Robert MacCracken

15+ of QA Experience with 7 Years Quality Engineering experience from design, planning and implementation of Test Automation. Facilitated and documented testing strategies and processes for multiple QA departments. Understanding of the Full Technology stack which allows for better testing of the Frontend, Backend and End to End testing. Experience building automation tools to assist in testing features and requirements as well as writing scripts/suites using those tools. Proven ability to learn technical languages quickly with a capacity to oversee a diverse range of responsibilities dedicated to quality.

Professional Experience

Valence Media Group   **April 2018 – November 2019**
Sr. Quality Assurance Engineer
- Github hooks incorporated to trigger Jenkins builds
- Containerized Automation tools to work with Docker
- Worked with SRE/IT to improve CD/CI workflow
- Incorporated linting to master repositories using SonarCube
- GraphQL automated tests started for Vibe.com DB
- Maintained QA documentation regarding process, test coverage, and future road mapping in Confluence
- AD Technology testing and ticket review
- Moved from Waterfall to Agile Scrum methodologies
- Participated in Scrum activities: daily stand-ups, iteration planning & backlog grooming
- ZSH incorporation of the terminal for easier scripting
- Communication with teams via Slack
- Trained new co-workers on process and procedures
- Coordinated releases until task hand-offs to co-workers
- Strong understanding of Frontend technologies for testing and development purposes
- Ability to prioritize and self-motivate, 100% Remote during this period
- Major Projects during this time: The new of Billboard Memberships subscription functionality & separation of Billboard chart data from editorial data for quicker data response times.

Valence Media Group   **October 2015 – April 2018**
Quality Assurance Engineer
- Created test plans and test architecture for features
- Built Automation tools from ground up, Selenium with Watir (ruby) from black box tests
- Automation tests written to reproduce known issues and validate functionality
- Automation tests suites created for Frontend, API, RSS, Drupal/WordPress backends to create content.
- Test suites conducted using Jenkins with Allure reports
- Assisted with the testing moved from Internal servers to AWS services
- Parallelized test suites using AWS Linux Java slaves and docker Selenium hub w/ browsers containers
- Incorporated Mac/Windows Desktop and Mobile Device automated testing with the use of Browserstack
- Reported bugs through JIRA software
- Bash script writing for tool automation
- Created and maintained Smoke and Regression test cases
- Mobile and web application review via the specified set of criteria
- Analyzed functional discrepancies against expected results; description of issues in detail to reproduce
- Represent QA concerns in meetings with cross-functional project team members
- Created QA documentation in Confluence
- Worked closely alongside Developers to find root cause of issues as a member of the Product team
- Created internal reports detailing critical issues pending release(s)
- Proponent of adding more unit testing done by Development to verify the build (Test Pyramid)
- Was moved from Product Team to Development Team
- Technical Languages Used: HTML, CSS, JavaScript, Node.js, PHP, SQL, Ruby, Bash
- Device Types Tested: Desktop (Mac/Windows), Mobile (iOS/Andriod), Linux (Automation) Desktop Browsers

OmniUpdate   **February 2014 – October 2015**
Quality Assurance Engineer
- Coordinated with Product & Development team members to ensure the product was meeting its specifications.
- Development of automated testing scripts.
- Use of Vagrant and Packer to create VM containers used for automation testing.
- Execution of automation on daily/weekly/release candidate basis, reviews and reports issues.
- Identified and troubleshooted QA testing problems, delegation of QA tasks and responsibilities
- Reviewed and revised testing procedures, documentation and methodologies.
- Documentation of testing efforts and plans.
- Use of JIRA for reporting, product issues, documentation and validation of company products.
- Zendesk: support ticket, customer bug issue review

Customer Support Technician (QA mixed role)   **September 2012 – February 2014**
- Provided technical support for customers via phone and triage of support tickets.
- QA was the role of Customer Support Department
- Testing, Regression and Validation Testing of bug fixes and features.
- Began development of Automated test suites to check the validity of the Product.
- Documentation of technical issues
- Coordinated version 10 Beta testing and needs
- Use of ZenDesk, Bugzilla and Wrike to accomplish tasks
- Work Related Skills: XML, XSL, HTML, CSS, Java, JavaScript (JQuery/Dojo), PHP, AJAX

Walt Disney Interactive Media Group   **March 2009 – June 2011**
Player Support Representative
- Initiated communication with Leads and Managers
- Escalation of yellow/red alerts
- Monitored guest behavior and address Gameplay desires
- Provided in-game feedback to development and production teams
- Provided feedback for work tool improvements
- Assisted in the QA of tools and provided feedback for product updates in development
- Online Game Master for Pirates of the Caribbean and World of Cars
- Online Chat moderation for Disney Products, including but not limited to: Pirates of the Caribbean Online, Disney DXD, ToonTown, Disney Fairies, World of Cars Online
- Emailed response of Member questions using internal tools

Walt Disney Interactive Media Group   **August 2006 – March 2009**
QA Test Engineer
- Tested various Disney Internet Groups Mobile Games and Applications
- Documented Bugs – Mercury Test Director, Bugzilla, IBMS and LMS.
- Tracked test builds using JDM, IBMS & LMS
- Specified and tested pass/fail builds
- Procured necessary education for the new implementation of procedures for BREW/JAVA
- Performed all US carrier testing standards & internal BREW/JAVA tests suites on variety mobile handsets

Activision   **August 2005 – August 2006**
TRG/QA Tester
- Tested various Activision's game titles
- Advancement from PC testing to Requirements Group after initial project.
- Responsible for training of new hires joining TRG on the CRC/TRC for the PS2 console.
- Fulfilled Night-shift floor Lead responsibilities for Team Handheld in an absence of the Floor Lead.

Education
University of Phoenix - BSIT/SE: Information Technology w/Software Engineering
2012
AWS Certification Developer - Associate
        2020