 - Dec, 2005

- **Sales** – My primary role at Apple is that of Sales. I work directly with all levels of customers as they come into the store. I am required to be knowledgeable and current in all Apple's products and technologies. To be effective in this role requires a strong knowledge of computers and technology in general, and an ability to listen to customers and find the right solution to fit their unique needs.
- **Training** – I teach at both levels that Apple offers, the generic daily training classes for off the street customers, and the more personalized Pro Care classes. I teach basic Mac OSX skills, .Mac, iLife, and Final Cut Pro / Express.

Senior Web Application Developer, private, Seattle, WA — Nov, 2003 - Jul, 2004

- **Interactive Photo Submission Site** – I am the Senior Developer for a yet to be released photo submission and ranking web application. I have been active in the development of this application from the initial planning and design, through to the implementation and testing. This application features blind object oriented class based design, abstraction of design, from the code and content, localization in multiple languages, multiple users support, and full administrative access. This application does not rely on any 3rd party code. It was implemented in PHP with MySQL.
- **Server Administration** – I was responsible for the creation of a web development server environment. This consisted of a MacOSX server running Apache, PHP, MySQL, with a CVS repository. Qualifying developers are given private access via SSH to CVS, and are given a personal sandbox within which to develop and test their own code before it is released to the main site. I assumed full responsibilities for server upkeep, security, and user account management.

Senior Web Application Developer, RealNetworks Inc., Seattle, WA — Apr, 2003 - Jul, 2003

- **Motion Project Management Tool** – I was the lead developer for Motion. Motion is a web based open source project management tool used internally at RealNetworks. I started with an existing completed code base (PHP/MySQL) with which I was responsible for all code maintenance, feature upgrades/additions, and user administration and support. While working on this project I was also responsible for all testing and bug tracking.
- **Partner Services** – As a member of a small team I developed solutions that met the needs of RealNetworks partners. RealNetworks has partnered with many large name media providers to add content to their RealOne offerings. Their partners include The Weather Channel, Playboy, AOL, CNN, ABC News, Fox Sports, NFL, MLB, PGA, NBA, WNBA, and Nascar among others. I did a variety of tasks that involved updating html designs and adding new order paths for upcoming content offerings. Order path development involved a significant amount of backend work using RXML to interface the customer with the transaction purchasing systems.

Web Application Developer, RealNetworks Inc., Seattle, WA — Apr, 2002 - Jun, 2002

- **Customer Acquisition Services** – During this short term contract I designed, architected, and developed Internet and Intranet Web-based applications and Unix tool-sets for eCommerce Systems.
- **RealOne** – I worked on a team to implement re-designed front and back ends for the RealOne promotional web site. Personally created several unique and complex promos for both Nascar and our Fox-Sports partners. Promos had a 'design to live' turn-around time of less than two days.
- *Example: RealOne web site, <http://www.realone.com/>*

- **Ubiquity Team** – Implemented methods for tracking customer viewing and purchasing habits. Re-searched RN product signatures, and created logic tables for use in creating unique and tailored user experiences.
- *Example: RealOne web site, <http://www.realone.com/>*

Software Development Engineer, RealNetworks Inc., Seattle, WA — Apr, 2000 - May, 2001

- **RealJukebox 2.0 development** – I worked on the beta and final builds of RealJukebox 2.0. I built several skins that were included in the release, as well as the built-in skins browser HTML code, which I enabled to pull live data from real.com into the skin. I also built most of the music info templates.
- *Example: RealJukebox download site, <http://www.real.com/jukebox/>*
- **RealJukebox Central Site Build** – I worked with designers and project managers to build the RJCen-tral site for customers and users of RealJukebox. This involved incorporating searching and download-ing of user submitted skins from an SQL database. I helped create the process whereby users can submit their homemade skins into our database. I built the first RJB html newsletter.
- *Example: RJ Central web site, <http://www.real.com/rjcentral/>*
- *Example: RJ Central skins database, <http://www.real.com/rjcentral/skins/>*
- **RealGuide** – I worked on all parts of the Real Guide, including back end shell scripts to pull live data, server side RXML (Roxen), International translation code for partner countries sites, complete site code review for server optimization, and linking code with external sites for simultaneous content.
- *Example: Real Guide web site, <http://realguide.real.com/>*
- *Example: Real Guide Games site, <http://realguide.real.com/games/>*
- *Example: Real Guide Live Bumbershoot 2000 site, <http://realguide.real.com/bumbershoot/>*
- **Consumer Demo Organizer** – I worked with the Consumer Marketing Team to provide effective demo hardware, software, and content for tradeshow and press tours. I kept an itemized store of demo hardware (laptops, portable music devices, speakers, printers and CD burners) working and ready to be checked out for use. I made sure that the latest content was available and pre-installed. I built competi-tive demos showcasing our technology versus competitors.
- **Consumer Demo Developer** – As part of the Consumer Marketing Team I worked on ideas to improve workflow and customer relations by implementing custom web database solutions. I provided custom Jukebox skins including both design and code. I redesigned their existing reviewers database streamlin-ing the code and adding support for secure logins, email notification of downloads, and user tracking. I built specialized offline demos of GoldPass, RealNetworks' high quality pay for content streaming serv-ice.
- *Example: Secured Reviewers Web Site, <http://www.real.com/review/>*

Web Developer, Rolling Thunder Media, Seattle, WA — Feb, 2000 - Feb, 2000

- **Web Design and Construction** – This was a short-term contract redesigning a clients website. I worked with Rolling Thunders design team to create several working mockups that were then presented to the client.

Webmaster / Technical Liaison, Pacific Center for Cultural Arts, Seattle, WA — Sep, 1999 - Sep, 2000

- **Web Site Maintenance** – The Pacific Center for Cultural Arts is home to Ishi Yama Ryu, a Japanese samurai sword school. I was in charge of maintaining their web site and online store. I worked with their ISP on server and site hosting issues.
- *Example: Ishi Yama Ryu web site, <http://www.ishiyamaryu.com/>*
- **Digital Video Creation** – I used a firewire capable Macintosh and Apple's Final Cut Pro to create origi-nal videos for sale on their web site.
- **Computer Maintenance** – I was responsible for keeping all their office equipment running trouble free.

Web Developer, Internet Development Group, Seattle, WA — Aug, 1999 - Nov, 1999

- **Web Construction and Maintenance** – The Internet Development Group designs web sites for many customers. I worked with the customers, and the designers to create a variety of both static and dy-namic web sites. For several sites I was also responsible for creation of all graphics as well.
- In the following examples I either did all of the work or assisted other coders:
- *Example: Elf Technologies, <http://www.elftech.com/>*
- *Example: Getty Images, <http://www.gettyimages.com/>*
- *Example: World 2 Market, <http://www.world2market.com/>*
- *Example: Power Pics, <http://www.powerpics.com/>*
- *Example: Holland America Lines, <http://www.hollandamerica.com/>*
- *Example: Crimson Skies, <http://www.crimsonskies.com/>*

Web Developer, Microsoft Press, Redmond, WA — Aug, 1998 - Jul, 1999

- **Web Construction and Maintenance** – I was responsible for updating, maintaining, and creating new content for Resource Link. I used PERL, HTML, and server side scripting to convert many MSPress titles into online books using the HTML Help Controls.
- *Example: Microsoft Press Resource Link membership site, <http://mspress.microsoft.com/reslink/>*
- **Web Site Maintenance** – I helped maintain and create new content for the MSPress online web site. The site changed weekly, and went through build, test, fix, and review stages for each prop.
- *Example: Microsoft Press Online, <http://mspress.microsoft.com/>*

- **Server Stats Processing** – I used WebTrends, MS Site Server, SQL, and a heavy dose of PERL to handle and report on all of the logs from our live servers. I automated PERL to process the logs daily and then Site Server to imported and reported on the logs in the SQL db.

Web Developer, Microsoft Expedia, Redmond, WA — Jun, 1997 - Jul, 1997

- **Web Page Design/Construction** – Met with marketing, design, editorial, and production to plan content for new Expedia web pages. Worked with design to ensure specification feasibility and efficiency prior to site construction. Collected editorial and graphic components for site assembly.
- *Example: Expedia.com Kyoto Feature, <http://www.expedia.com/daily/feature/kyoto/>*
- **Web Page Automation** – Created automated sets of tasks using NT batch files and PERL to take weekly content provided by editorial, put it into appropriate HTML format for our portal sites, and prop the pages.
- *Example: HMC portal Site, <http://home.microsoft.com/exploring/category.asp?category=TRVL>*
- **Web Page Maintenance** - Worked closely with editors and graphic designers to update text and design elements on a daily basis. Resolved editorial, design, and functionality bugs for all browsers.
- *Example: Expedia.com travel web site, <http://www.expedia.com/>*

Seattle Pacific University, Seattle, WA — Oct, 1994 - Jun, 1997

Webmaster & Intranet Administrator, Technology and Learning Center

- Created and maintained a small, secure intranet of Macintosh and PC computers and peripherals, using Apple's Network Administrator's Toolkit, Workgroups File Server, and At Ease for Workgroups.
- Built and maintained a department Intra/Internet server with web, email, list, Real Audio, chat, and ftp capabilities, using a variety of tools.

Apple Sales Lead, Computer & Information Systems

- Worked with Apple Computer and the university to provide discounted computer products to students. Helped the university sales department make its first profit in two years.
- Created and designed an Apple sales web site that students and faculty could use in choosing, modifying, and purchasing custom Apple computers.

Tech Support, Computer & Information Systems

- Provided on-site and telephone tech support for faculty and staff related to hardware, software, and networking issues.
- Assisted in the creation of the initial SPU main and departmental web pages.

Software Tester, Egghead Software, Issaquah, WA — May, 1994 - Aug, 1994

- Tested Edu-tainment software (Mac/PC) and gave recommendations on inclusion or exclusion in the Christmas catalog.
- Maintained a large inventory database of products and vendors.